

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 Perth, Lower West, Central Wheat Belt, South East Coastal, Great Southern and South West Districts of Western Australia.

iiNet Group reference ID: 3260963

As previously notified on **15 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 Thursday 8 May 2014 in the Perth, Lower West, Central Wheat Belt, South East Coastal, Great Southern and South West Districts of Western Australia.

Damaging winds 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 **West Australian** 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 **15 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 **8 May 2014 to 15 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:

08 6210 0000 To 08 6258 9999	08 9061 0000 To 08 9083 2999
08 6272 0000 To 08 6279 9999	08 9201 0000 To 08 9499 9999
08 6293 1000 To 08 6332 9999	08 9523 0000 To 08 9538 9999
08 6350 0000 To 08 6350 9999	08 9550 0000 To 08 9599 9999
08 6380 0000 To 08 6389 9999	08 9620 1000 To 08 9693 1999
08 6431 8000 To 08 6436 9999	08 9720 0000 To 08 9797 4999
08 6489 0000 To 08 6498 9999	08 9820 1000 To 08 9839 9999
08 6595 0000 To 08 6595 9999	08 9853 9000 To 08 9894 1999
08 6661 1000 To 08 6661 1999	08 9951 8000 To 08 9951 8999
08 9040 1000 To 08 9049 9999	

Estimated number of impacted services: **116,354**

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 **3260963**.

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 **3260963**.

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 **3260963**.

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 **3260963**.

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 **3260963**.

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 **3260963**.

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>.