

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 South West, Central and parts of the North Central and Northern Country Districts of Victoria.

iiNet Group reference ID: 3353913

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 South West, Central and parts of the North Central and Northern Country Districts of Victoria on or about Sunday 22 June 2014 through to Tuesday 24 June 2014.

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 **Melbourne Herald Sun** on **1 July 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 **25 June 2014 to 13 July 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:

03 4333 4000 To 03 4333 9999	03 8671 3900 To 03 8671 3999
03 4367 7000 To 03 4367 9999	03 8696 2800 To 03 8696 2899
03 5220 0000 To 03 5239 8999	03 8734 0000 To 03 8754 9999
03 5263 0000 To 03 5267 3999	03 8855 5000 To 03 8855 5999
03 5281 3000 To 03 5289 7999	03 9200 2800 To 03 9219 6999
03 5320 0000 To 03 5350 5999	03 9230 0200 To 03 9397 9699
03 5360 8000 To 03 5369 5999	03 9449 0000 To 03 9449 9999
03 5420 6000 To 03 5449 9999	03 9463 5000 To 03 9474 5999
03 5483 3000 To 03 5488 7999	03 9490 9100 To 03 9496 8099
03 5520 2000 To 03 5529 5999	03 9604 5200 To 03 9604 5299
03 5552 2000 To 03 5578 4999	03 9644 5400 To 03 9644 5499
03 5590 1000 To 03 5599 8999	03 9731 0000 To 03 9749 9999
03 5789 1000 To 03 5789 1999	03 9867 9200 To 03 9867 9299
03 8290 0000 To 03 8290 0099	03 9920 1000 To 03 9934 5799
03 8301 0000 To 03 8390 9999	03 9953 6000 To 03 9954 8999
03 8645 9900 To 03 8645 9999	03 9971 0000 To 03 9974 9999

Estimated number of impacted services: **21,226**

iiNet Group customers can enquire about CSG payment eligibility or the basis for claiming this exemption by using the contact details below, and quoting fault reference **3353913**.

iiNet Ltd and AAPT Consumer Division	Westnet Pty Ltd	Internode Pty Ltd	TransACT Capital Communications Pty Ltd	Jiva Pty Ltd	Adam Internet Pty Ltd
13 22 58	1300 786 068	1300 788 233	13 30 61	13 88 88	08 8423 4000

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>.