

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 and Mount Lofty Ranges of South Australia

iiNet Group reference ID: **2791755**

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 extreme weather events in the Adelaide, Greater Adelaide and Mount Lofty Ranges region of South Australia on or about Thursday 12 September 2013.

Severe thunderstorms 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 20 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.

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 **16 September 2013 to 4 October 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 8130 0000 To 08 8139 9999
08 7285 0000 To 08 7285 8999	08 8150 0000 To 08 8449 9999
08 7383 0000 To 08 7389 9999	08 8520 0000 To 08 8536 7999
08 7522 4000 To 08 7522 4999	08 8550 0000 To 08 8568 5999
08 8100 0000 To 08 8116 9999	08 8598 0000 To 08 8598 9999

Estimated number of impacted services: **21,599**

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 **2791755**.

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 **2791755**.

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 **2791755**.

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 **2791755**.

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 **2791755**.

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