

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 Illawarra, South Coast and parts of Southern Tablelands, South West Slopes and Central Tablelands districts of New South Wales.

iiNet Group reference ID: 4254311

The iiNet Group (iiNet Ltd, Westnet Pty Ltd, AAPT Consumer Division, Internode Pty Ltd, TransACT Capital Communications 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 Illawarra, South Coast and parts of Southern Tablelands, South West Slopes and Central Tablelands districts of New South Wales on or about Monday 24 August 2015 through to Wednesday 26 August 2015.

Heavy rainfall 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 **Tuesday 1 September 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 **25 August 2015 to 27 September 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 4220 0000 To 02 4239 7999	02 4677 0000 To 02 4683 6999
02 4251 0000 To 02 4297 9999	02 4820 0000 To 02 4845 8999
02 4412 3000 To 02 4429 9999	02 4860 0000 To 02 4889 9999
02 4441 0000 To 02 4479 6999	02 6118 4000 To 02 6118 7999
02 4620 0000 To 02 4659 9999	02 6220 2000 To 02 6227 7899

Estimated number of impacted services: **11,706**.

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 **4254311**.

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>.