

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 parts of Herbert and Lower Burdekin District of Queensland.

iiNet Group reference ID: 4035907

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 Telstra wholesale staff being redeployed on or about 18 May 2015.

Damaging winds, heavy rainfall, abnormally high tides and dangerous surf have caused notable damage to the network in Southeast Queensland. 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/>. A copy of this notice will also be published in the **Townsville Bulletin** on **21 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 parts of Herbert and the Lower Burdekin District of Queensland may experience service disruptions and delays to normal connection times and fault restoration as Telstra wholesale staff from this region are redeployed to Southeast Queensland. 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 **18 May 2015 to 7 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:

07 4411 0000 To 07 4431 2999

07 4750 0100 To 07 4799 9999

07 4720 0000 To 07 4729 9999

Estimated number of impacted services: **3,509**.

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 **4035907**.

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>.