

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, North Central, Northern Country, North East, West and South Gippsland and East Gippsland Districts of Victoria and parts of the Riverina, Snowy Mountains and South West Slopes Districts of New South Wales.

iiNet Group reference ID: 3505719

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, North Central, Northern Country, North East, West and South Gippsland and East Gippsland regions of Victoria and parts of the Riverina, Snowy Mountains and South West Slopes regions of New South Wales on or about Tuesday 9 September 2014.

Heavy rainfall, flash flooding, large hailstones and damaging wind has 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** and the **Sydney Daily Telegraph** on **16 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.

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 **10 September 2014 to 28 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 5924 4000 To 02 5942 3999	03 5178 7000 To 03 5179 1999
02 5963 3000 To 02 5963 3999	03 5421 6000 To 03 5433 5999
02 6020 0000 To 02 6075 9999	03 5720 0000 To 03 5736 9999
02 6380 0000 To 02 6391 6999	03 5750 1000 To 03 5799 9999
02 6920 0000 To 02 6949 5999	03 5826 1000 To 03 5826 7999
02 6971 0000 To 02 6982 9999	03 5957 5000 To 03 5963 7999
03 5150 8000 To 03 5162 9999	

Estimated number of impacted services: **7,485**

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 **3505719**.

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://www.iinet.net.au/about/legal/mass-disruptions.html>.