

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 the Peninsula and Gulf Country Districts of Queensland

iiNet Group reference ID: 3067327

As previously notified on **13 February 2014**, 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 on or about Saturday 8 February 2014 through to Monday 10 February 2014.

Heavy rainfall as a result of a strong monsoonal low has 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 4 February 2014**.

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. The impact in the affected region has been greater than initially estimated and as a consequence of the continued weather effects, the expected date for resumption of normal service operations has been extended to **14 March 2014**.

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 **10 February 2014 to 14 March 2014** 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 4030 6000 To 07 4030 9999
07 4048 6000 To 07 4048 6999
07 4060 1000 To 07 4069 9999
07 4082 3000 To 07 4090 9999

07 4212 0000 To 07 4220 6999
07 4442 3000 To 07 4448 2999
07 4742 9000 To 07 4748 7999
07 4762 6000 To 07 4769 8999

Estimated number of impacted services: **813**

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 **3067327**.

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 **3067327**.

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 **3067327**.

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 **3067327**.

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 **3067327**.

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