

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)

Extreme Weather events impact service in Southeast Coast and Wide Bay and Burnett Districts of Queensland

iiNet Group reference ID: **2920205**

The iiNet Group (iiNet Ltd, Westnet Pty Ltd, Internode Pty Ltd, AAPT Consumer Division, TransACT Capital Communications Pty Ltd and Jiva Pty Ltd) is currently working to manage the impact to its network that has occurred as a result of a series of extreme weather events in the Southeast Coast and Wide Bay and Burnett regions of Queensland on or about Friday 15 November 2013 through to Monday 18 November 2013.

Damaging wind, large hailstones and heavy rainfall have caused notable damage to the network, rendering some services faulty, 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 **Courier Mail on 25 November 2013**.

The iiNet Group is working closely with suppliers and wholesalers to assess and repair the damage to affected services in a timely manner. Customers in these regions may experience service disruptions and delays to 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 **18 November 2013 to 6 December 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 3384 3600 To 07 3385 7999	07 4303 2000 To 07 4331 1999
07 3400 0000 To 07 3410 9999	07 4612 5000 To 07 4612 5999
07 3425 0000 To 07 3425 9999	07 4692 6000 To 07 4698 4999
07 3478 4000 To 07 3478 4999	07 5331 5000 To 07 5352 8999
07 3491 0000 To 07 3491 4999	07 5370 1000 To 07 5371 0999
07 3882 9400 To 07 3897 3799	07 5390 0000 To 07 5390 9999
07 4120 0000 To 07 4133 9999	07 5401 0000 To 07 5459 9999
07 4150 0000 To 07 4199 7999	07 5470 0000 To 07 5499 9999

Estimated number of impacted services: **16,942**

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 **2920205**.

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 **2920205**.

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 **2920205**.

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 **2920205**.

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 **2920205**.

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