

CUSTOMER SERVICE NOTICE FROM IINET GROUP

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

Heavy rainfall and flooding in the Gippsland Area. iiNet Group reference ID: 1693027

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 Wednesday 10 August through to Friday 12 August 2011.

The heavy rains and flooding 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 Herald Sun on Friday 19th August 2011.

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 15 August 2011 to 22 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:

03 5122 1000 To 03 5199 2999	03 5952 1000 To 03 5956 9599
03 5621 0103 To 03 5635 4399	03 5980 1200 To 03 5980 1299
03 5655 1000 To 03 5689 1399	03 5997 5755 To 03 5997 6599

Estimated number of impacted services: 260

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 **1693027**.

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 **1693027**.

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 **1693027**.

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>. Alternatively customers may choose to contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058.

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