

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 Sydney and Greater Sydney, Mid North Coast, Hunter and Central Tablelands Districts of New South Wales **iiNet Group reference ID: 2920219**

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 Sydney and Greater Sydney, Mid North Coast, Hunter and Central Tablelands regions of New South Wales on or about Friday 15 November 2013 through to Monday 18 November 2013.

Damaging wind, large hailstones and heavy rainfall 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 25 November 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 **18 November 2013 to 6 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 0000 To 02 4015 9999	02 8332 0000 To 02 8399 9999
02 4028 0000 To 02 4042 1999	02 8422 0000 To 02 8448 9999
02 4320 0000 To 02 4399 9999	02 8467 0000 To 02 8467 9999
02 4560 0000 To 02 4588 9999	02 8508 0000 To 02 8543 9999
02 4620 0000 To 02 4659 0999	02 8558 0000 To 02 8596 9999
02 4720 0000 To 02 4739 9999	02 8633 1000 To 02 8633 9999
02 4751 0000 To 02 4759 9999	02 8665 4000 To 02 8665 4899
02 4773 0000 To 02 4788 9999	02 8700 0000 To 02 8888 9999
02 4902 0000 To 02 4999 6999	02 8899 0000 To 02 8925 9999
02 5593 8000 To 02 5594 5999	02 8962 0000 To 02 8978 9999
02 6305 2000 To 02 6305 2999	02 9030 0000 To 02 9031 9999
02 6328 8000 To 02 6339 9999	02 9111 0000 To 02 9111 9999
02 6350 0000 To 02 6379 8499	02 9130 0000 To 02 9130 9999
02 6520 0000 To 02 6549 9999	02 9144 1000 To 02 9153 9999
02 6570 0000 To 02 6579 7999	02 9181 0000 To 02 9181 5999
02 8204 0200 To 02 8204 6899	02 9200 0000 To 02 9999 9999
02 8217 1300 To 02 8306 9999	

Estimated number of impacted services: **65,842**

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 **2920219**.

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 **2920219**.

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 **2920219**.

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 **2920219**.

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 **2920219**.

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