



Severe Weather events impact service in parts of Northern Rivers, Mid North Coast and Northern Tablelands of New South Wales.

QTelecom is working to manage the significant impact to services that has occurred as a result of a series of severe weather events in parts of the Northern Rivers, Mid North Coast and Northern Tablelands Districts of New South Wales on or about Tuesday 2 August 2016 through to Wednesday 3 August 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 Early Warning Network at <http://www.ewn.com.au/alerts/>. Heavy rain, flash flooding and damaging winds are referred to within this site for Tuesday 2 August 2016 through to Wednesday 3 August 2016; all of which were widely reported in the news media after the events.

Some services may not be installed or repaired within the 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 28 August 2016. This date is indicative only, however, and may be subject to change once the full impact of the severe 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 not limited to, the area starting at Wardell following the NSW coast south past Brooms Head to White Bluff. From White Bluff the area heads northwest to Ben Lomond, southwest to Kingstown and northwest to Rob Roy. The area turns northeast to Bonshaw, southeast to Capoompeta, northeast to Coongbar, and northwest to Gilgurry then northeast to Woodenbong. From Woodenbong the area heads southeast past The Risk to Horseshoe Creek, south to Mount Boorabee, southeast past Jiggi and Lindendale to Uralba then south back to Wardell. 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 5620 0000 To 02 5620 4999
- 02 6682 1000 To 02 6690 7999
- 02 6603 0000 To 02 6604 9999
- 02 6720 0000 To 02 6739 9999
- 02 6620 0800 To 02 6668 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 4 August 2016 to 28 August 2016 inclusive (based on the 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.