

# 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 Herbert and Lower Burdekin District and parts of the Central Coast-Whitsundays and North Tropical Coast and Tablelands Districts of Queensland.

**iiNet Group reference ID: 4631867**

As previously notified on **10 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 Herbert and Lower Burdekin District and parts of the Central Coast-Whitsundays and North Tropical Coast and Tablelands Districts of Queensland on or about Thursday 3 March 2016 through to Monday 7 March 2016.

The severe 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 Mail** 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 as a consequence of continued weather effects, the expected date for resumption of normal service operations has been extended to **24 April 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 **7 March 2016** to **24 April 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 4030 2000 To 07 4030 2999	07 4750 0600 To 07 4799 9999
07 4043 2000 To 07 4048 5999	07 4840 0000 To 07 4846 9999
07 4061 0000 To 07 4088 9999	07 4862 2000 To 07 4862 2999
07 4232 6000 To 07 4232 9999	07 4898 0000 To 07 4898 6999
07 4411 0000 To 07 4431 2999	07 4940 0000 To 07 4969 9999
07 4720 1800 To 07 4729 8899	07 4998 5000 To 07 4998 9999

Estimated number of impacted services: **4,491**

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 **4631867**.

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>.