

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 parts of the Southeast Coast District of Queensland

iiNet Group reference ID: 3855233

As previously notified on **2 March 2015**, 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 resulting from Ex-Tropical Cyclone Marcia in the Southeast Coast District of Queensland on or about Thursday 19 February 2015 through to Sunday 22 February 2015.

Ex-Tropical Cyclone Marcia has 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 April 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. 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 **10 May 2015**.

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 **23 February 2015 to 10 May 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 3000 0100 To 07 3037 8999
07 3055 3100 To 07 3055 9999
07 3066 0000 To 07 3070 9499
07 3109 0000 To 07 3109 7999
07 3131 0000 To 07 3131 9999
07 3179 2100 To 07 3179 2299
07 3201 0000 To 07 3457 9999
07 3470 0000 To 07 3514 9999
07 3608 6000 To 07 3608 6999
07 3620 0000 To 07 3667 6999
07 3710 0000 To 07 3727 9999
07 3801 0000 To 07 3917 9999
07 5321 0000 To 07 5322 8999
07 5361 0000 To 07 5362 9999
07 5410 6000 To 07 5427 9999
07 5460 0000 To 07 5468 9999
07 3550 0000 To 07 3552 9999

Estimated number of impacted services: **32,504**

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 **3855233**.

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>.