

CUSTOMER SERVICE NOTICE FROM IINET GROUP

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



Extreme weather events impact service in Greater Melbourne

iiNet Group reference ID: 1851668

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 extreme weather conditions in the greater Melbourne region of Victoria on or about 25 December 2011.

Severe thunderstorms and flash 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 Melbourne Age on Friday 6th January 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 29th December 2011 to 3rd January 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:

03 5420 7001 To 03 5428 8999	03 8802 0010 To 03 8812 2981	03 9731 0000 To 03 9749 8999
03 5786 1000 To 03 5789 1499	03 9009 0010 To 03 9009 2600	03 9803 6622 To 03 9899 9999
03 8300 0132 To 03 8307 8853	03 9255 0039 To 03 9255 6900	03 9915 1900 To 03 9916 1972
03 8327 5900 To 03 8339 0999	03 9266 0083 To 03 9266 3999	03 9931 0000 To 03 9931 9999
03 8360 8000 To 03 8368 2999	03 9300 1000 To 03 9499 9998	03 9941 3896 To 03 9941 3897
03 8390 0001 To 03 8390 9999	03 9600 9000 To 03 9600 9254	03 9974 0000 To 03 9974 6999
03 8405 3000 To 03 8415 1999	03 9681 6992 To 03 9689 9999	
03 8742 0001 To 03 8746 9999	03 9710 1000 To 03 9719 7999	

Estimated number of impacted services: **7,846**

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 **1851668**.

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 **1851668**.

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 **1851668**.

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>