

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 parts of Central District of Victoria

iiNet Group reference ID: 3871465

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 parts of Central District of Victoria on or about Saturday 28 February 2015.

Damaging wind 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 on 11 March 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 **3 March 2015 to 5 April 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:

03 5949 0000 To 03 5969 9999	03 9201 3000 To 03 9215 9999
03 8508 5800 To 03 8508 5899	03 9230 2300 To 03 9298 9999
03 8520 9000 To 03 8599 9999	03 9490 7700 To 03 9490 7799
03 8629 8300 To 03 8635 1399	03 9508 5100 To 03 9599 9999
03 8664 8400 To 03 8664 8799	03 9631 9600 To 03 9631 9699
03 8696 5000 To 03 8696 5399	03 9700 0000 To 03 9709 8999
03 8710 0000 To 03 8727 9999	03 9720 0000 To 03 9739 9999
03 8739 0000 To 03 8739 9999	03 9751 0000 To 03 9814 9999
03 8756 0000 To 03 8809 9999	03 9830 6000 To 03 9856 9999
03 8822 8000 To 03 8851 3599	03 9870 0000 To 03 9905 9999
03 8870 0000 To 03 8878 9999	03 9920 7000 To 03 9932 6999
03 8892 1000 To 03 8892 4999	03 9954 1000 To 03 9963 9999
03 9076 1000 To 03 9076 6999	

Estimated number of impacted services: **28,557**

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 **3871465**.

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>.