

# 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 Central, North Central, Northern Country, North East, West & South Gippsland and East Gippsland Districts of Victoria and South Coast, Snowy Mountains, South West Slopes and Riverina Districts of New South Wales

**iiNet Group reference ID: 3768873**

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 Central, North Central, Northern Country, North East, West & South Gippsland and East Gippsland Districts of Victoria and South Coast, Snowy Mountains, South West Slopes and Riverina Districts of New South Wales on or about Wednesday 7 January 2015 through to Saturday 10 January 2015.

Heavy rainfall 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 Sydney Daily Telegraph** on **15 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.

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 8 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 5924 4000 To 02 5942 3999	03 5343 6000 To 03 5348 9999
02 5963 3000 To 02 5963 3999	03 5421 0000 To 03 5496 2999
02 6020 0000 To 02 6077 9999	03 5621 0000 To 03 5637 9999
02 6380 0000 To 02 6391 6999	03 5654 0000 To 03 5689 1999
02 6448 0000 To 02 6459 9999	03 5720 0000 To 03 5799 9999
02 6491 0000 To 02 6499 9999	03 5820 0000 To 03 5833 9999
02 6920 0000 To 02 6949 5999	03 5851 0000 To 03 5888 5999
02 6971 0000 To 02 6982 9999	03 5945 8000 To 03 5963 7999
03 5120 0000 To 03 5199 4999	03 5980 1000 To 03 5980 2999
03 5321 6000 To 03 5321 6999	03 5997 4000 To 03 5997 8999

Estimated number of impacted services: **16,086**

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
<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>.