

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 Southeast Melbourne.

iiNet Group reference ID: 4789493

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 and flooding events throughout widespread areas of Tasmania.

Heavy rainfall and flooding have caused notable damage to the network in widespread Tasmania, 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 Southeast 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 **23 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 **20 June 2016** to **10 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 8290 1000 To 03 8290 7299	03 9203 5000 To 03 9209 9499
03 8508 5000 To 03 8629 8499	03 9240 0300 To 03 9304 8099
03 8696 5000 To 03 8696 5399	03 9500 0000 To 03 9599 9999
03 8808 8000 To 03 8832 9499	03 9694 6700 To 03 9694 7199
03 8855 4000 To 03 8866 4999	03 9804 1000 To 03 9963 0699
03 9076 1000 To 03 9076 6999	

Estimated number of impacted services: **18,720**

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 **4789493**.

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>.