

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 District and parts of the Capricornia and Southeast Coast Districts of Queensland.

iiNet Group reference ID: 3657399

As previously notified on **27 November 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 series of extreme weather events on or about Wednesday 19 November 2014 in the Wide Bay and Burnett District and parts of the Capricornia and Southeast Coast regions of Queensland.

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 9 December 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 December 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 **20 November 2014 to 14 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 4120 0000 To 07 4133 9999	07 4925 9000 To 07 4937 2999
07 4150 0000 To 07 4167 9999	07 4970 5000 To 07 4974 9999
07 4183 9000 To 07 4199 7999	07 4990 0000 To 07 4998 4999
07 4303 2000 To 07 4331 1999	07 5331 5000 To 07 5352 8999
07 4835 3000 To 07 4837 6999	07 5401 0000 To 07 5401 9999
07 4902 0000 To 07 4902 7999	07 5413 0000 To 07 5459 9999
07 4913 2000 To 07 4913 2999	07 5470 4000 To 07 5499 9999

Estimated number of impacted services: **16,928**

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 **3657399**.

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>.