

# 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, Adam Internet Pty Ltd).

## Extreme Weather events impact service in Herbert and Lower Burdekin, Central Coast and Whitsundays, Capricornia and Wide Bay and Burnett Districts of Queensland.

**iiNet Group reference ID: 3168825**

As previously notified on **2 April 2014**, the iiNet Group (iiNet Ltd, Westnet Pty Ltd, AAPT Consumer Division, Internode Pty Ltd, TransACT Capital Communications Pty Ltd, Jiva Pty Ltd and Adam Internet 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 Wednesday 26 March 2014 through to Thursday 27 March 2014 in Herbert and Lower Burdekin, Central Coast and Whitsundays, Capricornia and Wide Bay and Burnett Districts of Queensland.

Heavy rainfall and flash flooding 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 **30 April 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 **11 May 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 **27 March 2014 to 11 May 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 4126 0000 To 07 4133 9999	07 4750 0100 To 07 4799 9999
07 4150 0000 To 07 4159 9999	07 4835 2000 To 07 4846 9999
07 4190 6000 To 07 4199 7999	07 4862 2000 To 07 4862 2999
07 4331 0000 To 07 4331 1999	07 4884 8000 To 07 4884 8999
07 4411 0000 To 07 4431 2999	07 4898 0000 To 07 4987 3099
07 4720 0000 To 07 4729 9999	07 4998 5000 To 07 4999 4999

Estimated number of impacted services: **9,805**

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 **3168825**.

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 **3168825**.

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 **3168825**.

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 **3168825**.

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 **3168825**.

Adam Internet Pty Ltd customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Adam Internet on **08 8423 4030** and quoting fault reference **3168825**.

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 <http://iinet.net.au/legal/mass-disruptions.html>.