

# 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 Sydney and Greater Sydney Metropolitan Area of New South Wales.

**iiNet Group reference ID: 4770631**

As previously notified on **9 June 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 Sydney and Greater Sydney Metropolitan Region of New South Wales on or about Saturday 4 June 2016 through to Monday 6 June 2016.

Severe weather has 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 **21 July 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 continued weather effects, the expected date for resumption of normal service operations has been extended to **7 August 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 **4 June 2016** to **7 August 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 4572 0000 To 02 4582 9999	02 8633 1000 To 02 8633 9999
02 4720 1000 To 02 4737 9999	02 8665 4000 To 02 8665 4899
02 4752 3100 To 02 4752 3399	02 8700 0000 To 02 8888 9999
02 4776 0000 To 02 4777 9999	02 8899 0000 To 02 8925 9999
02 8204 0200 To 02 8204 6899	02 8962 0000 To 02 8978 9999
02 8217 1300 To 02 8306 9999	02 9030 0000 To 02 9031 9999
02 8332 0000 To 02 8399 9999	02 9111 0000 To 02 9111 9999
02 8422 0000 To 02 8448 9999	02 9130 0000 To 02 9130 9999
02 8467 0000 To 02 8467 9999	02 9144 1000 To 02 9153 9999
02 8508 0000 To 02 8543 9999	02 9181 0000 To 02 9181 5999
02 8558 0000 To 02 8596 9999	02 9200 0000 To 02 9999 9999

Estimated number of impacted services: **45,967**

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 **4770631**.

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>.