

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 parts of the Brisbane Area of Queensland

iiNet Group reference ID: 4780703

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 ongoing severe weather events in East Brisbane.

Destructive winds, heavy rainfall and abnormally high tides have caused notable damage to the network in the East Brisbane area, 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 the Brisbane area 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** 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 **8 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 0800 To 07 3035 7099	07 3391 0000 To 07 3407 9999
07 3055 5500 To 07 3055 6999	07 3421 0000 To 07 3435 5999
07 3066 0000 To 07 3070 9499	07 3452 9600 To 07 3457 1999
07 3109 0000 To 07 3109 7999	07 3510 2500 To 07 3514 6999
07 3131 0000 To 07 3131 6999	07 3552 7000 To 07 3552 9399
07 3212 0000 To 07 3276 2299	07 3608 6000 To 07 3608 6999
07 3291 0100 To 07 3292 9299	07 3620 0000 To 07 3666 9999
07 3307 0000 To 07 3336 3799	07 3710 8100 To 07 3727 7999
07 3346 4600 To 07 3377 0099	07 3823 0000 To 07 3909 8799

Estimated number of impacted services: **17096**

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 **4780703**.

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>.