

# 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 Central and Southern Tablelands Districts and parts of the North West Slopes and Plains and South West Slopes Districts of New South Wales

**iiNet Group reference ID: 4920523**

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 and Southern Tablelands Districts and parts of the North West Slopes and Plains and South West Slopes Districts of New South Wales on or about Friday 2 September 2016.

Damaging winds 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 **9 September 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 **5 September 2016 to 2 October 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 4820 0000 To 02 4849 4999  
02 4860 6000 To 02 4860 6999  
02 4884 0000 To 02 4884 3999  
02 6118 0000 To 02 6118 7999  
02 6220 1000 To 02 6227 9799  
02 6328 8000 To 02 6369 9999  
02 6390 0000 To 02 6394 9999  
02 6816 0000 To 02 6816 5999  
02 6850 0000 To 02 6869 9799  
02 6890 1000 To 02 6898 3999  
02 6970 8000 To 02 6972 9999

Estimated number of impacted services: **2,811**

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 **#4920523**.

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>.