

CUSTOMER SERVICE NOTICE FROM IINET GROUP

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



Extreme Weather events impact service in the Southeast districts of Darling Downs & Granite Belt, Wide Bay & Burnett and the Southeast Coast.

iiNet Group reference ID: 1994634

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 Southeast districts of Darling Downs & Granite Belt, Wide Bay & Burnett and the Southeast Coast regions of Queensland and New South Wales on or about Saturday 28 April 2012 through to Sunday 29 April 2012.

Heavy rainfall and damaging winds, 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 Brisbane Courier Mail on Tuesday 8th May 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 **1st May 2012 to 8th 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 6736 1000 To 02 6737 6859	07 3480 5000 To 07 3511 7999	07 4630 9001 To 07 4639 4709
07 3003 0000 To 07 3012 9999	07 3601 0364 To 07 3602 5448	07 4652 1000 To 07 4698 7039
07 3030 0025 To 07 3030 9817	07 3630 0000 To 07 3666 0999	07 5422 9000 To 07 5445 3622
07 3200 0000 To 07 3300 9999	07 3700 4012 To 07 3720 9999	07 5462 4005 To 07 5467 3698
07 3311 1080 To 07 3325 5999	07 3800 0000 To 07 3907 0999	07 5492 8910 To 07 5580 8999
07 3341 0000 To 07 3437 8999	07 4612 3000 To 07 4615 2497	07 5591 1001 To 07 5598 8998

Estimated number of impacted services: **12,417**

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 **1994634**.

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 **1994634**.

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 **1994634**.

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 **1994634**.

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>