

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 and Greater Sydney, South Coast, Illawarra, Hunter, Mid North Coast, Central Tablelands, Southern Tablelands Districts and parts of the Central West Slopes and Plains and South West Slopes Districts of New South Wales.

iiNet Group reference ID: 3688143

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 Sydney and Greater Sydney, South Coast, Illawarra, Hunter, Mid North Coast, Central Tablelands, Southern Tablelands Districts and parts of the Central West Slopes and Plains and South West Slopes Districts of New South Wales on or about Wednesday 3 December 2014 through to Sunday 7 December 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 **11 December 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 **4 December 2014 to 4 January 2015** 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 4014 0000 To 02 4015 9999 | 02 6570 0000 To 02 6579 7999 |
| 02 4028 0000 To 02 4042 1999 | 02 6591 0000 To 02 6592 9999 |
| 02 4220 0000 To 02 4239 7999 | 02 6816 0000 To 02 6816 5999 |
| 02 4251 0000 To 02 4297 9999 | 02 6850 0000 To 02 6869 9799 |
| 02 4320 0000 To 02 4399 9999 | 02 6890 1000 To 02 6898 3999 |
| 02 4412 3000 To 02 4429 9999 | 02 6970 8000 To 02 6972 9999 |
| 02 4441 0000 To 02 4479 9999 | 02 8204 0200 To 02 8204 6899 |
| 02 4560 0000 To 02 4588 9999 | 02 8217 1300 To 02 8306 9999 |
| 02 4620 0000 To 02 4659 9999 | 02 8332 0000 To 02 8399 9999 |
| 02 4677 0000 To 02 4684 9999 | 02 8422 0000 To 02 8448 9999 |
| 02 4720 0000 To 02 4739 9999 | 02 8467 0000 To 02 8467 9999 |
| 02 4751 0000 To 02 4759 9999 | 02 8508 0000 To 02 8543 9999 |
| 02 4773 0000 To 02 4788 9999 | 02 8558 0000 To 02 8596 9999 |
| 02 4820 0000 To 02 4849 4999 | 02 8633 1000 To 02 8633 9999 |
| 02 4860 0000 To 02 4889 9999 | 02 8665 4000 To 02 8665 4899 |
| 02 4902 0000 To 02 4999 9999 | 02 8700 0000 To 02 8888 9999 |
| 02 5556 0000 To 02 5556 4999 | 02 8899 0000 To 02 8925 9999 |
| 02 5593 8000 To 02 5594 5999 | 02 8962 0000 To 02 8978 9999 |
| 02 6118 0000 To 02 6118 7999 | 02 9030 0000 To 02 9031 9999 |
| 02 6220 1000 To 02 6227 9799 | 02 9111 0000 To 02 9111 9999 |
| 02 6305 2000 To 02 6305 2999 | 02 9130 0000 To 02 9130 9999 |
| 02 6328 8000 To 02 6379 8499 | 02 9144 1000 To 02 9153 9999 |
| 02 6390 0000 To 02 6394 9999 | 02 9181 0000 To 02 9181 5999 |
| 02 6520 0000 To 02 6559 3999 | 02 9200 0000 To 02 9999 9999 |

Estimated number of impacted services: **82,080**

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 **3688143**.

| | | | | | |
|---|---------------------|---------------------|---|-----------------|--------------------------|
| 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>.