

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 Northern Tablelands, Northwest Slopes and Plains Districts and parts of the Mid North Coast District of New South Wales

iiNet Group reference ID: 3622359

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 Northern Tablelands, Northwest Slopes and Plains Districts and parts of the Mid North Coast District of New South Wales on or about Wednesday 5 November 2014.

Heavy Rainfall, large hailstones and damaging wind 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 **12 November 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 **6 November 2014 to 23 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:

02 5712 9000 To 02 5712 9999
02 6538 0000 To 02 6538 0999
02 6550 3000 To 02 6567 8999
02 6648 0000 To 02 6659 5999
02 6692 3000 To 02 6701 9999
02 6720 3000 To 02 6794 4699
02 6580 4000 To 02 6597 0999

Estimated number of impacted services: **5,237**

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 **3622359**.

| 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>.