

CUSTOMER SERVICE NOTICE FROM IINET GROUP

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



Natural Disaster events impact services in New South Wales.

iiNet Group reference ID: 1669883

The iiNet Group (iiNet Ltd, Westnet Pty Ltd, Netspace Pty Ltd and the AAPT Consumer Division) is currently working to manage the impact to its network caused by a Natural Disaster in New South Wales on or about 20 July 2011.

The severe rains, flash flooding and damaging winds 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/> and will also be published in the Daily Telegraph on Friday 29th July 2011. iiNet will also be publishing this notice on Friday 29th July 2011 in the Daily Telegraph.

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 22 July 2011 to 1 August 2011 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 4225 0002 To 02 4237 8999 | 02 4751 1000 To 02 4759 3999 | 02 6571 1000 To 02 6579 7199 |
| 02 8394 9000 To 02 8399 3999 | 02 8807 0007 To 02 8824 9999 | 02 9144 1000 To 02 9153 9999 |
| 02 4256 0000 To 02 4297 8999 | 02 4773 2000 To 02 4788 1597 | 02 8219 0000 To 02 8219 0199 |
| 02 8509 5080 To 02 8509 5979 | 02 8850 0000 To 02 8850 7999 | 02 9181 1000 To 02 9181 5999 |
| 02 4321 0000 To 02 4399 3999 | 02 4842 1000 To 02 4849 4610 | 02 8230 0100 To 02 8233 0062 |
| 02 8539 7000 To 02 8539 7999 | 02 8883 0000 To 02 8883 4999 | 02 9211 0000 To 02 9460 9999 |
| 02 4421 0000 To 02 4423 7999 | 02 4919 0000 To 02 4998 8798 | 02 8250 0007 To 02 8250 9966 |
| 02 8704 1047 To 02 8704 8704 | 02 8901 0066 To 02 8920 9999 | 02 9476 0000 To 02 9502 4999 |
| 02 4441 0000 To 02 4478 8914 | 02 6351 2000 To 02 6359 3399 | 02 8275 7070 To 02 8275 7272 |
| 02 8720 2091 To 02 8725 4909 | 02 8966 9000 To 02 8969 6999 | 02 9516 0000 To 02 9838 9999 |
| 02 4565 0000 To 02 4588 6999 | 02 6493 7170 To 02 6493 7381 | 02 8338 0000 To 02 8356 9997 |
| 02 8746 0000 To 02 8765 9999 | 02 9019 0000 To 02 9020 6065 | 02 9858 1000 To 02 9999 6999 |
| 02 4721 0000 To 02 4739 9999 | 02 6543 1100 To 02 6559 3999 | |
| 02 8783 0000 To 02 8795 0999 | 02 9130 1000 To 02 9130 8999 | |

Estimated number of impacted services: 20,000

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 **1669883**.

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 **1669883**.

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 **1669883**.

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>