

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 Northern Country and parts of Central and North Central Districts of Victoria and parts of Riverina District of New South Wales

iiNet Group reference ID: 3768873

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 on or about Wednesday 7 January 2015 through to Saturday 10 January 2015 in the Northern Country and parts of Central and North Central Districts of Victoria and parts of Riverina District of New South Wales.

Heavy rainfall 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 and Melbourne Herald Sun on 10 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 **22 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 **9 January 2015 to 22 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:

02 6030 0000 To 02 6044 5999
03 5321 6000 To 03 5321 6999
03 5343 6000 To 03 5348 9999
03 5421 0000 To 03 5496 2999
03 5742 0000 To 03 5748 7999
03 5764 4000 To 03 5765 3999
03 5820 0000 To 03 5833 9999
03 5851 0000 To 03 5888 5999
03 5726 8000 To 03 5726 8999

Estimated number of impacted services: **6,149**

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 **3768873**.

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>.