

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 parts of Melbourne and the Central District of Victoria.

iiNet Group reference ID: 4933313

As previously notified on **19 September 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 parts of Melbourne and the Central District of Victoria on or about Monday 12 September 2016 through to Tuesday 13 September 2016.

The severe weather effects 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 **Melbourne Herald Sun** on **5 October 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 continued weather effects, the expected date for resumption of normal service operations has been extended to **23 October 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 **13 September 2016 to 23 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 5220 2000 To 03 5229 9999	03 8855 5000 To 03 8855 5999
03 5240 0000 To 03 5284 9999	03 9200 2800 To 03 9219 7999
03 5420 6000 To 03 5428 9999	03 9230 0200 To 03 9399 9999
03 5483 3000 To 03 5483 4999	03 9449 0000 To 03 9449 9999
03 5789 1000 To 03 5789 1999	03 9460 0000 To 03 9496 9999
03 8290 0000 To 03 8290 0099	03 9604 5200 To 03 9604 5299
03 8301 0000 To 03 8398 9999	03 9644 4400 To 03 9647 6699
03 8467 8000 To 03 8467 9999	03 9680 0000 To 03 9689 9999
03 8614 7000 To 03 8614 7099	03 9731 0000 To 03 9749 9999
03 8645 9800 To 03 8645 9999	03 9867 9200 To 03 9867 9299
03 8671 3900 To 03 8671 3999	03 9920 1000 To 03 9934 5799
03 8696 2800 To 03 8698 2899	03 9953 6000 To 03 9954 8999
03 8734 0000 To 03 8754 9999	03 9971 6000 To 03 9974 9999

Estimated number of impacted services: **21,674**

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 **4933313**.

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 062058**, 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>.