

# 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 **16 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 |
|--------------------------------------|---------------------|---------------------|---|-----------------|-----------------------|
| <b>13 22 58</b>                      | <b>1300 786 068</b> | <b>1300 788 233</b> | <b>13 30 61</b>                         | <b>13 88 88</b> | <b>08 8423 4000</b>   |

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