

# 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 Northern Rivers and Mid North Coast Districts of New South Wales.

**iiNet Group reference ID: 3855253**

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 in the Southeast Coast District of Queensland and Northern Rivers and Mid North Coast Districts of New South Wales on or about Thursday 19 February 2015 through to Sunday 22 February 2015.

Damaging winds and heavy rainfall 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 and Sydney Daily Telegraph** 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 **24 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 24 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:

02 5524 0000 To 02 5525 5999	07 3489 0000 To 07 3498 6999
02 5620 0000 To 02 5622 8999	07 3800 0000 To 07 3809 9999
02 6538 0000 To 02 6538 3999	07 3826 0000 To 07 3827 9999
02 6550 3000 To 02 6569 9999	07 3884 2000 To 07 3884 9999
02 6580 0000 To 02 6604 9999	07 5410 0000 To 07 5410 8999
02 6618 0000 To 02 6692 2999	07 5460 6000 To 07 5469 9999
02 6730 0000 To 02 6739 5999	07 5500 0000 To 07 5599 9999
07 3200 0000 To 07 3209 5999	07 5618 2000 To 07 5618 7999
07 3287 0000 To 07 3299 9999	07 5644 0000 To 07 5644 9999
07 3380 0000 To 07 3387 9999	07 5656 0000 To 07 5665 9999
07 3440 1000 To 07 3451 8999	07 5689 1000 To 07 5689 1999

Estimated number of impacted services: **27,799**

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 **3855253**.

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>.