

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 North Central, North East, East Gippsland and Northern Country Districts of Victoria and Snowy Mountains and part of the South Coast District of New South Wales.

iiNet Group reference ID: 3695119

As previously notified on **12 December 2014**, 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 on or about Friday 5 December 2014 through to Saturday 6 December 2014 in the North Central, North East, East Gippsland and Northern Country Districts of Victoria and Snowy Mountains and part of the South Coast District of New South Wales.

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 **Melbourne Herald Sun and the Sydney Daily Telegraph** on **23 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. The impact in the affected region has been greater than initially estimated and as a consequence of the continued weather effects, the expected date for resumption of normal service operations has been extended to **4 January 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 **8 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 6020 0000 To 02 6077 9999	03 5178 7000 To 03 5179 1999
02 6448 0000 To 02 6459 9999	03 5421 6000 To 03 5433 5999
02 6491 0000 To 02 6499 9999	03 5720 0000 To 03 5736 9999
02 6940 0000 To 02 6948 5999	03 5750 1000 To 03 5799 9999
02 6982 2000 To 02 6982 6999	03 5826 1000 To 03 5826 7999
03 5150 8000 To 03 5162 9999	03 5957 5000 To 03 5963 7999

Estimated number of impacted services: **7,467**

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 **3695119**.

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>.