

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

iiNet Group reference ID: 3440007

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 Central and South West Districts and parts of the Northern Country, North East and North Central regions of Victoria on or about Wednesday 30 July 2014 through to Friday 1 August 2014.

Destructive and 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 **8 August 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 **1 August 2014 to 24 August 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 8695 1000 To 03 8699 9999
03 4367 7000 To 03 4367 9999	03 8734 0000 To 03 8754 9999
03 5220 0000 To 03 5289 7999	03 8831 0400 To 03 8831 0499
03 5320 0000 To 03 5369 5999	03 8855 6000 To 03 8855 6999
03 5380 1000 To 03 5380 1999	03 8866 2000 To 03 8866 4899
03 5420 6000 To 03 5433 5999	03 9200 6000 To 03 9219 7999
03 5459 7000 To 03 5467 7999	03 9230 9000 To 03 9377 1299
03 5483 3000 To 03 5483 4999	03 9390 0000 To 03 9399 9999
03 5520 2000 To 03 5529 5999	03 9411 2900 To 03 9426 3599
03 5551 0000 To 03 5599 8999	03 9449 0000 To 03 9449 9999
03 5727 6000 To 03 5736 9999	03 9464 9000 To 03 9487 3599
03 5760 0000 To 03 5799 9999	03 9514 1200 To 03 9536 8899
03 5826 1000 To 03 5826 7999	03 9603 0400 To 03 9699 9999
03 5957 5000 To 03 5963 7999	03 9731 0000 To 03 9749 9999
03 8290 0100 To 03 8290 0999	03 9805 4000 To 03 9805 4099
03 8311 2200 To 03 8311 9999	03 9823 0400 To 03 9825 7799
03 8325 1000 To 03 8398 9999	03 9860 4800 To 03 9869 5999
03 8412 4600 To 03 8416 4599	03 9921 5300 To 03 9934 9999
03 8517 3500 To 03 8517 8899	03 9954 3000 To 03 9954 7999
03 8530 6300 To 03 8534 9999	03 9971 0000 To 03 9974 9999
03 8598 5600 To 03 8671 6999	

Estimated number of impacted services: **31,870**

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 **3440007**.

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>.