

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 parts of the Central, North Central, Mallee, Northern Country and North East Districts of Victoria and parts of the Lower Western, Riverina and South West Slopes Districts of New South Wales.

iiNet Group reference ID: 4423216

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 severe weather events in parts of the Central, North Central, Mallee, Northern Country and North East Districts of Victoria and parts of the Lower Western, Riverina and South West Slopes Districts of New South Wales on or about Sunday 1 November 2015.

Destructive winds, large hailstones and heavy rainfall 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 **Melbourne Herald Sun** and the **Sydney Daily Telegraph** on **Monday 9 November 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 **2 November 2015** to **29 November 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 5924 4000 To 02 5942 3999 | 03 5071 9000 To 03 5073 0099 |
| 02 5971 7000 To 02 5971 7999 | 03 5421 6000 To 03 5433 6999 |
| 02 6020 2000 To 02 6075 9999 | 03 5450 3000 To 03 5456 7999 |
| 02 6380 0000 To 02 6391 6999 | 03 5480 0000 To 03 5489 7999 |
| 02 6920 6200 To 02 6997 3999 | 03 5720 0000 To 03 5799 9999 |
| 03 5020 0000 To 03 5020 9999 | 03 5820 0000 To 03 5833 5999 |
| 03 5032 0000 To 03 5037 7999 | 03 5851 0000 To 03 5898 3999 |

Estimated number of impacted services: **9,355**

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 **4423216**.

| 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>.