

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 Yorke Peninsula, Eastern Eyre Peninsula, Lower Eyre Peninsula, North West Pastoral, North East Pastoral, Flinders, Mid North, Riverland, Murraylands and Mount Lofty Ranges Districts of South Australia

iiNet Group reference ID: 3767435

As previously notified on **15 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 a series of extreme weather events in the Yorke Peninsula, Eastern Eyre Peninsula, Lower Eyre Peninsula, North West Pastoral, North East Pastoral, Flinders, Mid North, Riverland, Murraylands and Mount Lofty Ranges Districts of South Australia on or about Wednesday 7 January 2015 through to Saturday 10 January 2015.

Heavy rainfall and damaging winds 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 3 February 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 the continued weather effects, the expected date for resumption of normal service operations has been extended to **1 March 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 **9 January 2015 to 1 March 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 7628 3000 To 08 7628 3999	08 8560 0000 To 08 8595 9999
08 8188 9000 To 08 8188 9999	08 8620 2000 To 08 8689 5999
08 8388 9000 To 08 8388 9999	08 8821 0000 To 08 8868 9999
08 8521 6000 To 08 8543 2999	08 8890 0000 To 08 8894 9999

Estimated number of impacted services: **5,354**

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 **3767435**.

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>.