

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 Southeast Coast District of Queensland and the Northern Rivers and Mid North Coast Districts of New South Wales.

iiNet Group reference ID: 4772093

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 severe weather events in the Southeast Coast District of Queensland and the Northern Rivers and Mid North Coast Districts of New South Wales on or about Saturday 4 June 2016 through to Sunday 5 June 2016.

Damaging winds, heavy rainfall and abnormally high tides 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 **9 June 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.

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 **6 June 2016** to **3 July 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 5524 0000 To 02 5525 5999	07 3804 2400 To 07 3804 2799
02 5620 0000 To 02 5622 8999	07 3826 4100 To 07 3826 4399
02 6538 1000 To 02 6538 3999	07 5410 1000 To 07 5410 5999
02 6556 6000 To 02 6569 9999	07 5460 6000 To 07 5469 9999
02 6580 0000 To 02 6604 9999	07 5500 1000 To 07 5598 9599
02 6618 0000 To 02 6692 4999	07 5618 6000 To 07 5618 7999
07 3200 0000 To 07 3200 1999	07 5644 3000 To 07 5644 7999
07 3290 8700 To 07 3297 7999	07 5656 1000 To 07 5656 8099
07 3380 3200 To 07 3380 3999	

Estimated number of impacted services: **19,110**

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 **4772093**.

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>.