

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 Adelaide Metropolitan and Mount Lofty Ranges Districts of South Australia.

iiNet Group reference ID: 4851863

As previously notified on **01 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 the Adelaide Metropolitan and Mount Lofty Ranges Districts of South Australia on or about Sunday 24 July 2016 through to Tuesday 26 July 2016.

The severe weather events 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 **Adelaide Advertiser** on **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 the 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 **25 July 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:

| | |
|------------------------------|------------------------------|
| 08 7285 0000 To 08 7285 8999 | 08 8150 1600 To 08 8449 9999 |
| 08 7383 0000 To 08 7389 9999 | 08 8520 0000 To 08 8536 7999 |
| 08 8100 0000 To 08 8116 9999 | 08 8550 0000 To 08 8568 5999 |
| 08 8130 0000 To 08 8139 9999 | |

Estimated number of impacted services: **33,817**

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 **4851863**.

| 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>.