

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).

Staff Redeployment impact service in the Adelaide and Mount Lofty Ranges Districts of South Australia iiNet Group reference ID: 3772139

As previously notified on **19 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 severe thunderstorms throughout widespread areas of New South Wales. This necessitated in our wholesaler redeploying a large number of staff from across Australia to the affected regions.

Destructive winds, heavy rainfall and flash flooding have caused notable damage to the network in widespread areas of New South Wales. Due to the extent and severity of these ongoing weather events, our wholesaler has redeployed staff from across Australia as referred to in Telstra Wholesales Mass Service Disruption Notification which can be found at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/>.

The impact in the affected region has been greater than initially estimated, and as a consequence the redeployed staff will remain in the affected regions and continue repair work. The expected date for resumption of normal service operations has been extended to **22 February 2015**. 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 manage the impact to affected services in a timely manner. Customers in the Adelaide and Mount Lofty Ranges Districts of South Australia may experience service disruptions and delays to normal connection times and fault restoration as Telstra wholesale staff from this region are redeployed throughout widespread areas of New South Wales. For further detail on the relevant regions see the Telstra Wholesales Mass Service Disruption Notification which can be found at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/>.

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 **12 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:

08 7522 4000 To 08 7522 4999	08 8290 0000 To 08 8449 9999
08 8100 0700 To 08 8116 6499	08 8536 6000 To 08 8536 7999
08 8130 0000 To 08 8139 7999	08 8550 0000 To 08 8559 9999
08 8150 0000 To 08 8249 9999	08 8598 0000 To 08 8598 9999
08 8260 0000 To 08 8279 9999	

Estimated number of impacted services: **23,376**

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 **3772139**.

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>.