

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 Central Highlands and Coalfields, Capricornia, Central Coast - Whitsundays and Wide Bay and Burnett.

iiNet Group reference ID: 3788901

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 Central Highlands and Coalfields, Capricornia, Central Coast - Whitsundays and Wide Bay and Burnett region of Queensland on or about Monday 19 January 2015 through to Thursday 22 January 2015.

Heavy rainfall, flash flooding and damaging wind 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 **28 January 2015**.

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 **21 January 2015 to 1 March 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:

| | |
|------------------------------|------------------------------|
| 07 4120 0000 To 07 4167 9999 | 07 4862 2000 To 07 4862 2999 |
| 07 4183 9000 To 07 4199 7999 | 07 4884 0000 To 07 4885 8999 |
| 07 4303 2000 To 07 4331 1999 | 07 4898 0000 To 07 4999 4999 |
| 07 4816 7000 To 07 4816 7999 | 07 5484 2000 To 07 5488 7999 |
| 07 4835 0000 To 07 4847 2999 | |

Estimated number of impacted services: **8,407**

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 **3788901**.

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