

CUSTOMER SERVICE NOTICE FROM iiNET GROUP



(iiNet Ltd, Westnet Pty Ltd, AAPT Consumer Division,
Internode Pty Ltd, TransACT Capital Communications Pty Ltd, Jiva Pty Ltd)

Gold Coast 600 impacts service in and around Gold Coast area of Queensland. **iiNet Group reference ID: 2849903**

The iiNet Group (iiNet Ltd, Westnet Pty Ltd, Internode Pty Ltd, AAPT Consumer Division, TransACT Capital Communications Pty Ltd and Jiva Pty Ltd) is working to manage the impact due to the Gold Coast 600 motoring event, in and around the Gold Coast area of Queensland on Monday 21 October 2013 through to Monday 28 October 2013.

Access to the immediate area of the Gold Coast 600 motoring event and surrounding suburbs is expected to be restricted due to the many road closures surrounding the race track area, and the resulting congestion on other arterial roads providing access to the area. This is expected to severely restrict normal access and activity in those areas, as referred to in Telstra Wholesales Mass Service Disruption Notification which can be found at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/>. A copy of this notice will also be published in the **Gold Coast Bulletin on 22 October 2013.**

The iiNet Group is working closely with suppliers and wholesalers to assess and reduce delays to affected services. Customers in these regions may experience delays in normal connection times and fault restoration.

As these circumstances are outside the iiNet Group's control, iiNet is claiming an exemption under Section 21 of the Telecommunications (Customer Service Guarantee) Standard 2011 from the normal performance standards. The exemption shall apply from **21 October 2013 to 1 November 2013** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Services in the affected location with a phone number in the following ranges may have been affected:

07 5501 8800 To 07 5539 9999
07 5644 5000 To 07 5644 5999
07 5552 0000 To 07 5597 8999
07 5656 0000 To 07 5665 4999

Estimated number of impacted services: **7,286**

iiNet Ltd and AAPT Consumer Division customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting iiNet on **13 22 58** and quoting fault reference **2849903**.

Westnet Pty Ltd customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Westnet on **1300 786 068** and quoting fault reference **2849903**.

Internode Pty Ltd customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Internode on **1300 788 233** and quoting fault reference **2849903**.

TransACT Capital Communications Pty Ltd customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting TransACT on **13 30 61** and quoting fault reference **2849903**.

Jiva Pty Ltd customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Jiva on **13 88 88** and quoting fault reference **2849903**.

If after calling one of the above numbers, you remain dissatisfied, you may choose to contact the Telecommunications Industry Ombudsman (TIO) on **1800 062 058**, www.tio.com.au.

The iiNet Group would like to apologise for any inconvenience caused, and thank all affected customers for their patience. A copy of this notice is available on our webpage at iinet.net.au/legal/mass-disruptions.html