

Customer Service Notice from iiNet Group



(iiNet Ltd, Westnet Pty Ltd, AAPT Consumer Division,
Internode Pty Ltd, TransACT Capital Communications Pty Ltd, Adam Internet Pty Ltd).

Extreme Weather events impact service in the Hunter District and parts of the North West and Central West Slopes and Plains, Central Tablelands and Mid North Coast Districts of New South Wales.

iiNet Group reference ID: 4258647

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 Hunter District and parts of the North West and Central West Slopes and Plains, Central Tablelands and Mid North Coast Districts of New South Wales on or about Monday 24 August 2015.

Heavy rain, large hail and damaging winds 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 **3 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 4014 0000 To 02 4015 9999	02 6350 0000 To 02 6359 3999
02 4028 0000 To 02 4042 1999	02 6370 0000 To 02 6379 1999
02 4336 3000 To 02 4379 9999	02 6520 0000 To 02 6559 3999
02 4390 0000 To 02 4399 9999	02 6570 0000 To 02 6579 7999
02 4560 0000 To 02 4580 3999	02 6591 0000 To 02 6592 3999
02 4756 0000 To 02 4756 9999	02 6801 1000 To 02 6827 8999
02 4780 2000 To 02 4788 9999	02 6840 0000 To 02 6849 9999
02 4902 0000 To 02 4999 6999	02 6868 8000 To 02 6868 8999
02 5593 8000 To 02 5594 5999	02 6880 0000 To 02 6889 9999
02 5852 1000 To 02 5852 1999	02 9652 0000 To 02 9658 8999
02 5881 6000 To 02 5881 6999	

Estimated number of impacted services: **16,529**

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 **4258647**.

iiNet Ltd and AAPT Consumer Division	Westnet Pty Ltd	Internode Pty Ltd	TransACT Capital Communications Pty Ltd	Adam Internet Pty Ltd
13 22 58	1300 786 068	1300 788 233	13 30 61	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>.