

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 Metropolitan Melbourne and part of the Central District of Victoria.

iiNet Group reference ID: 4429380

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 Metropolitan Melbourne and part of the Central District of Victoria on or about Thursday 5 November 2015.

Very heavy rainfall, 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 **Melbourne Herald Sun** on **12 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 **6 November 2015 to 6 December 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:

03 5220 2000 To 03 5229 9999	03 8696 2800 To 03 8698 2899
03 5240 0000 To 03 5284 9999	03 8720 0000 To 03 8769 8999
03 5420 7000 To 03 5428 8999	03 8788 2000 To 03 8809 9999
03 5483 3000 To 03 5483 4999	03 8822 8000 To 03 8878 9999
03 5734 8000 To 03 5734 8999	03 8892 1000 To 03 8892 4999
03 5786 1000 To 03 5789 1999	03 9076 1000 To 03 9076 6999
03 5949 0000 To 03 5954 3999	03 9200 2300 To 03 9219 9999
03 5967 7000 To 03 5968 9999	03 9230 0200 To 03 9449 9999
03 8290 0000 To 03 8290 0099	03 9460 0000 To 03 9496 9999
03 8301 0000 To 03 8420 9999	03 9508 5100 To 03 9604 5299
03 8431 0000 To 03 8432 9999	03 9616 7400 To 03 9616 7499
03 8458 5000 To 03 8470 3999	03 9627 2600 To 03 9647 6699
03 8508 5800 To 03 8508 6099	03 9665 2400 To 03 9769 1999
03 8519 5000 To 03 8599 9999	03 9790 0000 To 03 9905 9999
03 8614 7000 To 03 8614 7099	03 9920 1000 To 03 9934 5799
03 8626 9600 To 03 8671 3999	03 9953 0000 To 03 9974 9999

Estimated number of impacted services: **57,121**

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 **4429380**.

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.

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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>.