

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 Northwest Melbourne.

iiNet Group reference ID: 4791903

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 heavy rainfall and flooding throughout widespread areas of Tasmania.

Heavy rainfall and flooding have caused notable damage to the network in the widespread areas of 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 Australia 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 4367 7000 To 03 4367 9999	03 9290 1500 To 03 9310 9999
03 5366 0000 To 03 5369 5999	03 9350 9100 To 03 9367 9999
03 8312 0000 To 03 8312 8999	03 9390 0000 To 03 9394 5999
03 8345 0000 To 03 8361 9999	03 9449 5000 To 03 9449 6699
03 8390 0000 To 03 8390 6999	03 9743 0000 To 03 9748 1999
03 8742 5000 To 03 8754 5999	03 9931 8000 To 03 9931 8999
03 9216 6000 To 03 9219 7999	03 9953 8000 To 03 9971 8999

Estimated number of impacted services: **4,047**

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 **4791903**.

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>.