

# 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 Mid North Coast, Hunter, Northern Tablelands and North West Slopes and Plains Districts of New South Wales.**

**iiNet Group reference ID: 2905931**

As previously notified on 18 November 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 series of extreme weather events on or about Sunday 10 November 2013 through to Tuesday 12 November 2013 in the Mid North Coast, Hunter, Northern Tablelands and North West Slopes and Plains regions of New South Wales.

Large hailstones, damaging wind, heavy rainfall and flash flooding 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 10 December 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 **20 December 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 **11 November 2013 to 20 December 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 6300 To 02 4014 6999	02 6537 0000 To 02 6539 9999
02 4033 3000 To 02 4034 9999	02 6550 0000 To 02 6569 9999
02 4913 6000 To 02 4940 5799	02 6580 0000 To 02 6604 9999
02 4965 0000 To 02 4965 1999	02 6620 0800 To 02 6668 9999
02 4979 9100 To 02 4999 9999	02 6682 1000 To 02 6701 9999
02 5524 0000 To 02 5525 5999	02 6720 0000 To 02 6794 4699
02 5556 0000 To 02 5556 4999	07 4653 4000 To 07 4653 9999
02 5620 0000 To 02 5622 8999	07 4675 2000 To 07 4675 3999
02 5712 9000 To 02 5712 9999	

Estimated number of impacted services: **12,492**

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 **2905931**.

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 **2905931**.

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 **2905931**.

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 **2905931**.

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 **2905931**.

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)