

# 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 Hunter and Mid North Coast Districts of New South Wales. iiNet Group reference ID: 3239511

As previously notified on **7 May 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 Friday 25 April 2014 in the Hunter and Mid North Coast Districts of New South Wales.

Large hailstones, heavy rainfall and damaging wind 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 **Daily Telegraph** 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 **30 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:

02 4014 0000 To 02 4015 9999	02 6591 0000 To 02 6592 9999
02 4028 0000 To 02 4042 1999	02 9456 0000 To 02 9457 9999
02 4320 0000 To 02 4399 9999	02 9472 8000 To 02 9480 0999
02 4902 0000 To 02 4999 9999	02 9653 0000 To 02 9658 8999
02 5556 0000 To 02 5556 4999	02 9847 1000 To 02 9847 1999
02 5593 8000 To 02 5594 5999	02 9973 8000 To 02 9973 8999
02 6520 0000 To 02 6559 3999	02 9985 0000 To 02 9985 9999
02 6570 0000 To 02 6579 7999	

Estimated number of impacted services: **12,449**

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 **3239511**.

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 **3239511**.

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 **3239511**.

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 **3239511**.

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 **3239511**.

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 **3239511**.

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>.