

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 Heat impacts service in the Adelaide and Mount Lofty Ranges District of South Australia

iiNet Group reference ID: **3022569**

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 normal connection and repair timeframes that has occurred as a result of a heat wave in Adelaide and Mount Lofty Ranges District of South Australia on or about Tuesday 14 January 2014 through to Friday 17 January 2014.

Due to occupational health and safety concerns for our wholesaler's technicians working outdoors and in confined spaces, our wholesaler took measures to limit its service delivery during this period. As a result, there has been some disruption to service and delays to normal installation and repair activities. Further information is set out in Telstra's Mass Service Disruption Notice 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 **Adelaide Advertiser** on **21 January 2014**.

The iiNet Group is working closely with suppliers and wholesalers to assess and repair 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 **16 January 2014 to 23 January 2014** 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 7285 0000 To 08 7285 8999
08 7383 0000 To 08 7389 9999
08 7522 4000 To 08 7522 4999
08 8100 0700 To 08 8116 6499
08 8130 0000 To 08 8139 9999

08 8150 0000 To 08 8449 9999
08 8520 0000 To 08 8536 7999
08 8550 0000 To 08 8568 5999
08 8598 0000 To 08 8598 9999

Estimated number of impacted services: **22,344**

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 **3022569**.

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 **3022569**.

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 **3022569**.

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 **3022569**.

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 **3022569**.

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