

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).

Severe Weather events impact service in Sydney Metropolitan District.

iiNet Group reference ID: 4258651

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 Sydney Metropolitan region of New South Wales on or about Monday 24 August 2015.

Heavy rainfall, hail 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 **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 4720 1400 To 02 4737 9999	02 8799 2000 To 02 8887 2999
02 4776 0000 To 02 4777 7999	02 8899 1400 To 02 8913 8799
02 8217 1300 To 02 8229 8999	02 8925 2000 To 02 8925 7999
02 8240 3000 To 02 8240 9399	02 8962 0000 To 02 8978 8999
02 8251 3500 To 02 8289 2999	02 9130 0000 To 02 9130 9999
02 8302 0000 To 02 8306 8799	02 9150 0000 To 02 9150 9999
02 8332 5500 To 02 8394 8299	02 9181 0000 To 02 9181 5999
02 8422 3000 To 02 8425 9999	02 9200 2000 To 02 9231 8399
02 8436 0000 To 02 8446 6999	02 9243 1000 To 02 9339 9999
02 8467 0000 To 02 8467 2999	02 9350 9000 To 02 9439 9999
02 8508 0000 To 02 8543 9999	02 9450 7000 To 02 9532 9999
02 8558 0000 To 02 8595 2199	02 9544 0000 To 02 9599 9999
02 8633 1000 To 02 8633 9999	02 9620 0000 To 02 9999 9999
02 8700 0000 To 02 8788 3999	

Estimated number of impacted services: **45,833**.

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 **4258651**.

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>.