

# 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)

## Fire impacts service in Greater Sydney, Hunter, Central Tablelands and Illawarra Districts of New South Wales

**iiNet Group reference ID: 2853103**

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 bushfires in the Greater Sydney, Hunter, Central Tablelands and Illawarra region of New South Wales, on or about Wednesday 16 October 2013 through to Friday 18 October 2013.

Fires 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 **Daily Telegraph on 23 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 **17 October 2013 to 8 November 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:

02 4014 0000 To 02 4015 9999	02 4820 0000 To 02 4829 9999
02 4028 0000 To 02 4041 3999	02 4840 0000 To 02 4849 4999
02 4560 7500 To 02 4567 3099	02 4860 0000 To 02 4889 9999
02 4620 0000 To 02 4659 9999	02 4902 2000 To 02 4999 9999
02 4677 0000 To 02 4684 9999	02 5593 8000 To 02 5594 5999
02 4720 1400 To 02 4739 9999	02 6350 0000 To 02 6359 3999
02 4751 0000 To 02 4759 9999	02 6520 0000 To 02 6549 9999
02 4777 7000 To 02 4788 9999	02 6570 0000 To 02 6579 7999

Estimated number of impacted services: **15,494**

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 **2853103**.

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 **2853103**.

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 **2853103**.

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 **2853103**.

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 **2853103**.

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)