

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 South West, Wimmera, Mallee, Northern Country, North Central and part of the Central Districts of Victoria and parts of the Lower Western and Riverina Districts of New South Wales

iiNet Group reference ID: 3774813

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 South West, Wimmera, Mallee, Northern Country, North Central and part of the Central Districts of Victoria and parts of the Lower Western and Riverina Districts of New South Wales on or about Monday 12 January 2015 through to Tuesday 13 January 2015.

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 **Melbourne Herald Sun and Sydney Daily Telegraph** 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.

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 **14 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:

02 6890 0000 To 02 6896 9999	03 5321 9000 To 03 5321 9999
02 6960 0000 To 02 6968 8599	03 5340 6000 To 03 5365 9999
02 6990 0000 To 02 6997 3999	03 5380 1000 To 03 5399 4999
03 4432 2000 To 03 4432 2999	03 5450 3000 To 03 5499 9999
03 5018 0000 To 03 5039 9999	03 5520 2000 To 03 5529 5999
03 5050 0000 To 03 5055 9999	03 5551 0000 To 03 5599 8999
03 5070 1000 To 03 5095 6999	03 5880 0000 To 03 5898 3999
03 5220 0000 To 03 5289 7999	

Estimated number of impacted services: **10,132**

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 **3774813**.

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://www.iinet.net.au/about/legal/mass-disruptions.html>.