



**Severe Weather events impact service in the Sydney Metropolitan District and part of the Illawarra District 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 the Sydney Metropolitan District and part of the Illawarra District of New South Wales on or about Wednesday 24 August 2016.

Due to the effect of a low pressure system bringing very heavy rainfall, there has been a significant increase in the number of services being reported as faulty and 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 Bureau of Meteorology (BOM). Heavy rainfall and flash flooding are referred to in the BOM Severe Weather Warning issued for 24 August 2016 initially at 10:14 am Wednesday, 24 August 2016, reference number IDN20032; all of which were widely reported in the news media after the events.

Based on current information, the resumption date of normal service operations is expected to be 25 September 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 is not limited to, the area starting at Palm Beach following the coastline south past Sydney and Wollongong to Bombo. From Bombo the area turns northwest to Mount Murray, north to Wilton, northwest to Cobbitty then northeast to Orchard Hills. The area continues northeast to Annangrove, east to Dural then northeast back to Palm Beach. All suburbs and towns, including metropolitan Sydney, off shore islands and coastal areas serviced by Telstra 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 8665 4000 To 02 8665 4899  
02 4251 0000 To 02 4297 9999  
02 8700 0000 To 02 8888 9999  
02 4620 0000 To 02 4659 0999  
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 7999

02 9150 0000 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  
02 8633 1000 To 02 8633 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 **29 August 2016** to **25 September 2016** inclusive (based on 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.