

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)

Fire impacts service in Central, North Central and North East Districts of Victoria iiNet Group reference ID: 3073087

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 bushfires in the Central, North Central and North East regions of Victoria, on or about Sunday 9 February 2014.

Bushfires have caused notable damage to the network, rendering some services faulty and restricting access due to road closures 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 **Herald Sun** on **17 February 2014**.

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 **10 February 2014 to 28 February 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:

03 5368 6000 To 03 5368 6999	03 9216 3000 To 03 9219 6999
03 5420 6000 To 03 5433 5999	03 9303 0000 To 03 9308 9999
03 5483 3000 To 03 5483 4999	03 9333 0000 To 03 9333 9999
03 5727 6000 To 03 5736 9999	03 9361 0000 To 03 9361 5999
03 5760 0000 To 03 5799 9999	03 9390 1000 To 03 9390 9999
03 5826 1000 To 03 5826 7999	03 9449 0000 To 03 9449 9999
03 8338 3000 To 03 8362 6999	03 9740 0000 To 03 9746 5999
03 8390 7000 To 03 8390 9999	03 9930 0000 To 03 9930 9999
03 8746 7000 To 03 8746 9999	03 9971 6000 To 03 9971 6999

Estimated number of impacted services: **6081**

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 **3073087**.

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 **3073087**.

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 **3073087**.

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 **3073087**.

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 **3073087**.

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