

CUSTOMER SERVICE NOTICE FROM IINET GROUP

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



Extreme weather events impact services in Sydney Metropolitan, Greater Sydney, Hunter, Illawarra, South Coast, Central Tablelands, South West Slopes, Central West Slopes and Plains districts - Extension

iiNet Group reference ID: 1909592

As previously notified by the iiNet Group (iiNet Ltd, Westnet Pty Ltd, Netspace Pty Ltd, Internode Pty Ltd and the AAPT Consumer Division) on Tuesday 28th February 2012, normal operations in the Sydney Metropolitan, Greater Sydney, Hunter, Illawarra, South Coast, Central Tablelands, South West Slopes, Central West Slopes and Plains districts have been affected by ongoing extreme weather events and again on or about Wednesday 7 March 2012 through Thursday 8 March 2012.

Severe thunderstorms, heavy rain and flash flooding previously 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/about/telstra/commitments/mass-service-disruption/> a copy of this notice will also be published in the Daily Telegraph on Wednesday 28th March 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 **29th February 2012 to 27th April 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 4225 0002 To 02 4237 8999 | 02 6329 4210 To 02 6379 8466 | 02 8783 0000 To 02 8795 0999 |
| 02 4256 0000 To 02 4297 8999 | 02 6493 7170 To 02 6493 7381 | 02 8807 0007 To 02 8824 9999 |
| 02 4321 0000 To 02 4399 3999 | 02 6541 0000 To 02 6559 3999 | 02 8850 0000 To 02 8850 7999 |
| 02 4421 0000 To 02 4423 7999 | 02 6571 1000 To 02 6579 7199 | 02 8883 0000 To 02 8883 4999 |
| 02 4441 0000 To 02 4478 8914 | 02 6822 1000 To 02 6869 9674 | 02 8901 0066 To 02 8920 9999 |
| 02 4565 0000 To 02 4588 6999 | 02 6881 6000 To 02 6898 2398 | 02 8966 9000 To 02 8969 6999 |
| 02 4620 0000 To 02 4659 7999 | 02 6972 9100 To 02 6972 9399 | 02 9019 0000 To 02 9020 6065 |
| 02 4677 0000 To 02 4684 3999 | 02 8230 0100 To 02 8233 0062 | 02 9130 1000 To 02 9130 8999 |
| 02 4721 0000 To 02 4739 9999 | 02 8250 0007 To 02 8250 9966 | 02 9144 1000 To 02 9153 9999 |
| 02 4751 1000 To 02 4759 3999 | 02 8275 7070 To 02 8275 7272 | 02 9181 1000 To 02 9181 5999 |
| 02 4773 2000 To 02 4788 1597 | 02 8338 0000 To 02 8356 9997 | 02 9211 0000 To 02 9460 9999 |
| 02 4821 0002 To 02 4849 4699 | 02 8394 9000 To 02 8399 3999 | 02 9476 0000 To 02 9502 4999 |
| 02 4861 1000 To 02 4889 9999 | 02 8509 5080 To 02 8509 5979 | 02 9516 0000 To 02 9838 9999 |
| 02 4919 0000 To 02 4998 8798 | 02 8539 7000 To 02 8539 7999 | 02 9858 1000 To 02 9999 6999 |
| 02 6161 1174 To 02 6162 9011 | 02 8704 1047 To 02 8704 8704 | 02 8219 0000 To 02 8219 0199 |
| 02 6226 1000 To 02 6262 9999 | 02 8720 2091 To 02 8725 4909 | |
| 02 6273 0000 To 02 6299 9999 | 02 8746 0000 To 02 8765 9999 | |

Estimated number of impacted services: **22,882**

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 **1909592**.

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 **1909592**.

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 **1909592**.

Internode Pty Ltd customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Internode on **1300 788 233** and quoting fault reference **1909592**.

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>