



Severe Weather events impact service in Adelaide Metropolitan, Yorke Peninsula, Mount Lofty Ranges, Upper South East and Lower South East Districts and parts of the Mid North and Murraylands Districts of South Australia.

QTelecom is working to manage the significant impact to services that has occurred as a result of a series of severe weather events in the Adelaide Metropolitan, Yorke Peninsula, Mount Lofty Ranges, Upper South East and Lower South East Districts and parts of the Mid North and Murraylands Districts of South Australia on or about Sunday 24 July 2016 through to Tuesday 26 July 2016.

Due to the effect of damage to the telecommunications network by severe storms, there has been a significant increase in the number of services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities.

QTelecom apologises to any affected customers.

Information as to the nature of these severe weather events can be sourced from the Bureau of Meteorology (BOM). Damaging winds are referred to in the BOM Severe Weather Warning issued for 24 July 2016 initially at 6:58 am Sunday, 24 July 2016, reference number IDS65503; all of which were widely reported in the news media after the events. QTelecom has identified that the effect of these circumstances may apply to approximately 6,700 services. Some of these services may not be installed or repaired within QTelecom's standard time frames. The number of possibly affected services may increase or decrease as QTelecom assesses the full effect of the severe weather conditions. Based on current information, the resumption date of normal service operations is expected to be 21 August 2016. This date is indicative only, however, and may be subject to change once the full impact of the extreme weather conditions has been assessed. QTelecom regrets any inconvenience caused to customers and thanks them for their patience while this work is being undertaken.

Services encompassed in this exemption are in the area bounded by and including, but are not limited to, the area starting at Fisherman Bay in the Spencer Gulf heading northeast to Canowie Belt, southeast to Bower and south to Dutton East then southwest to Freeling. From Freeling the area turns southeast past Sanderston and Perponda to Marama then east to the SA/Victoria border. The area follows the border south where the SA/Victoria border meets Bass Strait then following the coastline northwest past Robe, Victor Harbour, Adelaide and around Yorke Peninsula back to Fisherman Bay. All suburbs and towns, off shore islands and coastal areas serviced by Telstra within these boundaries are encompassed in this exemption.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

08 7285 0000 To 08 7285 8999
08 8550 0000 To 08 8581 9999
08 7383 0000 To 08 7389 9999
08 8598 1000 To 08 8598 9999
08 7522 4000 To 08 7522 4999
08 8635 0000 To 08 8638 8999
08 8100 0000 To 08 8116 9999
08 8721 0000 To 08 8739 8999
08 8130 0000 To 08 8139 9999

08 8750 0000 To 08 8769 9999

08 8150 1600 To 08 8449 9999

08 8821 0000 To 08 8868 9999

08 8520 0000 To 08 8539 4999

08 8890 0000 To 08 8894 9999

As these circumstances were outside of QTelecom's control, QTelecom is claiming an exemption from compliance with time frames and performance standards required under the Telecommunications (Customer Service Guarantee) Standard 2011. Therefore QTelecom is notifying customers that normal installation and repair time frames may not be met during the period from 25 July 2016 to 21 August 2016 inclusive (based on QTelecom's estimated recovery schedule correct at the time of publication of this notice) and, under section 21 of the Telecommunications (Customer Service Guarantee) Standard 2011, QTelecom will be exempt from complying with performance standards during this period