

# CUSTOMER SERVICE NOTICE FROM IINET GROUP

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

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## Extreme Weather events impact service in North West Slopes and Plains, Northern Rivers, Northern Tablelands, Mid North Coast and Upper Western.

iiNet Group reference ID: 1981030

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 that has occurred as a result of a series of extreme weather events in the North West Slopes and Plains, Northern Rivers, Northern Tablelands, Mid North Coast and Upper Western regions of New South Wales on or about Tuesday 17 April 2012 through to Friday 20 April 2012.

Thunderstorms, heavy rain and flash flooding 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 Sydney Morning Herald on Monday 30th 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.

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 **20th April 2012 to 4th 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:

02 6550 4000 To 02 6569 9499  
02 6581 0000 To 02 6587 7297  
02 6621 2000 To 02 6689 9497  
02 6721 0000 To 02 6796 8298  
02 6870 1001 To 02 6874 7897

07 5513 0001 To 07 5524 9999  
07 5536 1000 To 07 5536 9999  
07 5590 1900 To 07 5599 9999  
02 6828 1000 To 02 6839 2997

Estimated number of impacted services: **2,137**

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 **1981030**.

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 **1981030**.

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 **1981030**.

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 **1981030**.

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>