

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 Illawarra and South Coast Districts of New South Wales iiNet Group reference ID: 4535337

As previously notified on **15 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 severe weather events in the Illawarra and South Coast Districts of New South Wales on or about Monday 4 January 2016 through to Wednesday 6 January 2016.

Severe 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 **Sydney Daily Telegraph** on **16 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 **27 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 27 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 4220 2000 To 02 4239 7999	02 8777 0000 To 02 8796 9999
02 4251 5000 To 02 4283 9199	02 9203 3000 To 02 9203 9999
02 4295 0000 To 02 4297 9999	02 9426 0000 To 02 9426 8999
02 4412 3000 To 02 4412 3999	02 9600 0000 To 02 9618 9999
02 4428 0000 To 02 4429 9999	02 9729 5000 To 02 9734 9999
02 4441 0000 To 02 4479 9999	02 9753 6000 To 02 9753 8999
02 4621 0000 To 02 4658 7999	02 9765 0000 To 02 9765 9999
02 4720 0000 To 02 4720 0999	02 9820 0000 To 02 9829 9999
02 4773 0000 To 02 4774 9999	02 9914 0000 To 02 9914 1899
02 8738 0000 To 02 8738 9999	02 9933 3000 To 02 9933 5999

Estimated number of impacted services: **9,922**

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 **4535337**.

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>.