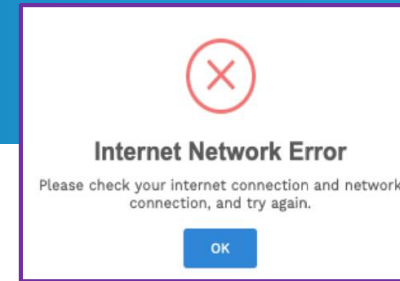


Internet Network Error



We wish to apologise for the inconvenience caused by this error.

We are aware and are working hard to resolve IT issues impacting your ability to submit this Connection Application form.

We are currently working on resolving identified issue where some applicants due to the type of internet connection being utilised, are experiencing error messages preventing submission, The identified internet connection appears to be Internet Protocol on version 6,

To help you access if you are receiving this error message because of the known issue, there are some easy steps you can follow to check.

1. Check your IP address on your computer. (To confirm your IP Address open your internet browser and type in “What is my IP Address” or alternatively click on <https://whatismyipaddress.com/>)

Your IP address may look similar to this *example* 2001:8003:236f:7900:1ab:d2e:8247:c663 (alpha and numeric) you are using IPv6, and are impacted by the known IT issue. Again we apologise for the inconvenience. A quick workaround for this issue if you do have access to an alternate internet connection is to try submitting utilising the alternate internet connection i.e. mobile phone hot spot etc. and as the issue is intermittent you may also have some luck by commencing a new form.

Or

Your IP address may look similar to this *example* 163.8.180.68 (numeric only) . If your IP address is numeric only then you are not impacted by the known IT issue and we kindly request that you please send us an email at connection-application.changes@ausgrid.com.au, and we will investigate further.

We do appreciate your patience during this time, and understand that you may find yourself in a situation that requires urgent attention for the submission of a connection application form. If you do find yourself in urgent need of a connection application to be submitted and after attempting to submit a new form or after utilising a different internet connection, you find that you are still unable to submit the form. Please contact Ausgrid at connection-application.changes@ausgrid.com.au. Include your contact details and our team will be in touch with you,