

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 Brisbane and surrounding Southeast Coast District of Queensland.

iiNet Group reference ID: 4795983

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 a result of a series of severe weather events in the Brisbane and Southeast Coast District of Queensland on or about Sunday 19 June 2016.

Heavy rain and damaging winds 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 **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 **20 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 3000 0100 To 07 3037 8999	07 3452 0000 To 07 3457 9999
07 3055 3100 To 07 3055 9999	07 3510 0000 To 07 3514 9999
07 3109 1000 To 07 3109 7599	07 3550 0000 To 07 3552 9999
07 3131 2100 To 07 3131 8999	07 3620 4300 To 07 3623 1199
07 3179 2100 To 07 3179 2299	07 3633 3100 To 07 3648 1099
07 3210 0049 To 07 3279 9999	07 3666 2100 To 07 3666 5899
07 3291 0100 To 07 3377 9999	07 3710 1000 To 07 3727 9999
07 3390 0000 To 07 3407 8999	07 3823 0000 To 07 3879 9999
07 3420 0000 To 07 3435 5999	07 3890 0000 To 07 3917 9999

Estimated number of impacted services: **18,387**

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 **4795983**.

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>.