

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 Mallee, Wimmera, Northern Country, Central, North Central and part of the South West Districts of Victoria and Lower Western, Riverina and part of the Central West Slopes and Plains Districts of New South Wales.

iiNet Group reference ID: 3205397

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 Mallee, Wimmera, Northern Country, Central, North Central and part of the South West Districts of Victoria and Lower Western, Riverina and part of the Central West Slopes and Plains Districts of New South Wales on or about Wednesday 9 April 2014 through to Friday 11 April 2014.

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 **Sydney Daily Telegraph** on **22 April 2014** and in the **Melbourne Herald Sun** on **24 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 **14 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:

02 5971 7000 To 02 5976 3999	03 5263 0000 To 03 5267 3999
02 6030 0000 To 02 6044 5999	03 5281 3000 To 03 5289 7999
02 6890 0000 To 02 6896 9999	03 5320 0000 To 03 5368 9999
02 6920 4000 To 02 6939 9999	03 5380 8000 To 03 5399 4999
02 6950 0000 To 02 6997 3999	03 5430 0000 To 03 5499 9999
03 4333 4000 To 03 4333 9999	03 5555 4000 To 03 5555 4999
03 4432 2000 To 03 4432 2999	03 5586 1000 To 03 5596 5999
03 5018 0000 To 03 5039 9999	03 5726 8000 To 03 5726 8999
03 5050 0000 To 03 5055 9999	03 5742 0000 To 03 5748 7999
03 5070 1000 To 03 5095 6999	03 5764 4000 To 03 5765 3999
03 5220 0000 To 03 5238 9999	03 5820 0000 To 03 5833 9999
03 5851 0000 To 03 5898 3999	

Estimated number of impacted services: **11,038**

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>.