

# 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).

## Staff Redeployment impact service in Adelaide and Mount Lofty Ranges Districts of South Australia.

**iiNet Group reference ID: 3950423**

As previously notified on **Wednesday 22 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 Ex-Tropical Cyclone Marcia in coastal Queensland and parts of northern coastal New South Wales. This necessitated in our wholesaler redeploying a large number of staff from across Australia to the affected regions.

Destructive winds, heavy rainfall, flash flooding, flood river warnings and abnormally high tides have caused notable damage to the network in areas of coastal Queensland and parts of northern coastal New South Wales. Due to the extent and severity of these ongoing weather events, our wholesaler has redeployed staff from across Australia as referred to in Telstra Wholesales Mass Service Disruption Notification which can be found at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/>.

The impact in the affected region has been greater than initially estimated and as a consequence of the extent of the damage, the expected date for resumption of normal service operations has been extended to **31 May 2015**. A copy of this notice will also be published in the **Adelaide Advertiser** on **5 May 2015**.

The iiNet Group is working closely with suppliers and wholesalers to assess and manage the impact to affected services in a timely manner. Customers in Adelaide and the surrounding Mount Lofty Ranges District may experience service disruptions and delays to normal connection times and fault restoration as Telstra wholesale staff from this region are redeployed to areas of coastal Queensland and parts of northern coastal New South Wales. For further detail on the relevant regions see the Telstra Wholesales Mass Service Disruption Notification which can be found at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/>.

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 **20 April 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:

08 7285 0000 To 08 7285 8999  
08 7383 0000 To 08 7389 9999  
08 7522 4000 To 08 7522 4999  
08 8100 0700 To 08 8116 6499  
08 8130 0000 To 08 8139 9999  
08 8150 0000 To 08 8449 9999  
08 8520 0000 To 08 8536 7999  
08 8550 0000 To 08 8568 5999  
08 8598 0000 To 08 8598 9999

Estimated number of impacted services: **30,075**.

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 **3950423**.

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>.