

# 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 Tasmania.

**iiNet Group reference ID: 4023477**

As previously notified on **14 May 2015 in the Hobart Mercury** and **15 May 2015 in the Launceston Examiner**, 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 throughout widespread coastal areas of Queensland and New South Wales. This necessitated in our wholesaler redeploying a large number of staff from across Australia to the affected regions.

Damaging winds, heavy rainfall and flash flooding have caused notable damage to the network in widespread coastal areas of Queensland and 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 the redeployed staff will remain in the affected regions and continue repair work. The expected date for resumption of normal service operations has been extended to **21 June 2015**. A copy of this notice will also be published in the **Launceston Examiner** on **17 June 2015** and **Hobart Mercury** on **16 June 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 Tasmania may experience service disruptions and delays to normal connection times and fault restoration as Telstra wholesale staff from this region are redeployed to widespread coastal areas of Queensland and 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 **11 May 2015 to 21 June 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:

03 6208 0000 To 03 6298 9999  
03 6323 0000 To 03 6399 3999

03 6420 2000 To 03 6475 9999  
03 6490 0000 To 03 6498 9999

Estimated number of impacted services: **11,599**

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 **4023477**.

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>.