

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 South West District and parts of the Central, North Central, Northern Country, Mallee and Wimmera Districts of Victoria.

iiNet Group reference ID: 4931481

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 South West District and parts of the Central, North Central, Northern Country, Mallee and Wimmera Districts of Victoria on or about Thursday 8 September 2016 through to Tuesday 13 September 2016.

Heavy rainfall has 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 **Melbourne Herald Sun** on **16 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 **12 September 2016** to **9 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:

03 4333 4000 To 03 4333 9999	03 5281 3000 To 03 5289 7999
03 4432 2000 To 03 4432 2999	03 5320 0000 To 03 5369 4999
03 5020 0000 To 03 5039 9999	03 5380 1000 To 03 5399 4999
03 5071 9000 To 03 5085 4999	03 5421 0000 To 03 5499 9999
03 5220 0000 To 03 5239 8999	03 5520 2000 To 03 5529 5999
03 5265 2000 To 03 5267 3999	03 5551 0000 To 03 5599 8999

Estimated number of impacted services: **9,484**

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 **4931481**.

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>.