

# Customer Service Notice from iiNet Group



(iiNet Ltd, Westnet Pty Ltd, Internode Pty Ltd,  
TransACT Capital Communications Pty Ltd, Adam Internet Pty Ltd).

## Staff Redeployment impact service in Adelaide Metropolitan, Mount Lofty Ranges and Kangaroo Island Districts of South Australia.

**iiNet Group reference ID: 4595969**

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 thunderstorms throughout widespread areas of the Sydney Metropolitan, Hunter, Illawarra and South Coast Districts of New South Wales on or about Monday 4 January 2016 through to Wednesday 6 January 2016.

Heavy rainfall and flash flooding have caused notable damage to the network in the Sydney Metropolitan, Hunter, Illawarra and South Coast Districts of New South Wales, rendering some services faulty. Due to the extent and severity of these weather events, there has been some disruption to service and delays to normal installation and repair activities in the directly affected areas, and across the Adelaide Metropolitan, Mount Lofty Ranges and Kangaroo Island Districts of South Australia due to the need to redeploy Telstra staff to the affected areas, as referred to in Telstra Wholesale's 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 **Adelaide Advertiser** on **22 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 **16 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:

08 7285 0000 To 08 7285 8999  
08 7383 0000 To 08 7389 9999  
08 7522 4000 To 08 7522 4999  
08 8100 0700 To 08 8116 6499  
08 8130 0000 To 08 8139 9999  
08 8150 0000 To 08 8449 9999  
08 8520 0000 To 08 8536 7999  
08 8550 0000 To 08 8568 5999  
08 8598 0000 To 08 8598 9999

Estimated number of impacted services: **32,497**

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 **4595969**.

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>.