

Customer Service Notice from iiNet Group



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

Extreme Weather events impact service in parts of the Northern Rivers District of New South Wales.

iiNet Group reference ID: 4471889

As previously notified on **4 December 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 extreme weather events in the Northern Rivers District of New South Wales on or about Sunday 29 November 2015 through to Monday 30 November 2015.

The extreme weather conditions 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 **Daily Telegraph** on **12 January 2016**.

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 **24 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 **1 December 2015 to 24 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 6618 0000 To 02 6639 9999
02 6670 0000 To 02 6689 5999
07 5506 0000 To 07 5524 9999

07 5536 0000 To 07 5536 9999
07 5565 1000 To 07 5569 9999
07 5586 6000 To 07 5599 6999

Estimated number of impacted services: **7,459**

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 **4471889**.

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>.