

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 Melbourne and the surrounding Central District of Victoria.

iiNet Group reference ID: 3199195

As previously notified on **7 May 2014** and **16 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 9 April 2014 through to Thursday 10 April 2014 in Melbourne and the surrounding Central District region of Victoria.

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 **Herald Sun** on **27 May 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 **1 June 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 April 2014 to 1 June 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 4367 7000 To 03 4367 9999	03 8431 0000 To 03 8436 9999
03 5220 4000 To 03 5229 9999	03 8458 0000 To 03 8486 9999
03 5240 0000 To 03 5284 9999	03 8508 5000 To 03 8671 9999
03 5366 0000 To 03 5369 5999	03 8690 0000 To 03 8699 9999
03 5420 6000 To 03 5428 9999	03 8710 0000 To 03 8809 9999
03 5483 3000 To 03 5483 4999	03 8822 8000 To 03 8878 9999
03 5734 8000 To 03 5734 8999	03 8892 1000 To 03 8892 5999
03 5786 1000 To 03 5789 1999	03 9076 0000 To 03 9076 9999
03 5931 0000 To 03 5999 4999	03 9106 5000 To 03 9173 8999
03 8206 0000 To 03 8209 9999	03 9200 0000 To 03 9219 9999
03 8290 0000 To 03 8290 8999	03 9230 0000 To 03 9934 9999
03 8301 0000 To 03 8420 9999	03 9953 0000 To 03 9974 9999

Estimated number of impacted services: **65,073**

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 **3199195**.

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 **3199195**.

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 **3199195**.

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 **3199195**.

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 **3199195**.

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 **3199195**.

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>.