

# CUSTOMER SERVICE NOTICE FROM IINET GROUP

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



## Extreme weather events impact services in Central Victoria, North East and Gippsland

iiNet Group reference ID: 1920632

The iiNet Group (iiNet Ltd, Westnet Pty Ltd, Netspace Pty Ltd, Internode Pty Ltd and the AAPT Consumer Division) is currently working to manage the impact to its network caused by extreme weather events in Central Victoria, North East and Gippsland on or about 27th February 2012.

Damaging winds, very heavy rainfall, flash flooding and large hailstones has 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 Thursday 8th 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 **28th February 2012 to 23rd March 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:

03 5122 1000 To 03 5199 2999	03 5743 1000 To 03 5799 2999
03 5422 1199 To 03 5457 6239	03 5821 0000 To 03 5832 0099
03 5470 5000 To 03 5494 7499	03 5852 1000 To 03 5876 3299
03 5621 0103 To 03 5635 4399	03 5952 1000 To 03 5966 8413
03 5655 1000 To 03 5689 1399	03 5980 1200 To 03 5980 1299
03 5721 0000 To 03 5729 8598	03 5997 5755 To 03 5997 6599

Estimated number of impacted services: **1,661**

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 **1920632**.

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 **1920632**.

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 **1920632**.

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>