



Central Tablelands and Mid North Coast Districts of New South Wales.

As previously notified, normal operations in the Hunter District and parts of the Central Tablelands and Mid North Coast Districts of New South Wales were affected by a series of severe weather events on or about Saturday 4 June through to Monday 6 June 2016.

The telecommunications network in these areas have experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of services. Due to the extent of damage to the network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 21 August 2016.

QTelecom has identified that the effect of these circumstances applies to an additional 3,900 services bringing the total number of services impacted to approximately 20,000 services. This number may increase 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; customers should anticipate that some further delays may occur. 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 is not limited to, the area starting at Seal Rocks then following the NSW coast southwest past Nelson Bay, Newcastle and The Entrance to Patonga. From Patonga the area heads southwest past Castlereagh to Springwood, southeast to Warragamba then west to the Jenolan Caves. The area heads north past Portland to Capertee, northwest to Hill End and south to Trunkey Creek then southwest to Reids Flat. From Reids Flat the area heads northwest to Greenethorpe, north to Yeoval then southeast to Glen Davis. The area turns north to Nullo Mountain, northeast to Upper Allyn then southeast back to Seal Rocks. All suburbs and towns, off shore islands and coastal areas serviced 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:

02 4014 5000 To 02 4015 9999
02 6340 0000 To 02 6369 9999
02 4028 4000 To 02 4040 8999
02 6390 7000 To 02 6394 9999
02 4320 0000 To 02 4399 9999
02 6570 2100 To 02 6578 9999
02 4560 1000 To 02 4588 9999
02 9456 0000 To 02 9457 9999
02 4720 6000 To 02 4739 9999
02 9472 8000 To 02 9480 0999
02 4751 0000 To 02 4759 9999
02 9652 0000 To 02 9658 8999
02 4780 0000 To 02 4787 3899
02 9847 1000 To 02 9847 1999
02 4902 1000 To 02 4999 9999

02 9985 5000 To 02 9985 8999

As these circumstances were outside of QTelecom's control, QTelecom is claiming an extension to time frames applying under the Telecommunications (Customer Service Guarantee) Standard 2011. This means that QTelecom is notifying customers that normal service time frames may not be met during the period of 6 July 2016 to 21 August 2016 inclusive (based on estimated recovery schedule correct at the time of publication of this notice).