

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 Darwin-Daly and Arnhem Districts of the Northern Territory

iiNet Group reference ID: 2932649

As previously notified on **29 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 a series of extreme weather resulting from Ex-Tropical Cyclone Alessia on or about Sunday 24 November 2013 through to Tuesday 26 November 2013 in the Darwin-Daly and Arnhem Districts of the Northern Territory.

Heavy rainfall and localised 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 **Northern Territory News on 17 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 **26 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:

08 7978 2000 To 08 7978 2999
08 8920 0000 To 08 8948 9999
08 8963 5000 To 08 8999 9999

Estimated number of impacted services: **2,741**

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 **2932649**.

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 **2932649**.

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 **2932649**.

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 **2932649**.

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 **2932649**.

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