

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 Southeast Coast District and parts of the Darling Downs and Granite Belt, and Wide Bay and Burnett Districts of Queensland and parts of the Northern Rivers District of New South Wales.

iiNet Group reference ID: 4434019

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 severe weather events in the Southeast Coast District and parts of the Darling Downs and Granite Belt, and Wide Bay and Burnett Districts of Queensland and parts of the Northern Rivers District of New South Wales on or about Thursday 5 November 2015 through to Sunday 8 November 2015.

Large hail, heavy rain and damaging winds 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 **16 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 **9 November 2015 to 6 December 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 6618 0000 To 02 6626 8999	07 3800 0000 To 07 3829 9999
02 6639 0000 To 02 6639 9999	07 3840 6400 To 07 3917 8999
02 6670 0000 To 02 6689 5999	07 4160 0000 To 07 4179 6999
07 3000 0100 To 07 3010 4399	07 4189 9000 To 07 4189 9999
07 3026 3800 To 07 3032 8599	07 4596 2000 To 07 4596 3999
07 3131 0800 To 07 3131 8999	07 4612 0000 To 07 4620 0199
07 3179 2100 To 07 3179 2299	07 4630 1000 To 07 4639 8699
07 3200 0000 To 07 3227 0999	07 4659 0000 To 07 4659 3499
07 3237 8700 To 07 3410 9999	07 4687 0000 To 07 4699 9999
07 3423 5000 To 07 3457 8599	07 5321 0000 To 07 5362 9999
07 3470 0000 To 07 3500 9999	07 5390 3000 To 07 5390 3999
07 3551 3000 To 07 3551 3999	07 5401 2000 To 07 5599 9999
07 3631 0000 To 07 3640 5999	07 5644 2000 To 07 5644 7999
07 3667 6000 To 07 3667 6999	07 5656 5000 To 07 5665 5999
07 3710 1000 To 07 3727 5999	07 5689 1000 To 07 5689 1999

Estimated number of impacted services: **61,673**

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 **4434019**.

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.

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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>.