

# 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 Melbourne and Greater Melbourne, Central, South West, Wimmera and Mallee Districts of Victoria.**

**iiNet Group reference ID: 2819757**

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 Greater Melbourne, Central, South West, Wimmera, and Mallee regions of Victoria on or about Thursday 26 September 2013 through to Monday 1 October 2013.

Damaging wind 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 **Melbourne Herald Sun on 7 October 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 **1 October 2013 to 1 November 2013**. 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:

03 4333 4000 To 03 4333 9999	03 5931 0000 To 03 5999 4999
03 4367 7000 To 03 4367 9999	03 8206 0000 To 03 8209 9999
03 4432 2000 To 03 4432 2999	03 8290 0000 To 03 8290 8999
03 5018 0000 To 03 5039 9999	03 8301 0000 To 03 8420 9999
03 5050 0000 To 03 5055 9999	03 8431 0000 To 03 8436 9999
03 5070 1000 To 03 5095 6999	03 8458 0000 To 03 8486 9999
03 5220 0000 To 03 5289 7999	03 8508 5000 To 03 8671 9999
03 5320 0000 To 03 5369 5999	03 8690 0000 To 03 8699 9999
03 5380 1000 To 03 5399 4999	03 8710 0000 To 03 8809 9999
03 5420 6000 To 03 5438 8999	03 8822 8000 To 03 8878 9999
03 5450 3000 To 03 5499 9999	03 8892 1000 To 03 8892 5999
03 5520 2000 To 03 5529 5999	03 9076 0000 To 03 9076 9999
03 5551 0000 To 03 5599 8999	03 9106 5000 To 03 9173 8999
03 5624 9000 To 03 5629 9999	03 9200 0000 To 03 9219 9999
03 5734 8000 To 03 5734 8999	03 9230 0000 To 03 9934 9999
03 5786 1000 To 03 5789 1999	03 9953 0000 To 03 9974 9999

Estimated number of impacted services: **68,168**

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 **2819757**.

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 **2819757**.

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 **2819757**.

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 **2819757**.

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 **2819757**.

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 [iiNet.net.au/legal/mass-disruptions.html](http://iiNet.net.au/legal/mass-disruptions.html)