

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 and Western Sydney.

iiNet Group reference ID: 3129603

As previously notified on **14 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 a series of extreme weather events on or about Wednesday 5 March 2014 in the Sydney and Western Sydney 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 **10 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 4572 0000 To 02 4582 9999	02 8923 0400 To 02 8923 0499
02 4620 0000 To 02 4659 0999	02 8962 8600 To 02 8962 8699
02 4720 0000 To 02 4737 9999	02 8978 0800 To 02 8978 0899
02 4752 3100 To 02 4752 3399	02 9111 0000 To 02 9111 9999
02 4773 0000 To 02 4777 9999	02 9181 0000 To 02 9181 5999
02 8204 0900 To 02 8204 0999	02 9201 2000 To 02 9222 7599
02 8222 4700 To 02 8229 8999	02 9235 8900 To 02 9255 9899
02 8247 5900 To 02 8248 1499	02 9275 2000 To 02 9278 8699
02 8272 3400 To 02 8276 9999	02 9289 5000 To 02 9293 9999
02 8297 4700 To 02 8306 8799	02 9305 0200 To 02 9312 6999
02 8332 1400 To 02 8332 1499	02 9322 8000 To 02 9336 7199
02 8346 4400 To 02 8346 4499	02 9350 9000 To 02 9379 7999
02 8372 4000 To 02 8372 9499	02 9390 0000 To 02 9449 0299
02 8422 6100 To 02 8422 6199	02 9468 0000 To 02 9505 7299
02 8446 1000 To 02 8446 1999	02 9536 2000 To 02 9547 5999
02 8467 7000 To 02 8467 7999	02 9561 4000 To 02 9563 9999
02 8571 5000 To 02 8575 8999	02 9581 5000 To 02 9582 9999
02 8596 5000 To 02 8596 5099	02 9600 0000 To 02 9952 8999
02 8633 1000 To 02 8633 9999	02 9963 7300 To 02 9965 1299
02 8700 0000 To 02 8888 9999	02 9978 3000 To 02 9980 9999
02 8899 0000 To 02 8899 9999	02 9996 6000 To 02 9996 7999

Estimated number of impacted services: **34,396**

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 **3129603**.

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 **3129603**.

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 **3129603**.

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 **3129603**.

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 **3129603**.

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 **3129603**.

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