

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 Sydney Metropolitan District.

iiNet Group reference ID: 4533053

As previously notified on **14 January 2016**, 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 Sydney Metropolitan region of New South Wales on or about Sunday 3 January 2016 through to Wednesday 6 January 2016.

The extreme 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 February 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 **20 March 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 **7 January 2016 to 20 March 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 4720 6000 To 02 4739 9999	02 8633 1000 To 02 8633 9999
02 4751 0000 To 02 4759 9999	02 8700 2700 To 02 8788 9999
02 4776 0000 To 02 4780 4999	02 8799 0000 To 02 8887 8999
02 6329 3000 To 02 6339 6999	02 8899 0000 To 02 8925 9999
02 6350 0000 To 02 6368 5999	02 8962 0000 To 02 8978 8999
02 8204 0200 To 02 8204 6899	02 9030 0000 To 02 9031 9999
02 8217 1300 To 02 8306 4799	02 9111 0000 To 02 9111 9999
02 8332 1400 To 02 8399 8999	02 9144 1000 To 02 9150 9999
02 8422 0000 To 02 8448 3499	02 9181 0000 To 02 9181 5999
02 8467 3100 To 02 8467 9999	02 9200 1000 To 02 9339 9999
02 8512 2000 To 02 8543 6999	02 9351 0000 To 02 9999 8999

02 8558 0000 To 02 8596 9999

Estimated number of impacted services: **50,838**

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 **4533053**.

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>.