

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 Brisbane and the Southeast Coast District of Queensland iiNet Group reference ID: 3652933

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 in the Brisbane and the Southeast Coast regions of Queensland on or about Wednesday 19 November 2014.

Damaging wind, heavy rainfall and large hailstones 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 **26 November 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.

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 **20 November 2014 to 7 December 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 3000 0100 To 07 3035 9999 | 07 3608 6000 To 07 3608 6999 |
| 07 3055 3100 To 07 3055 9999 | 07 3620 0000 To 07 3666 9999 |
| 07 3109 0000 To 07 3109 7999 | 07 3710 0000 To 07 3727 9999 |
| 07 3131 0000 To 07 3131 9999 | 07 3800 0000 To 07 3809 9999 |
| 07 3179 2100 To 07 3179 2299 | 07 3820 0000 To 07 3917 9999 |
| 07 3200 2000 To 07 3407 9999 | 07 5500 0000 To 07 5502 9999 |
| 07 3420 0000 To 07 3457 9999 | 07 5514 1400 To 07 5561 8999 |
| 07 3479 0000 To 07 3498 6999 | 07 5573 0000 To 07 5596 8999 |
| 07 3510 8800 To 07 3514 6999 | 07 5644 0000 To 07 5644 9999 |
| 07 3550 7000 To 07 3552 7099 | 07 5656 2000 To 07 5665 9999 |

Estimated number of impacted services: **39,171**

iiNet Group customers can enquire about CSG payment eligibility or the basis for claiming this exemption by using the contact details below, and quoting fault reference **3652933**.

| iiNet Ltd and AAPT Consumer Division | Westnet Pty Ltd | Internode Pty Ltd | TransACT Capital Communications Pty Ltd | Jiva Pty Ltd | Adam Internet Pty Ltd |
|--------------------------------------|---------------------|---------------------|---|-----------------|-----------------------|
| 13 22 58 | 1300 786 068 | 1300 788 233 | 13 30 61 | 13 88 88 | 08 8423 4000 |

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