

# Customer Service Notice from iiNet Group



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

## Staff Redeployment impact service in part of the Brisbane and Southeast District of Queensland iiNet Group reference ID: 4780699

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 widespread areas of New South Wales.

Destructive winds, heavy rainfall and abnormally high tides have caused notable damage to the network in the widespread areas of New South Wales, rendering some services faulty. Due to the extent and severity of these weather events, there has been some disruption to service and delays to normal installation and repair activities in the directly affected areas, and across part of the Brisbane area and part of the Southeast District of Queensland due to the need to redeploy Telstra staff to the affected areas as referred to in Telstra Wholesale's 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 **16 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 **13 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:

07 3000 1700 To 07 3035 9999	07 3511 2000 To 07 3513 6999
07 3109 1400 To 07 3109 1499	07 3550 7000 To 07 3551 3999
07 3131 0800 To 07 3131 4999	07 3621 0000 To 07 3637 6999
07 3204 3000 To 07 3216 5999	07 3667 6500 To 07 3667 6999
07 3243 5400 To 07 3267 9999	07 3817 5000 To 07 3817 9699
07 3285 0000 To 07 3298 9999	07 3828 9200 To 07 3869 8999
07 3320 5000 To 07 3335 6899	07 3881 0000 To 07 3909 2199
07 3350 0000 To 07 3385 7999	07 5343 9000 To 07 5343 9999
07 3400 0000 To 07 3410 9999	07 5390 3000 To 07 5390 3999
07 3425 0000 To 07 3430 9999	07 5413 6400 To 07 5439 9999
07 3478 4000 To 07 3500 9999	07 5490 0000 To 07 5499 4999

Estimated number of impacted services: **20,582**

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 **4780699**.

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>.