

# 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 Sydney Metropolitan District.

**iiNet Group reference ID: 3125745**

As previously notified on **13 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 extreme weather events on or about Wednesday 5 March 2014 in the Sydney Metropolitan region of New South Wales.

Heavy rainfall 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 continued weather effects, the expected date for resumption of normal service operations has been extended to **18 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 **6 March 2014** to **18 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 8202 0000 To 02 8312 9999	02 9030 0000 To 02 9031 9999
02 8332 0000 To 02 8399 9999	02 9120 0000 To 02 9130 9999
02 8422 0000 To 02 8448 9999	02 9144 1000 To 02 9153 9999
02 8467 0000 To 02 8467 9999	02 9200 0000 To 02 9599 9999
02 8508 0000 To 02 8543 9999	02 9611 0000 To 02 9611 9999
02 8558 0000 To 02 8596 9999	02 9647 5000 To 02 9647 5999
02 8650 0000 To 02 8650 9999	02 9660 0000 To 02 9669 9999
02 8665 4000 To 02 8665 4999	02 9690 0000 To 02 9722 5999
02 8707 5000 To 02 8777 7999	02 9735 1100 To 02 9751 4999
02 8874 1200 To 02 8879 6599	02 9767 4300 To 02 9819 2999
02 8899 5300 To 02 8925 9999	02 9844 0000 To 02 9887 0799
02 8955 0000 To 02 8978 9999	02 9900 0000 To 02 9999 9999

Estimated number of impacted services: **35,222**

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 **3125745**.

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 **3125745**.

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 **3125745**.

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 **3125745**.

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 **3125745**.

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 **3125745**.

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>.