

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 Lower Eyre Peninsula, Eastern Eyre Peninsula, North East Pastoral, Flinders, Riverland, Murraylands, Mid North, Yorke Peninsula and parts of the West Coast and North West Pastoral Districts of South Australia.

iiNet Group reference ID: 4426106

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 Lower Eyre Peninsula, Eastern Eyre Peninsula, North East Pastoral, Flinders, Riverland, Murraylands, Mid North, Yorke Peninsula and parts of the West Coast and North West Pastoral Districts of South Australia on or about Tuesday 3 November 2015 through to Wednesday 4 November 2015.

Damaging wind, heavy rainfall and large hailstones 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 **Adelaide Advertiser** on **11 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 **5 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:

08 7628 3000 To 08 7628 3999	08 8560 0000 To 08 8595 9999
08 8188 9000 To 08 8188 9999	08 8620 2000 To 08 8689 5999
08 8388 9000 To 08 8388 9999	08 8821 0000 To 08 8868 9999
08 8521 6000 To 08 8543 2999	08 8890 0000 To 08 8894 9999

Estimated number of impacted services: **5,996**.

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 **4426106**.

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>.