

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 Southeast Coast District and part of the Wide Bay and Burnett District of Queensland.

iiNet Group reference ID: 4473543

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 Wide Bay and Burnett District of Queensland on or about Sunday 29 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** on **07 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:

07 3203 0000 To 07 3205 0999	07 4303 2500 To 07 4303 2599
07 3283 0000 To 07 3293 9999	07 4325 5000 To 07 4325 5999
07 3384 2000 To 07 3385 9999	07 4698 4200 To 07 4698 4999
07 3400 0000 To 07 3410 9999	07 5331 5000 To 07 5352 8999
07 3425 0000 To 07 3425 9999	07 5371 0000 To 07 5371 0999
07 3478 4000 To 07 3491 9999	07 5390 3000 To 07 5390 3999
07 3817 7000 To 07 3817 9999	07 5401 0000 To 07 5401 9999
07 3880 0000 To 07 3897 8999	07 5413 0000 To 07 5459 9999
07 4124 9000 To 07 4142 9999	07 5470 0000 To 07 5499 9999
07 4156 2000 To 07 4197 8999	

Estimated number of impacted services: **20,371**

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 **4473543**.

iiNet Ltd	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>.