

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 Illawarra and Southern Tablelands Districts of New South Wales and part of the Australian Capital Territory.

iiNet Group reference ID: 4775655

As previously notified on **Wednesday 3 August 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 Illawarra and Southern Tablelands Districts of New South Wales and part of the Australian Capital Territory, on or about Saturday 4 June 2016 through to Monday 6 June 2016.

Destructive winds, heavy rainfall and abnormally high tides, 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 **Sydney Daily Telegraph** on **Wednesday 24 August 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 **11 September 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 **6 June 2016** to **11 September 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 4220 0000 To 02 4239 7999	02 9203 3000 To 02 9203 9999
02 4251 0000 To 02 4297 9999	02 9426 0000 To 02 9426 8999
02 4620 0000 To 02 4659 9999	02 9600 0000 To 02 9618 9999
02 4677 0000 To 02 4684 9999	02 9729 5000 To 02 9734 9999
02 4860 0000 To 02 4889 9999	02 9753 6000 To 02 9753 8999
02 6119 3000 To 02 6155 9999	02 9765 0000 To 02 9765 9999
02 6200 0000 To 02 6299 9999	02 9820 0000 To 02 9829 9999
02 8738 0000 To 02 8738 9999	02 9914 0000 To 02 9914 0999
02 8777 0000 To 02 8796 9999	02 9933 3000 To 02 9933 5999

Estimated number of impacted services: **31,429**

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 **#4775655**.

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>.