

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

iiNet Group reference ID: 3598465

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 severe weather events in Melbourne and the Central, North Central, Northern Country, North East, West and South Gippsland and parts of the South West and East Gippsland regions of Victoria on or about Sunday 26 October 2014.

Thunderstorms and lightning 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 **31 October 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 **27 October 2014** to **16 November 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 8585 2100 To 03 8587 9999
03 4367 7000 To 03 4367 9999	03 8598 0000 To 03 8635 1399
03 5120 0000 To 03 5199 4999	03 8656 0200 To 03 8664 8799
03 5220 0000 To 03 5238 9999	03 8695 3800 To 03 8699 2799
03 5263 0000 To 03 5267 3999	03 8710 0000 To 03 8809 9999
03 5281 3000 To 03 5289 7999	03 8822 8000 To 03 8878 9999
03 5320 0000 To 03 5349 8999	03 8892 1000 To 03 8892 4999
03 5360 8000 To 03 5369 5999	03 9076 0000 To 03 9076 9999
03 5420 6000 To 03 5496 2999	03 9201 3000 To 03 9219 6999
03 5596 4000 To 03 5596 5999	03 9230 1000 To 03 9308 9999
03 5624 9000 To 03 5629 8999	03 9320 2600 To 03 9320 2699
03 5727 6000 To 03 5736 9999	03 9333 0000 To 03 9333 9999
03 5760 0000 To 03 5799 9999	03 9349 7800 To 03 9349 7899
03 5826 1000 To 03 5826 7999	03 9361 0000 To 03 9368 1899
03 5940 0000 To 03 5969 9999	03 9380 3800 To 03 9395 9999
03 5990 0000 To 03 5999 4999	03 9412 1700 To 03 9425 8599
03 8290 1000 To 03 8290 8999	03 9449 0000 To 03 9449 9999
03 8338 3000 To 03 8362 6999	03 9473 1200 To 03 9637 7999
03 8376 5000 To 03 8376 5999	03 9653 1900 To 03 9709 9999
03 8390 7000 To 03 8390 9999	03 9720 0000 To 03 9906 8999
03 8415 6600 To 03 8416 7499	03 9920 8000 To 03 9934 8899
03 8508 5000 To 03 8574 8999	03 9953 1000 To 03 9974 9999

Estimated number of impacted services: **57,442**

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 **3598465**.

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>.