

# 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 South East Queensland iiNet Group reference ID: 4815109

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 across the Hunter District of New South Wales on or about Saturday 4 June through to Monday 6 June and Adelaide Metropolitan region of South Australia on or about Thursday 23 June through to Friday 24 June.

Destructive winds and heavy rainfall have caused notable damage to the network in those areas, 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 Northeast Brisbane region due to the need to re-deploy 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 **9 July 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 **3 July 2016** to **17 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 9999	07 3421 2500 To 07 3435 5399
07 3055 5500 To 07 3055 6999	07 3452 9600 To 07 3456 0199
07 3066 0000 To 07 3070 9499	07 3480 0000 To 07 3514 6199
07 3109 0000 To 07 3109 7999	07 3550 7000 To 07 3552 9399
07 3131 0000 To 07 3131 6999	07 3608 6000 To 07 3608 6999
07 3204 3000 To 07 3270 8999	07 3620 0000 To 07 3667 6999
07 3285 0000 To 07 3336 3799	07 3716 3700 To 07 3725 1599
07 3346 4600 To 07 3407 9999	07 3817 5000 To 07 3909 6999

Estimated number of impacted services: **22,459**

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 **4815109**.

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>.