

# Customer Service Notice from iiNet Group



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

## Extreme Weather events impact service in the Southeast Coast District and part of the Darling Downs and Granite Belt District of Queensland and part of the Northern Rivers District of New South Wales.

**iiNet Group reference ID: 4471889**

The iiNet Group (iiNet Ltd, Westnet Pty Ltd, 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 the Southeast Coast District and part of the Darling Downs and Granite Belt District of Queensland and part of the Northern Rivers District of New South Wales on or about Sunday 29 November 2015 through to Monday 30 November 2015.

Damaging wind, heavy rainfall and large hailstones 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 **4 December 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 **1 December 2015 to 10 January 2016** 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 6639 9999	07 3470 0000 To 07 3470 9999
02 6670 0000 To 02 6689 5999	07 3489 0000 To 07 3498 6099
07 3000 0100 To 07 3005 8999	07 3710 1000 To 07 3727 6999
07 3035 1500 To 07 3035 1799	07 3800 0000 To 07 3827 9999
07 3131 8000 To 07 3131 8099	07 3845 2500 To 07 3893 9999
07 3200 0000 To 07 3213 2499	07 3906 3900 To 07 3907 9999
07 3246 6200 To 07 3248 4999	07 5321 0000 To 07 5322 8999
07 3258 5400 To 07 3259 6499	07 5361 0000 To 07 5362 9999
07 3270 3000 To 07 3299 9999	07 5410 1000 To 07 5427 8999
07 3327 0000 To 07 3335 5599	07 5460 0000 To 07 5469 9999
07 3346 4000 To 07 3387 9999	07 5501 2000 To 07 5599 6999
07 3403 1600 To 07 3407 7099	07 5618 6000 To 07 5618 7999
07 3423 5000 To 07 3457 4399	07 5644 3000 To 07 5644 7999

Estimated number of impacted services: **37,563**

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 **4471889**.

iiNet Ltd	Westnet Pty Ltd	Internode Pty Ltd	TransACT Capital Communications 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>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>.