

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

**iiNet Group reference ID: 3841359**

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 East Gippsland, West & South Gippsland, North Central and North East Districts of Victoria and Riverina, South Coast and Snowy Mountains Districts of New South Wales on or about Wednesday 11 February 2015 through to Sunday 15 February 2015.

Large hailstones, damaging wind and 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 20 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.

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 **16 February 2015 to 22 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:

02 5971 7000 To 02 5976 3999	03 5621 0000 To 03 5637 9999
02 6020 0000 To 02 6077 9999	03 5654 0000 To 03 5689 1999
02 6448 0000 To 02 6459 9999	03 5720 0000 To 03 5736 9999
02 6491 0000 To 02 6499 9999	03 5750 1000 To 03 5799 9999
02 6890 0000 To 02 6896 9999	03 5826 1000 To 03 5826 7999
02 6920 4000 To 02 6997 3999	03 5880 0000 To 03 5898 3999
03 5020 0000 To 03 5020 9999	03 5945 8000 To 03 5963 7999
03 5071 9000 To 03 5071 9999	03 5980 1000 To 03 5980 2999
03 5120 0000 To 03 5199 4999	03 5997 4000 To 03 5997 8999
03 5421 6000 To 03 5433 5999	

Estimated number of impacted services: **12,331**

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 **3841359**.

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