

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 Perth and part of the Lower West District of Western Australia. iiNet Group reference ID: 4752487

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 Perth and part of the surrounding Lower West District of Western Australia on or about Saturday 21 May 2016 through to Monday 23 May 2016.

Severe storms 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 **West Australian** on **30 May 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 **23 May 2016** to **12 June 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 6210 0200 To 08 6228 7999
08 6240 0000 To 08 6258 9999
08 6272 1500 To 08 6279 9999
08 6293 1000 To 08 6310 9899
08 6330 1100 To 08 6332 7999
08 6350 0000 To 08 6350 9999
08 6498 9000 To 08 6498 9999
08 6595 2000 To 08 6595 8999
08 9201 0000 To 08 9499 9999
08 9525 0000 To 08 9526 4999
08 9550 6000 To 08 9550 6999
08 9570 1000 To 08 9578 3999
08 6380 7200 To 08 6389 4599

Estimated number of impacted services: **96,565**

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 **4752487**.

| 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>.