

# 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).

## Fire impacts service in Adelaide Hills and surrounding areas of South Australia.

**iiNet Group reference ID: 3753179**

As previously notified on 8 January 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 bushfires in the Adelaide Hills and surrounding areas of South Australia on or about Saturday 3 January 2015 through to Sunday 4 January 2015.

Bushfires 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 **Adelaide Advertiser** on **20 January 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 events, the expected date for resumption of normal service operations has been extended to **1 February 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 **5 January 2015 to 1 February 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:

08 7285 0000 To 08 7285 8999	08 8250 0000 To 08 8266 9999
08 7383 0000 To 08 7389 9999	08 8280 0000 To 08 8289 9999
08 8130 9000 To 08 8139 9999	08 8300 8200 To 08 8314 4999
08 8161 2000 To 08 8161 5199	08 8334 8000 To 08 8339 9999
08 8182 0000 To 08 8189 9999	08 8360 0000 To 08 8409 7999
08 8201 4000 To 08 8214 3999	08 8520 0000 To 08 8527 5999
08 8229 1400 To 08 8230 5999	08 8560 3000 To 08 8568 5999

Estimated number of impacted services: **14,139**

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 **3753179**.

iiNet Ltd and AAPT Consumer Division	Westnet Pty Ltd	Internode Pty Ltd	TransACT Capital Communications Pty Ltd	Jiva Pty Ltd	Adam Internet Pty Ltd
<b>13 22 58</b>	<b>1300 786 068</b>	<b>1300 788 233</b>	<b>13 30 61</b>	<b>13 88 88</b>	<b>08 8423 4000</b>

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](http://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>.