

Customer Service Notice from iiNet Group



(iiNet Ltd, Westnet Pty Ltd, AAPT Consumer Division,
Internode Pty Ltd, TransACT Capital Communications Pty Ltd, Adam Internet Pty Ltd).

Severe Weather events impact service in parts of the Northern Rivers, Northern Tablelands and North West Slopes and Plains Districts of New South Wales and part of the Darling Downs and Granite Belt District of Queensland.

iiNet Group reference ID: 4429382

The iiNet Group (iiNet Ltd, Westnet Pty Ltd, AAPT Consumer Division, Internode Pty Ltd, TransACT Capital Communications 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 in parts of the Northern Rivers, Northern Tablelands and North West Slopes and Plains Districts of New South Wales and part of the Darling Downs and Granite Belt District of Queensland on or about Tuesday 3 November 2015 through to Thursday 5 November 2015.

Large hailstones 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 **Sydney Daily Telegraph** and **Brisbane Courier Mail** on **12 November 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.

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 **6 November 2015 to 29 November 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 5620 0000 To 02 5620 4999
02 5712 9000 To 02 5712 9999
02 6620 0000 To 02 6636 6999
02 6660 0000 To 02 6667 3999
02 6701 7000 To 02 6701 9999
02 6720 0000 To 02 6785 9999
07 4619 1000 To 07 4619 1999
07 4652 0000 To 07 4695 0999
02 6682 3000 To 02 6689 9999

Estimated number of impacted services: **5,804**.

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 **4429382**.

iiNet Ltd and AAPT Consumer Division	Westnet Pty Ltd	Internode Pty Ltd	TransACT Capital Communications Pty Ltd	Adam Internet Pty Ltd
13 22 58	1300 786 068	1300 788 233	13 30 61	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>.