

# 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 Illawarra, South Coast, Snowy Mountains and Southern Tablelands Districts of New South Wales.

**iiNet Group reference ID: 2932409**

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 Illawarra, South Coast, Snowy Mountains and Southern Tablelands regions of New South Wales on or about Friday 22 November 2013 through to Sunday 24 November 2013.

Large hailstones, heavy rainfall, flash flooding and damaging wind 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 29 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 **25 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 4220 0000 To	02 4239 7999	02 6448 0000 To	02 6459 9999
02 6050 0000 To	02 6050 8999	02 4677 0000 To	02 4684 9999
02 4251 0000 To	02 4297 9999	02 6491 0000 To	02 6499 9999
02 6070 0000 To	02 6077 9999	02 4820 0000 To	02 4849 4999
02 4412 3000 To	02 4429 9999	02 6940 0000 To	02 6948 5999
02 6118 0000 To	02 6155 9999	02 4860 0000 To	02 4889 9999
02 4441 0000 To	02 4479 9999	02 6982 2000 To	02 6982 6999
02 6200 0000 To	02 6299 9999	02 6037 0000 To	02 6037 9999
02 4629 4500 To	02 4659 9999		

Estimated number of impacted services: **27,934**

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 **2932409**.

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 **2932409**.

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 **2932409**.

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 **2932409**.

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 **2932409**.

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)