

# Customer Service Notice from iiNet Group



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

## Extreme Heat impacts service in Adelaide and Mount Lofty Ranges, Lower Eyre Peninsula, Eastern Eyre Peninsula, Flinders, Yorke Peninsula and Riverlands Districts and parts of the West Coast, North East Pastoral and Murraylands Districts of South Australia.

**iiNet Group reference ID: 4500035**

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 period of extremely hot weather in Adelaide and the Mount Lofty Ranges, Lower Eyre Peninsula, Eastern Eyre Peninsula, Flinders, Yorke Peninsula and Riverlands Districts and parts of the West Coast, North East Pastoral and Murraylands Districts of South Australia on or about Tuesday 15 December 2015 through to Friday 18 December 2015.

Telstra wholesale technicians working outdoors and in confined spaces during a period of extreme heat may be at risk of serious and potentially fatal heat-related illnesses such as heat stroke. On this basis Telstra has taken measures to limit its service delivery during this period in compliance with the Occupational Health and Safety Act 1991. As a result, there has been some disruption to service and delays to normal installation and repair activities, 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 **22 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.

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 **17 December 2015 to 31 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:

08 7285 0000 To 08 7285 8999	08 8150 0000 To 08 8449 9999
08 7383 0000 To 08 7389 9999	08 8520 0000 To 08 8598 9999
08 7522 4000 To 08 7522 4999	08 8620 2000 To 08 8689 5999
08 8100 0700 To 08 8116 6499	08 8821 0000 To 08 8868 9999
08 8130 0000 To 08 8139 9999	08 8890 0000 To 08 8894 9999

Estimated number of impacted services: **35,988**

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 **4500035**.

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>.