

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 Sydney Metropolitan, Illawarra and South Coast Districts of New South Wales

iiNet Group reference ID: 3466357

As previously notified on **25 August 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 Sunday 17 August 2014 through to Monday 18 August 2014 in the Sydney Metropolitan, Illawarra and South Coast regions of New South Wales.

Heavy rain, localised flash flooding 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 **Daily Telegraph** on **2 September 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 **21 September 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 **18 August 2014 to 21 September 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 4220 0000 To 02 4239 7999	02 8508 0000 To 02 8543 9999
02 4251 0000 To 02 4297 9999	02 8558 0000 To 02 8596 9999
02 4412 3000 To 02 4429 9999	02 8633 1000 To 02 8633 9999
02 4441 0000 To 02 4479 9999	02 8665 4000 To 02 8665 4899
02 4572 0000 To 02 4582 9999	02 8700 0000 To 02 8888 9999
02 4620 0000 To 02 4659 0999	02 8899 0000 To 02 8925 9999
02 4720 0000 To 02 4737 9999	02 8962 0000 To 02 8978 9999
02 4752 3100 To 02 4752 3399	02 9030 0000 To 02 9031 9999
02 4773 0000 To 02 4777 9999	02 9111 0000 To 02 9111 9999
02 8204 0200 To 02 8204 6899	02 9130 0000 To 02 9130 9999
02 8217 1300 To 02 8306 9999	02 9144 1000 To 02 9153 9999
02 8332 0000 To 02 8399 9999	02 9181 0000 To 02 9181 5999
02 8422 0000 To 02 8448 9999	02 9200 0000 To 02 9999 9999
02 8467 0000 To 02 8467 9999	

Estimated number of impacted services: **58,080**

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 **3466357**.

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>.