

Customer Service Notice from iiNet Group



(iiNet Ltd, Westnet Pty Ltd, Internode Pty Ltd,
TransACT Capital Communications Pty Ltd, Adam Internet Pty Ltd).

Extreme Weather events impact service in Adelaide Metropolitan, Mount Lofty Ranges, Kangaroo Island, Lower Eyre Peninsula, Eastern Eyre Peninsula, Yorke Peninsula, Mid North, Riverland, Murraylands and Upper South East Districts and parts of the West Coast, Flinders and Lower South East Districts of South Australia

iiNet Group reference ID: 4963317

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 extreme weather events in Adelaide Metropolitan, Mount Lofty Ranges, Kangaroo Island, Lower Eyre Peninsula, Eastern Eyre Peninsula, Yorke Peninsula, Mid North, Riverland, Murraylands and Upper South East Districts and parts of the West Coast, Flinders and Lower South East Districts of South Australia on or about Wednesday 28 September 2016 through to Thursday 29 September 2016.

Destructive winds, heavy rainfall, flash flooding and large hailstones 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 **7 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.

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 **29 September 2016** to **13 November 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 7210 0000 To 08 7210 9999	08 8150 0000 To 08 8449 9999
08 7285 0000 To 08 7285 8999	08 8520 0000 To 08 8598 9999
08 7383 0000 To 08 7389 9999	08 8620 2000 To 08 8689 5999
08 7522 4000 To 08 7522 4999	08 8736 4000 To 08 8736 5999
08 7628 3000 To 08 7628 4999	08 8750 0000 To 08 8769 9999
08 8100 0000 To 08 8116 9999	08 8821 0000 To 08 8868 9999
08 8130 0000 To 08 8139 9999	08 8890 0000 To 08 8894 9999

Estimated number of impacted services: **34,597**

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 **4963317**.

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>.