

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 the Central, North Central and West and South Gippsland Districts of Victoria.

iiNet Group reference ID: 4973405

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 the Central, North Central and West and South Gippsland Districts of Victoria on or about Sunday 9 October 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 **Melbourne Herald Sun** on **14 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 **10 October 2016** to **6 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:

03 5624 9100 To 03 5629 2999	03 9264 2000 To 03 9264 2199
03 5942 3000 To 03 5969 9999	03 9293 0000 To 03 9294 9499
03 5990 0700 To 03 5998 9999	03 9554 0800 To 03 9554 9599
03 8720 0000 To 03 8727 9999	03 9700 0000 To 03 9709 8999
03 8739 0000 To 03 8739 9999	03 9720 0000 To 03 9739 9999
03 8756 1000 To 03 8796 9999	03 9751 0000 To 03 9768 8999
03 9212 1200 To 03 9215 8999	03 9790 0000 To 03 9799 9999
03 9237 1300 To 03 9238 9399	03 9839 2200 To 03 9839 9999

Estimated number of impacted services: **9,418**

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 **4973405**.

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>.