

# Customer Service Notice from iiNet Group



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

## Severe Weather events impact service in the Sunshine Coast

**iiNet Group reference ID: 4571847**

As previously notified on **05 February 2016**, **08 March 2016** and **21 March 2016**, 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 severe weather events, in the Sunshine Coast of Queensland, on or about Friday 29 January 2016 through to Saturday 30 January 2016.

Weather events 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** on **12 April 2016**.

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. The impact in the affected region has been greater than initially estimated and the expected date for resumption of normal service operations has been extended to **1 May 2016**.

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 February 2016** to **1 May 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 5334 9000 To 07 5352 8999                      07 5401 2000 To 07 5459 9999  
07 5370 1000 To 07 5371 0999                      07 5470 0000 To 07 5499 9999  
07 5390 0000 To 07 5390 9999

Estimated number of impacted services: **11,943**.

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 **4571847**.

| 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>.