

# 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 part of the Wide Bay and Burnett District and part of the Southeast Coast District of Queensland

**iiNet Group reference ID: 3855249**

As previously notified on **2 March 2015** and **2 April 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 extreme weather events resulting from Ex-Tropical Cyclone Marcia in part of the Wide Bay and Burnett District and part of 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 **29 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 ongoing weather effects, the expected date for resumption of normal service operations has been extended to **31 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 31 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 3384 3600 To 07 3385 7999	07 4183 9000 To 07 4197 9999
07 3400 0000 To 07 3410 9999	07 4303 2000 To 07 4325 6999
07 3425 0000 To 07 3425 9999	07 5331 5000 To 07 5352 8999
07 3478 4000 To 07 3478 4999	07 5370 1000 To 07 5371 0999
07 3491 0000 To 07 3491 4999	07 5390 0000 To 07 5390 9999
07 3882 9400 To 07 3897 3799	07 5401 0000 To 07 5459 9999
07 4120 0000 To 07 4129 9999	07 5470 0000 To 07 5499 9999

Estimated number of impacted services: **16,794**

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 **3855249**.

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