

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).

Ongoing Extreme Weather events impact service in Sydney and Greater Sydney, Illawarra, Hunter, Central Tablelands and Southern Tablelands Districts and parts of the South Coast and Mid North Coast of New South Wales.

iiNet Group reference ID: 3688143

As previously notified on **11 December 2014, 7 January 2015, 3 February 2015 and 17 March 2015**, 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 ongoing extreme weather events on or about Wednesday 3 December 2014 through to Sunday 7 December 2014 and on Sunday 1 March 2015 and again on Monday 6 April 2014 in the Sydney and Greater Sydney, Illawarra, Hunter, Central Tablelands and Southern Tablelands Districts and parts of the South Coast and Mid North Coast of New South Wales.

Large hailstones, heavy rainfall 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 **Sydney Daily Telegraph** on **15 April 2015**.

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. The impact in the affected region has been greater than initially estimated and as a consequence of these ongoing extreme weather events, the expected date for resumption of normal service operations has been extended to **10 May 2015**.

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 10 May 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 6550 0000 To 02 6559 3999
02 4028 0000 To 02 4042 1999	02 6570 1000 To 02 6579 7999
02 4220 0000 To 02 4239 7999	02 6591 0000 To 02 6592 9999
02 4251 0000 To 02 4297 9999	02 8204 0200 To 02 8204 6899
02 4320 0000 To 02 4399 9999	02 8217 4700 To 02 8306 9999
02 4421 0000 To 02 4429 9999	02 8332 0000 To 02 8383 9999
02 4441 0000 To 02 4465 2999	02 8394 0000 To 02 8399 9999
02 4560 0000 To 02 4588 9999	02 8422 0000 To 02 8426 9999
02 4620 0000 To 02 4659 9999	02 8437 5000 To 02 8448 3499
02 4677 0000 To 02 4684 9999	02 8467 5100 To 02 8467 9999
02 4720 0000 To 02 4739 9999	02 8508 0000 To 02 8543 9999
02 4751 0000 To 02 4759 9999	02 8558 0000 To 02 8596 9999
02 4773 0000 To 02 4787 3899	02 8633 1000 To 02 8633 9999
02 4820 0000 To 02 4849 4999	02 8665 4000 To 02 8665 4899
02 4860 0000 To 02 4889 9999	02 8700 0000 To 02 8888 9999
02 4902 0000 To 02 4999 9999	02 8899 1400 To 02 8925 9999
02 5556 0000 To 02 5556 4999	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 9144 1000 To 02 9153 9999
02 6520 0000 To 02 6520 1999	02 9181 0000 To 02 9181 5999
02 6537 0000 To 02 6539 9999	02 9200 1000 To 02 9999 9999

Estimated number of impacted services: **78,364**

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**.

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