

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 Hunter and Mid North Coast Districts and part of the Central Tablelands District of New South Wales.

iiNet Group reference ID: 3959307

As previously notified on **30 April 2015**, **4 June 2015** and **30 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 ongoing weather events in the Hunter and Mid North Coast Districts and part of the Central Tablelands District of New South Wales on or about Monday 20 April 2015 through to Wednesday 22 April 2015.

Ongoing weather events 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 **29 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 ongoing weather effects, the expected date for resumption of normal service operations has been extended to **16 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 16 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 4014 0000 To 02 4015 9999	02 6350 0000 To 02 6368 5999
02 4028 0000 To 02 4042 1999	02 6520 0000 To 02 6526 9999
02 4320 0000 To 02 4349 9999	02 6537 0000 To 02 6559 3999
02 4360 0000 To 02 4385 9999	02 6570 0000 To 02 6579 7999
02 4560 0000 To 02 4588 9999	02 6591 0000 To 02 6592 9999
02 4720 6000 To 02 4739 9999	02 9456 0000 To 02 9457 9999
02 4751 0000 To 02 4759 9999	02 9472 8000 To 02 9480 0999
02 4780 0000 To 02 4788 9999	02 9652 0000 To 02 9658 8999
02 4902 0000 To 02 4999 9999	02 9847 1000 To 02 9847 1999
02 5556 0000 To 02 5556 4999	02 9973 8000 To 02 9973 8999
02 5593 8000 To 02 5594 5999	02 9985 0000 To 02 9985 9999
02 6328 8000 To 02 6339 9999	

Estimated number of impacted services: **20,287**.

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 **3959307**.

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>.