

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 Metropolitan Sydney, Illawarra and parts of the Central Tablelands Districts of New South Wales

iiNet Group reference ID: 3624803

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 Metropolitan Sydney, Illawarra and parts of the Central Tablelands regions of New South Wales on or about Wednesday 5 November 2014.

Large hailstones, heavy rainfall 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 **Sydney Daily Telegraph** on **13 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 4220 0000 To 02 4239 7999	02 9407 5000 To 02 9407 9999
02 4251 0000 To 02 4297 9999	02 9421 0000 To 02 9426 8999
02 4320 0000 To 02 4349 9999	02 9456 0000 To 02 9457 9999
02 4360 0000 To 02 4385 9999	02 9472 5700 To 02 9484 9999
02 4560 0000 To 02 4588 9999	02 9600 0000 To 02 9634 9999
02 4620 0000 To 02 4659 0999	02 9651 0000 To 02 9659 9899
02 4720 0000 To 02 4739 9999	02 9670 0000 To 02 9684 8099
02 4751 0000 To 02 4759 9999	02 9729 5000 To 02 9734 9999
02 4773 0000 To 02 4788 9999	02 9753 6000 To 02 9753 8999
02 6350 0000 To 02 6359 3999	02 9765 0000 To 02 9765 9999
02 6379 7100 To 02 6379 7399	02 9820 0000 To 02 9875 9999
02 8738 0000 To 02 8738 9999	02 9893 3000 To 02 9899 9999
02 8777 0000 To 02 8869 9999	02 9910 8000 To 02 9914 1899
02 8882 0000 To 02 8888 9999	02 9933 3000 To 02 9933 8899
02 9203 3000 To 02 9208 9999	02 9973 8000 To 02 9985 9999
02 9354 4000 To 02 9354 9999	

Estimated number of impacted services: **26,902**

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 **3624803**.

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>.