

# 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 Darling Downs and Granite Belt Districts of Queensland and the Northern Rivers and Northern Tablelands Districts of New South Wales.**

**iiNet Group reference ID: 2932423**

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 Darling Downs and Granite Belt Districts of Queensland and the Northern Rivers and Northern Tablelands Districts of New South Wales on or about Saturday 23 November 2013 through to Sunday 24 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 **Brisbane Courier Mail on 29 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 **25 November 2013 to 27 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:

02 5794 4000 To 02 5794 5999	07 4612 0000 To 07 4639 9999	07 3131 0000 To 07 3131 9999
07 3620 0000 To 07 3667 6999	02 6780 4000 To 02 6799 9999	07 5500 0000 To 07 5599 9999
02 6618 0000 To 02 6639 9999	07 4650 9000 To 07 4699 9999	07 3179 2100 To 07 3179 2299
07 3710 0000 To 07 3727 9999	07 3000 0100 To 07 3037 8999	07 5618 2000 To 07 5618 7999
02 6670 0000 To 02 6689 9999	07 5321 0000 To 07 5322 8999	07 3200 0000 To 07 3457 9999
07 3800 0000 To 07 3917 9999	07 3055 3100 To 07 3055 9999	07 5644 0000 To 07 5644 9999
02 6705 0000 To 02 6705 9999	07 5361 0000 To 07 5362 9999	07 3470 0000 To 07 3514 9999
07 4571 9000 To 07 4571 9999	07 3066 0000 To 07 3070 9499	07 5656 0000 To 07 5665 9999
02 6724 7000 To 02 6729 7999	07 5410 0000 To 07 5427 9999	07 3550 0000 To 07 3552 9999
07 4594 4000 To 07 4596 3999	07 3109 0000 To 07 3109 7999	07 5689 1000 To 07 5689 1999
02 6750 0000 To 02 6759 9999	07 5460 0000 To 07 5469 9999	07 3608 6000 To 07 3608 6999

Estimated number of impacted services: **46,141**

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 **2932423**.

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 **2932423**.

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 **2932423**.

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 **2932423**.

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 **2932423**.

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](http://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](http://iinet.net.au/legal/mass-disruptions.html)