

# Customer Service Notice from iiNet Group



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

## Severe Weather events impact service in the Hunter and parts of the Mid North Coast and Central Tablelands of New South Wales.

**iiNet Group reference ID: 4425930**

As previously notified on **11 November 2015**, the iiNet Group (iiNet Ltd, Westnet Pty Ltd, 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 severe weather events in the Hunter and parts of the Mid North Coast and Central Tablelands of New South Wales on or about Sunday 1 November 2015 through to Thursday 5 November 2015.

The severe 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 **01 December 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 continued weather effects, the expected date for resumption of normal service operations has been extended to **10 January 2016**.

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 **5 November 2015 to 10 January 2016** 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 2999
02 4028 0000 To 02 4042 1999	02 6370 0000 To 02 6379 6999
02 4320 0000 To 02 4349 9999	02 6520 0000 To 02 6559 3999
02 4360 0000 To 02 4385 9999	02 6570 2100 To 02 6579 2999
02 4560 1000 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 4787 9299	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 5594 5000 To 02 5594 5999	02 9985 0000 To 02 9985 9999
02 6305 2000 To 02 6305 2999	

Estimated number of impacted services: **19,130**

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 **4425930**.

iiNet Ltd	Westnet Pty Ltd	Internode Pty Ltd	TransACT Capital Communications Pty Ltd	Adam Internet Pty Ltd
<b>13 22 58</b>	<b>1300 786 068</b>	<b>1300 788 233</b>	<b>13 30 61</b>	<b>08 8423 4000</b>

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](http://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>.

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