

# 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, Adam Internet Pty Ltd).

## Extreme Weather events impact service in Hunter, Central West Slopes and Plains, South West Slopes, Illawarra and South Coast Districts of NSW and Australian Capital Territory District.

**iiNet Group reference ID: 3089293**

As previously notified on **25 February 2014, 18 March 2014 and 1 April 2014**, the iiNet Group (iiNet Ltd, Westnet Pty Ltd, AAPT Consumer Division, Internode Pty Ltd, TransACT Capital Communications Pty Ltd, Jiva Pty Ltd and Adam Internet Pty Ltd) is currently working to manage the impact to its network that has occurred as a result of ongoing extreme weather events on or about Saturday 22 March 2014 continuing to date in the Hunter, Central West Slopes and Plains, South West Slopes, Illawarra and South Coast regions of New South Wales.

Destructive wind, large hailstones and flash 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 **Sydney Daily Telegraph on 23 April 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. The impact in the affected region has been greater than initially estimated and as a consequence of the ongoing weather effects, the expected date for resumption of normal service operations has been extended to **4 May 2014**.

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 **19 February 2014 to 4 May 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:

|                              |                              |
|------------------------------|------------------------------|
| 02 4014 0000 To 02 4015 9999 | 02 5852 1000 To 02 5852 1999 |
| 02 4028 0000 To 02 4042 1999 | 02 5881 6000 To 02 5881 6999 |
| 02 4220 0000 To 02 4239 7999 | 02 6118 0000 To 02 6155 9999 |
| 02 4251 0000 To 02 4297 9999 | 02 6200 0000 To 02 6305 2999 |
| 02 4320 0000 To 02 4399 9999 | 02 6328 8000 To 02 6379 8499 |
| 02 4412 3000 To 02 4429 9999 | 02 6390 0000 To 02 6394 9999 |
| 02 4441 0000 To 02 4479 9999 | 02 6520 0000 To 02 6559 3999 |
| 02 4560 0000 To 02 4588 9999 | 02 6570 0000 To 02 6579 7999 |
| 02 4629 4500 To 02 4659 9999 | 02 6591 0000 To 02 6592 9999 |
| 02 4677 0000 To 02 4684 9999 | 02 6801 1000 To 02 6898 3999 |
| 02 4720 6000 To 02 4739 9999 | 02 6970 8000 To 02 6972 9999 |
| 02 4751 0000 To 02 4759 9999 | 02 9456 0000 To 02 9457 9999 |
| 02 4780 0000 To 02 4788 9999 | 02 9472 8000 To 02 9480 0999 |
| 02 4820 0000 To 02 4849 4999 | 02 9652 0000 To 02 9658 8999 |
| 02 4860 0000 To 02 4889 9999 | 02 9847 1000 To 02 9847 1999 |
| 02 4902 0000 To 02 4999 9999 | 02 9973 8000 To 02 9973 8999 |
| 02 5556 0000 To 02 5556 4999 | 02 9985 0000 To 02 9985 9999 |
| 02 5593 8000 To 02 5594 5999 |                              |

Estimated number of impacted services: **50,631**

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 **3089293**.

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 **3089293**.

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 **3089293**.

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 **3089293**.

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 **3089293**.

Adam Internet Pty Ltd customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Adam Internet on **08 8423 4030** and quoting fault reference **3089293**.

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 **<http://iinet.net.au/legal/mass-disruptions.html>**.