

# CUSTOMER SERVICE NOTICE FROM IINET GROUP

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



## Natural Disaster events impact services in Sydney.

iiNet Group reference ID: 1833255

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 Sydney on or about 12th December 2011.

Large hailstones, very heavy rainfall, 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 Daily Telegraph on Wednesday 21st December 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 12th December 2011 to 19th December 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 4565 0000 To 02 4588 6999	02 8394 9000 To 02 8399 3999	02 8901 0066 To 02 8920 9999
02 4721 0000 To 02 4739 9999	02 8509 5080 To 02 8509 5979	02 8966 9000 To 02 8969 6999
02 4751 1000 To 02 4759 3999	02 8539 7000 To 02 8539 7999	02 9019 0000 To 02 9020 6065
02 4773 2000 To 02 4788 1597	02 8704 1047 To 02 8704 8704	02 9130 1000 To 02 9130 8999
02 6351 2000 To 02 6359 3399	02 8720 2091 To 02 8725 4909	02 9144 1000 To 02 9153 9999
02 8219 0000 To 02 8219 0199	02 8746 0000 To 02 8765 9999	02 9181 1000 To 02 9181 5999
02 8230 0100 To 02 8233 0062	02 8783 0000 To 02 8795 0999	02 9211 0000 To 02 9460 9999
02 8250 0007 To 02 8250 9966	02 8807 0007 To 02 8824 9999	02 9476 0000 To 02 9502 4999
02 8275 7070 To 02 8275 7272	02 8850 0000 To 02 8850 7999	02 9516 0000 To 02 9838 9999
02 8338 0000 To 02 8356 9997	02 8883 0000 To 02 8883 4999	02 9858 1000 To 02 9999 6999

Estimated number of impacted services: **17,426**

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 **1833255**.

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 **1833255**.

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 **1833255**.

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>