

# 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 Wide Bay and Burnett, Darling Downs and Granite Belt and Southeast Coast Districts of Queensland.

**iiNet Group reference ID: 3171141**

As previously notified on **4 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 Friday 28 March 2014 in the Wide Bay and Burnett, Darling Downs and Granite Belt and Southeast Coast 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 28 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 3131 0800 To 07 3131 0999	07 3810 0000 To 07 3819 9999
07 3201 0000 To 07 3205 9999	07 3869 0000 To 07 3869 9999
07 3261 0000 To 07 3269 9999	07 3880 0000 To 07 3897 9999
07 3280 0000 To 07 3298 9999	07 4160 0000 To 07 4189 9999
07 3325 0000 To 07 3325 9999	07 4567 8000 To 07 4577 9999
07 3381 0000 To 07 3385 9999	07 4596 2000 To 07 4596 9999
07 3400 0000 To 07 3410 9999	07 4612 1000 To 07 4639 9999
07 3425 0000 To 07 3437 9999	07 4659 0000 To 07 4699 9999
07 3470 0000 To 07 3500 9999	07 5321 0000 To 07 5371 0999
07 3551 3000 To 07 3551 3999	07 5390 0000 To 07 5390 9999
07 3631 0000 To 07 3631 9999	07 5401 0000 To 07 5499 9999
07 3667 6000 To 07 3667 6999	

Estimated number of impacted services: **26,940**

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 **3171141**.

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 **3171141**.

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 **3171141**.

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 **3171141**.

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 **3171141**.

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 **3171141**.

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>.