



Severe Weather events impact service in the Central and Southern Tablelands Districts and parts of the North West Slopes and Plains and South West Slopes Districts 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 Central and southern Tablelands Districts and parts of the North West Slopes and Plains and South West Slopes Districts of New South Wales on or about Friday 2 September 2016.

Due to the effect of damage to the telecommunications network by severe weather, 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 Bureau of Meteorology (BOM). Damaging wind is referred to in the BOM Severe Weather Warning issued for 2 September 2016 initially at 4:45 pm Friday, 2 September 2016, reference number IDN20032; all of which were widely reported in the news media after the events.

Some of these services may not be installed or repaired within standard time frames. Based on current information, the resumption date of normal service operations is expected to be 2 October 2016. This date is indicative only, however, and may be subject to change once the full impact of the extreme 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 are not limited to, the area starting at Running Stream heading southeast to Portland, south to Duckmaloi then southeast to Kanangra. From Kanangra the area turns southwest to Wombeyan Caves, southeast to Penrose, and south to Nerriga then west to Lake George. The area heads northwest to Murrumbateman, south to Wallaroo, west to Wee Jasper and northeast to Rye Park then northwest past Thuddungra to Bland. From Bland the area heads north to Jemalong, southwest to Tullibigeal, and northeast to Albert then southeast back to Running Stream. 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 4820 0000 To 02 4849 4999
02 6390 0000 To 02 6394 9999

02 4860 6000 To 02 4860 6999
02 6816 0000 To 02 6816 5999
02 4884 0000 To 02 4884 3999
02 6850 0000 To 02 6869 9799
02 6118 0000 To 02 6118 7999
02 6890 1000 To 02 6898 3999
02 6220 1000 To 02 6227 9799
02 6970 8000 To 02 6972 9999
02 6328 8000 To 02 6369 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 **5 September 2016 to 2 October 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.