



Severe Weather events impact service in Sydney and Greater Sydney Metropolitan Area of New South Wales.

As previously notified, normal operations in the Sydney and Greater Sydney Metropolitan Region of New South Wales 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 28 August 2016.

Based on current information, the resumption date of normal service operations is expected to be 28 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 Palm Beach following the coastline south past Sydney and Cronulla to Bundeena. The area turns west to Engadine, north to Revesby then northwest past Regentville to Winmalee. From Winmalee the area heads northeast to Kurrajong then east past Windsor to Mt Colah then northeast back to Palm Beach. All suburbs and towns, including metropolitan Sydney, off shore islands and coastal areas 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 4572 0000 To 02 4582 9999
02 8633 1000 To 02 8633 9999
02 4720 1000 To 02 4737 9999
02 8665 4000 To 02 8665 4899
02 4752 3100 To 02 4752 3399
02 8700 0000 To 02 8888 9999
02 4776 0000 To 02 4777 9999
02 8899 0000 To 02 8925 9999
02 8204 0200 To 02 8204 6899
02 8962 0000 To 02 8978 9999
02 8217 1300 To 02 8306 9999
02 9030 0000 To 02 9031 9999
02 8332 0000 To 02 8399 9999
02 9111 0000 To 02 9111 9999
02 8422 0000 To 02 8448 9999
02 9130 0000 To 02 9130 9999
02 8467 0000 To 02 8467 9999
02 9144 1000 To 02 9153 9999
02 8508 0000 To 02 8543 9999
02 9181 0000 To 02 9181 5999
02 8558 0000 To 02 8596 9999
02 9200 0000 To 02 9999 9999

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 28 August 2016 inclusive (based on Telstra's estimated recovery schedule correct at the time of publication of this notice).