

# 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 part of Melbourne

**iiNet Group reference ID: 4782625**

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.

Destructive winds, heavy rainfall and abnormally high tides have caused notable damage to the network in widespread areas 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 Melbourne area 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 **Melbourne Herald Sun** on **17 June 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 **13 June 2016** to **3 July 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:

|                              |                              |
|------------------------------|------------------------------|
| 03 8326 6500 To 03 8342 5999 | 03 9321 2700 To 03 9348 5899 |
| 03 8379 1600 To 03 8379 3799 | 03 9403 8800 To 03 9429 9999 |
| 03 8412 0000 To 03 8420 9999 | 03 9473 0200 To 03 9490 7999 |
| 03 8470 3000 To 03 8470 3999 | 03 9536 7400 To 03 9536 7499 |
| 03 8508 6000 To 03 8532 4599 | 03 9572 8100 To 03 9573 1599 |
| 03 8626 9600 To 03 8671 2599 | 03 9616 7400 To 03 9693 9999 |
| 03 8696 4100 To 03 8696 4199 | 03 9804 0000 To 03 9896 7999 |
| 03 8808 6100 To 03 8862 9899 | 03 9920 5000 To 03 9963 1999 |
| 03 9200 2300 To 03 9299 1999 |                              |

Estimated number of impacted services: **16,637**

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 **4782625**.

| 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>.