

# CUSTOMER SERVICE NOTICE FROM IINET GROUP

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



## Extreme weather events impact services in Adelaide Metro, Murray Bridge and South Central Coast

iiNet Group reference ID: 1939744

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 the Adelaide Metro, Murray Bridge and South Central Coast regions of SA on or about Wednesday 14 March 2012.

Extreme weather conditions have caused notable damage to the iiNet 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 Adelaide Advertiser on Friday 23/03/2012.

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 **15th March 2012 to 26th 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:

08 8124 0110 To 08 8132 1899

08 8410 0000 To 08 8431 9999

08 8152 0002 To 08 8152 0999

08 8443 3000 To 08 8449 9999

08 8162 9000 To 08 8189 1099

08 8520 2089 To 08 8538 7297

08 8211 6000 To 08 8299 9999

08 8552 1000 To 08 8584 9145

08 8321 9000 To 08 8398 5599

08 8598 0000 To 08 8598 5399

Estimated number of impacted services: **9,127**

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 **1939744**.

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 **1939744**.

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 **1939744**.

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 **1939744**.

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>