

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 southeast Brisbane area of Queensland.

iiNet Group reference ID: 4795979

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 throughout widespread areas of New South Wales.

Destructive winds, heavy rainfall and abnormally high tides have caused notable damage to the network in widespread areas of New South Wales, rendering some services faulty. Due to the extent and severity of these ongoing extreme weather events, there has been some disruption to service and delays to normal installation and repair activities in the directly affected areas, and across parts of the southeast 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 Mail** on **27 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 **17 June 2016** to **10 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 3131 1000 To 07 3131 9999	07 3440 0000 To 07 3451 9999
07 3206 0000 To 07 3212 0599	07 3479 0000 To 07 3489 2099
07 3239 5500 To 07 3248 6999	07 3620 6500 To 07 3634 4399
07 3286 0000 To 07 3297 2199	07 3801 0000 To 07 3843 8999
07 3347 1100 To 07 3407 8699	07 3884 3000 To 07 3917 7999

Estimated number of impacted services: **15,030**

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 **4795979**.

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>.