



Severe Weather events impact service in the Illawarra District and parts of the South Coast and Southern Tablelands Districts of New South Wales and part of the Australian Capital Territory.

As previously notified, normal operations in the Illawarra District and parts of the South Coast and Southern Tablelands Districts of New South Wales and part of the Australian Capital Territory were affected by a series of severe weather events on or about Saturday 4 June 2016 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 4,300 services bringing the total number of services impacted to approximately 21,650 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; Telstra customers should anticipate that some further delays may occur. Telstra 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 Bundeena following the coastline south past Wollongong, Jervis Bay, Ulladulla to Snapper Point. From Snapper Point the area turns northwest to Nerriga, west to Lake George, south to Tinderry then northwest to Brindebella. The area heads northeast to Murrumbateman, east to Quialigo, northeast past Oakdale to Warragamba, southeast to Leppington and northeast to Cabramatta. From Cabramatta the area turns east to Moorebank, southeast to Engadine then east back to Bundeena. All suburbs and towns 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 4220 0000 To 02 4239 7999
02 8777 0000 To 02 8796 9999
02 4251 0000 To 02 4297 9999
02 9203 3000 To 02 9203 9999
02 4421 0000 To 02 4429 9999
02 9426 0000 To 02 9426 8999
02 4441 0000 To 02 4465 2999
02 9600 0000 To 02 9618 9999
02 4620 0000 To 02 4659 9999
02 9729 5000 To 02 9734 9999
02 4677 0000 To 02 4684 9999
02 9753 6000 To 02 9753 8999
02 4860 0000 To 02 4889 9999

02 9765 0000 To 02 9765 9999
02 6119 3000 To 02 6155 9999
02 9820 0000 To 02 9829 9999
02 6200 0000 To 02 6299 9999
02 9914 0000 To 02 9914 0999
02 8738 0000 To 02 8738 9999
02 9933 3000 To 02 9933 5999

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 June 2016 to 21 August 2016 inclusive (based on QTelecom's estimated recovery schedule correct at the time of publication of this notice).