

CUSTOMER SERVICE NOTICE FROM IINET GROUP

(IINET LTD, WESTNET PTY LTD, NETSPACE PTY LTD, AAPT CONSUMER DIVISION)



Extreme weather events impact services in Southeast Coast, Tweed Heads and surrounding area

iiNet Group reference ID: 1869407

The iiNet Group (iiNet Ltd, Westnet Pty Ltd, Netspace Pty Ltd and the AAPT Consumer Division) is currently working to manage the impact to its network caused by extreme weather events in Southeast Coast, Tweed Heads and surrounding area on or about Tuesday 17th January 2012.

Heavy rainfall and 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 Brisbane Courier Mail on Wednesday 25th January 2012.

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.

Because these events 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 **17th January 2012** to **23rd January 2012** 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:

02 6628 2041 To 02 6629 1899	07 3245 1000 To 07 3255 6415	07 3375 9274 To 07 3409 0229
07 3711 2000 To 07 3714 9606	07 3841 2144 To 07 3846 2847	07 5462 4005 To 07 5467 2999
02 6672 1000 To 02 6689 5999	07 3272 0000 To 07 3299 7998	07 3427 0029 To 07 3427 9255
07 3800 0000 To 07 3809 4998	07 3875 2731 To 07 3875 2761	07 5500 0000 To 07 5599 9999
07 3200 0000 To 07 3217 9999	07 3341 5283 To 07 3348 9999	07 3488 0000 To 07 3488 2999
07 3820 2000 To 07 3829 9999	07 3890 0000 To 07 3907 0999	

Estimated number of impacted services: **5,354**

iiNet Ltd and AAPT Consumer Division customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting iiNet on **13 22 58** and quoting fault reference **1869407**.

Westnet Pty Ltd customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Westnet on **1300 786 068** and quoting fault reference **1869407**.

Netspace Pty Ltd customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Netspace on **131 456** and quoting fault reference **1869407**.

Alternatively customers may choose to contact the Telecommunications Industry Ombudsman (TIO) on **1800 062 058**. The iiNet Group would like to apologise for any inconvenience caused by the damage, and thank all affected customers for their patience while repair work is carried out. A copy of this notice is available on our webpage at <http://iinet.net.au/legal/mass-disruptions.html>