



## **Severe Weather events impact service in Adelaide Metropolitan and Mount Lofty Ranges Districts of South Australia**

As previously notified, Telstra's normal operations in the Adelaide Metropolitan and Mount Lofty Ranges Districts of South Australia were affected by a series of severe weather events on or about Sunday 24 July 2016 through to Tuesday 26 July 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 11 September 2016.

Based on current information, the resumption date of normal service operations is expected to be 11 September 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 not limited to, the area starting at Middle Beach heading northeast to Daveyston, then southeast to Mount Pleasant. From Mount Pleasant the area turns southwest past Mount Barker to Tooperang then west past Myponga to Myponga Beach and following the coastline north past Glenelg and Port Adelaide back to Middle Beach. All suburbs and towns including metropolitan Adelaide, 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:

08 7285 0000 To 08 7285 8999  
08 8150 1600 To 08 8449 9999  
08 7383 0000 To 08 7389 9999  
08 8520 0000 To 08 8536 7999  
08 8100 0000 To 08 8116 9999  
08 8550 0000 To 08 8568 5999  
08 8130 0000 To 08 8139 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 **25 July 2016 to 11 September 2016** inclusive (based on estimated recovery schedule correct at the time of publication of this notice).