

CUSTOMER SERVICE NOTICE FROM IINET GROUP

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



Extreme weather events impact services in Queensland Central Coast – Whitsundays, Herbert and Lower Burdekin and North Tropical Coast

iiNet Group reference ID: 1941178

As previously notified by the iiNet Group (iiNet Ltd, Westnet Pty Ltd, Netspace Pty Ltd, Internode Pty Ltd and the AAPT Consumer Division) on Monday 26th March 2012, normal operations in the Queensland Central Coast – Whitsundays, Herbert and Lower Burdekin, North Tropical Coast and Tablelands, Peninsula, Gulf Country and North West Districts have been affected by ongoing extreme weather events on or about Friday 16th March 2012 through to Monday 19 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/msd> a copy of this notice will also be published in the Brisbane Courier Mail on Wednesday 18th April 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. The impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 4 May 2012.

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 **19th March 2012 to 4h May 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:

07 4031 0002 To 07 4069 4912

07 4941 5001 To 07 4969 6999

07 4081 0000 To 07 4099 6999

07 4983 5501 To 07 4983 5593

07 4721 0000 To 07 4729 1998

07 4741 0000 To 07 4758 1997

07 4770 1000 To 07 4798 6198

Estimated number of impacted services: **1,936**

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 **1941178**.

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 **1941178**.

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 **1941178**.

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 **1941178**.

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>