

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 Metropolitan Sydney, Illawarra District and parts of the South Coast District of New South Wales

iiNet Group reference ID: 4503963

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 Metropolitan Sydney, Illawarra District and parts of the South Coast District of New South Wales on or about Wednesday 16 December 2015.

Damaging wind, large hailstones and heavy rainfall 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 **23 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 **18 December 2015 to 31 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 4220 2000 To 02 4239 7999	02 8913 9000 To 02 8925 8999
02 4251 5000 To 02 4283 9199	02 8962 8600 To 02 8962 8699
02 4428 0000 To 02 4429 9999	02 8978 0800 To 02 8978 3599
02 4441 0000 To 02 4465 2999	02 9030 0000 To 02 9031 9899
02 4621 0000 To 02 4658 7999	02 9111 0000 To 02 9111 9999
02 4720 1400 To 02 4737 9999	02 9130 0000 To 02 9130 9999
02 4776 8300 To 02 4777 7999	02 9181 0000 To 02 9181 5999
02 8217 1300 To 02 8229 6999	02 9201 7000 To 02 9449 0299
02 8240 3300 To 02 8276 9999	02 9462 1300 To 02 9478 0099
02 8289 0000 To 02 8306 4799	02 9488 4800 To 02 9616 1999
02 8332 1400 To 02 8399 8999	02 9637 0000 To 02 9647 8899
02 8422 6100 To 02 8425 6499	02 9661 0000 To 02 9669 9999
02 8437 0000 To 02 8446 1999	02 9680 0000 To 02 9719 9999
02 8467 7000 To 02 8467 7999	02 9731 0000 To 02 9744 4699
02 8512 1000 To 02 8543 9999	02 9760 0000 To 02 9765 0999
02 8558 1000 To 02 8596 7399	02 9797 5400 To 02 9827 9199
02 8736 3100 To 02 8762 5899	02 9840 4600 To 02 9952 9999
02 8777 0000 To 02 8788 4599	02 9963 7300 To 02 9963 7399
02 8831 9900 To 02 8879 9999	02 9978 3000 To 02 9978 6799
02 8899 0000 To 02 8899 9999	

Estimated number of impacted services: **40,694**

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 **4503963**.

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>.