

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 Sydney Metropolitan District.

iiNet Group reference ID: 4431338

As previously notified on **13 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 Sydney Metropolitan District of New South Wales on or about Friday 6 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 **09 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 **20 December 2015**.

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 **9 November 2015 to 20 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:

02 4720 1000 To 02 4737 9999	02 8708 8000 To 02 8887 2999
02 4752 3100 To 02 4752 3399	02 8899 1400 To 02 8925 9999
02 4776 4000 To 02 4777 9999	02 8962 4000 To 02 8978 9699
02 8217 1300 To 02 8289 2999	02 9031 9900 To 02 9031 9999
02 8302 0000 To 02 8306 8799	02 9130 0000 To 02 9130 9999
02 8332 5500 To 02 8394 8299	02 9144 1000 To 02 9150 9999
02 8422 0000 To 02 8446 5999	02 9181 0000 To 02 9181 5999
02 8467 0000 To 02 8467 9999	02 9201 8000 To 02 9231 8399
02 8508 0000 To 02 8543 9999	02 9242 2000 To 02 9999 9999
02 8558 2200 To 02 8596 5099	

Estimated number of impacted services: **48,137**

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 **4431338**.

iiNet Ltd	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>.