

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).

Ongoing Extreme Weather events impact service in Sydney Metropolitan District of New South Wales iiNet Group reference ID: 3959299

As previously notified on **29 April 2015** and **10 June 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 extreme weather events in the Sydney Metropolitan District of New South Wales on or about Monday 20 April 2015 through to Wednesday 22 April 2015.

Destructive wind, large hailstones and flash flooding 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 **Sydney Daily Telegraph** on **15 July 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. The impact in the affected region has been greater than initially estimated and as a consequence of the weather effects, the expected date for resumption of normal service operations has been extended to **2 August 2015**.

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 **23 April 2015 to 2 August 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 4572 0000 To 02 4582 9999 | 02 8633 1000 To 02 8633 9999 |
| 02 4720 1000 To 02 4737 9999 | 02 8665 4000 To 02 8665 4899 |
| 02 4752 3100 To 02 4752 3399 | 02 8700 0000 To 02 8888 9999 |
| 02 4776 0000 To 02 4777 9999 | 02 8899 0000 To 02 8925 9999 |
| 02 8204 0200 To 02 8204 6899 | 02 8962 4000 To 02 8978 9699 |
| 02 8217 1300 To 02 8306 9999 | 02 9030 0000 To 02 9031 9999 |
| 02 8332 0000 To 02 8399 9999 | 02 9111 0000 To 02 9111 9999 |
| 02 8422 5000 To 02 8448 9999 | 02 9130 0000 To 02 9130 9999 |
| 02 8467 0000 To 02 8467 7999 | 02 9150 0000 To 02 9153 9999 |
| 02 8512 0000 To 02 8543 9999 | 02 9181 0000 To 02 9181 5999 |
| 02 8558 1000 To 02 8596 9999 | 02 9200 0000 To 02 9996 7999 |

Estimated number of impacted services: **49,322**

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 **3959299**.

| 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>.