

# 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 parts of the East Gippsland, West and South Gippsland, North East, North Central and Northern Country Districts of Victoria and parts of the Riverina, South West Slopes and South Coast Districts of New South Wales

**iiNet Group reference ID: 4573071**

As previously notified on **08 February 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 parts of the East Gippsland, West and South Gippsland, North East, North Central and Northern Country Districts of Victoria and parts of the Riverina, South West Slopes and South Coast Districts of New South Wales on or about Saturday 30 January 2016.

The 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 **Melbourne Herald Sun** and **Sydney Daily Telegraph** on **01 March 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 **13 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 **2 February 2016 to 13 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 6020 6000 To 02 6077 9999 | 03 5421 6000 To 03 5433 4999 |
| 02 6448 0000 To 02 6459 8999 | 03 5720 0000 To 03 5736 9999 |
| 02 6491 0000 To 02 6499 9999 | 03 5750 1000 To 03 5799 9999 |
| 03 5155 9000 To 03 5162 9999 | 03 5963 7000 To 03 5963 7999 |

Estimated number of impacted services: **6,758**

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 **4573071**.

| 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>.