

# 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 the Sydney Central Business District iiNet Group reference ID: 4780691

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 Central Business District of Sydney in New South Wales 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 **16 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 **6 June 2016 to 26 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:

02 8202 0000 To 02 8399 6999	02 9120 0000 To 02 9120 9999
02 8423 5000 To 02 8436 2299	02 9200 3000 To 02 9503 5999
02 8514 5000 To 02 8514 9799	02 9549 5600 To 02 9585 3999
02 8565 7300 To 02 8587 1899	02 9611 1000 To 02 9611 9999
02 8650 0000 To 02 8665 4999	02 9690 3900 To 02 9716 1299
02 8737 3600 To 02 8775 2999	02 9767 4300 To 02 9816 8599
02 8877 3200 To 02 8877 3299	02 9844 0000 To 02 9857 3599
02 8899 5300 To 02 8923 1899	02 9886 4500 To 02 9996 9999
02 8955 0000 To 02 8978 9799	

Estimated number of impacted services: **25,477**

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 **4780691**.

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>.