

CUSTOMER SERVICE NOTICE FROM IINET GROUP

(IINET LTD, WESTNET PTY LTD, AAPT CONSUMER DIVISION,
INTERNODE PTY LTD, TRANSACT CAPITAL COMMUNICATIONS PTY LTD, JIVA PTY LTD)



Extreme Weather events impact service in Adelaide, Greater Adelaide, Flinders, Mid North, Yorke Peninsula, Kangaroo Island, Mount Lofty Ranges, Upper South East and Lower South East Districts of South Australia

iiNet Group reference ID: 2691865

As previously notified on **25 July 2013**, the iiNet Group (iiNet Ltd, Westnet Pty Ltd, Internode Pty Ltd, AAPT Consumer Division, TransACT Capital Communications Pty Ltd and Jiva Pty Ltd) is currently working to manage the impact to its network that has occurred as a result of a series of extreme weather events in the Adelaide, Greater Adelaide, Flinders, Mid North, Yorke Peninsula, Kangaroo Island, Mount Lofty Ranges, Upper South East and Lower South East regions of South Australia on or about Thursday 18 July 2013 and Monday 22 July 2013.

Damaging winds and heavy rain 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

Adelaide Advertiser on 3 September 2013.

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. The impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected date for resumption of normal service operations has been extended to **13 September 2013**.

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 **22 July 2013 to 13 September 2013** 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:

08 7210 0000 To 08 7210 9999
08 8550 0000 To 08 8581 9999
08 7285 0000 To 08 7285 8999
08 8598 0000 To 08 8598 9999
08 7383 0000 To 08 7389 9999
08 8632 0000 To 08 8639 1999

08 7522 4000 To 08 7522 4999
08 8651 0000 To 08 8668 5999
08 8100 0000 To 08 8116 9999
08 8721 0000 To 08 8739 9999
08 8130 0000 To 08 8139 9999
08 8750 0000 To 08 8769 9999

08 8150 0000 To 08 8449 9999
08 8821 0000 To 08 8868 9999
08 8520 0000 To 08 8539 4999
08 8890 0000 To 08 8894 9999

Estimated number of impacted services: **23,161**

iiNet Ltd and AAPT Consumer Division customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting iiNet on **13 22 58** and quoting fault reference **2691865**.

Westnet Pty Ltd customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Westnet on **1300 786 068** and quoting fault reference **2691865**.

Internode Pty Ltd customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Internode on **1300 788 233** and quoting fault reference **2691865**.

TransACT Capital Communications Pty Ltd customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting TransACT on **13 30 61** and quoting fault reference **2691865**.

Jiva Pty Ltd customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Jiva on **13 88 88** and quoting fault reference **2691865**.

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 iinet.net.au/legal/mass-disruptions.html