

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 Geelong and part of the surrounding Central District of Victoria. iiNet Group reference ID: 4567095

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 Geelong and part of the surrounding Central District of Victoria on or about Wednesday 27 January 2016.

Heavy rainfall and flash flooding 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 **Geelong Advertiser** on **03 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.

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 **27 January 2016** to **28 February 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:

03 5220 2000 To 03 5229 9999	03 9296 1000 To 03 9300 5799
03 5240 0000 To 03 5284 9999	03 9315 6000 To 03 9316 4299
03 8311 8300 To 03 8311 8399	03 9340 1200 To 03 9373 4999
03 8327 8800 To 03 8379 7999	03 9392 8200 To 03 9395 9999
03 8698 2800 To 03 8698 2899	03 9680 8700 To 03 9680 8799
03 8734 0000 To 03 8742 9999	03 9731 0000 To 03 9749 9999
03 8754 0000 To 03 8754 9999	03 9922 6000 To 03 9932 3999
03 9206 5100 To 03 9219 4999	03 9974 0000 To 03 9974 9999
03 9235 0000 To 03 9284 2999	

Estimated number of impacted services: **11,636**

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 **4567095**.

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>.