

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 Northern Country, Central, North Central and part of the South West Districts of Victoria and lower part of the Riverina District of New South Wales

iiNet Group reference ID: 3205397

As previously notified on **22 April 2014** in the Sydney Daily Telegraph and **24 April 2014** in the Melbourne Herald Sun, 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 Friday 11 April 2014 in the Northern Country, Central, North Central and part of the South West Districts of Victoria and lower part of the Riverina District of New South Wales.

Heavy rain 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 **Melbourne Herald Sun** on **7 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 **25 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 **14 April 2014 to 25 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 6030 0000 To 02 6044 5999	03 5360 8000 To 03 5368 9999
03 4333 4000 To 03 4333 9999	03 5430 8000 To 03 5438 8999
03 4432 2000 To 03 4432 2999	03 5450 3000 To 03 5496 2999
03 5032 0000 To 03 5039 9999	03 5596 5000 To 03 5596 5999
03 5073 0000 To 03 5073 0099	03 5726 8000 To 03 5726 8999
03 5220 9000 To 03 5220 9999	03 5742 0000 To 03 5748 7999
03 5238 9000 To 03 5238 9999	03 5764 4000 To 03 5765 3999
03 5281 3000 To 03 5286 8999	03 5820 0000 To 03 5833 9999
03 5320 0000 To 03 5349 8999	03 5851 0000 To 03 5890 0999

Estimated number of impacted services: **5,427**

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 **3205397**.

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 **3205397**.

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 **3205397**.

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 **3205397**.

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 **3205397**.

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 **3205397**.

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>.