

# 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 North West Pastoral, North East Pastoral, Flinders, Eastern Eyre Peninsula, Riverland, Mid North and Yorke Peninsula Districts of South Australia.

**iiNet Group reference ID: 3199201**

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 in the North West Pastoral, North East Pastoral, Flinders, Eastern Eyre Peninsula, Riverland, Mid North and Yorke Peninsula regions of South Australia on or about Wednesday 9 April 2014 through to Thursday 10 April 2014.

Heavy rainfall has 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 **Adelaide Advertiser** on **16 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.

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 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:

08 7628 3000 To 08 7628 3999	08 8826 0000 To 08 8828 8999
08 8521 6000 To 08 8529 3999	08 8840 0000 To 08 8849 9999
08 8540 0000 To 08 8543 2999	08 8860 0000 To 08 8868 9999
08 8560 0000 To 08 8595 9999	08 8890 0000 To 08 8894 9999
08 8620 2000 To 08 8689 5999	

Estimated number of impacted services: **3,659**

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 **3199201**.

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 **3199201**.

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 **3199201**.

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 **3199201**.

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 **3199201**.

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 **3199201**.

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>.