

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 Southeast Coast District of Queensland and part of the Northern Rivers District of New South Wales

iiNet Group reference ID: 3706725

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 Southeast Coast District of Queensland and part of the Northern Rivers District of New South Wales on or about Monday 8 December 2014 through to Tuesday 9 December 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 **Sydney Daily Telegraph and Brisbane Courier Mail** on **15 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.

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 December 2014 to 11 January 2015** 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:

02 6618 0000 To 02 6639 9999	07 3634 4300 To 07 3634 4399
02 6670 0000 To 02 6689 9999	07 3800 0000 To 07 3809 9999
07 3131 1000 To 07 3131 9999	07 3820 0000 To 07 3829 9999
07 3200 0000 To 07 3212 0599	07 3843 8000 To 07 3843 8999
07 3239 5500 To 07 3248 6999	07 3884 2000 To 07 3917 7999
07 3286 0000 To 07 3299 9999	07 5410 0000 To 07 5410 8999
07 3347 1100 To 07 3347 1199	07 5460 6000 To 07 5469 9999
07 3362 6000 To 07 3390 3999	07 5500 0000 To 07 5599 9999
07 3407 8600 To 07 3407 8699	07 5618 2000 To 07 5618 7999
07 3440 0000 To 07 3451 9999	07 5644 0000 To 07 5644 9999
07 3479 0000 To 07 3498 6999	07 5656 0000 To 07 5665 9999
07 3620 6500 To 07 3620 6599	07 5689 1000 To 07 5689 1999

Estimated number of impacted services: **28,793**

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 **3706725**.

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>.