

CUSTOMER SERVICE NOTICE FROM IINET GROUP

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

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Extreme weather events impact services in the Sydney Metropolitan and Central Tablelands.

iiNet Group reference ID: 1859709

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 events in Sydney Metropolitan and Central Tablelands on or about 8th January 2012.

A severe thunderstorm, large hailstones, damaging winds 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/> a copy of this notice will also be published in the Daily Telegraph on Friday 13th 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 **9th January 2012 to 16th 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:

02 4565 0000 To 02 4588 6999	02 8901 0066 To 02 8920 9999	02 9670 1000 To 02 9689 3998
02 4721 0000 To 02 4739 9999	02 8966 9000 To 02 8969 6999	02 9701 0000 To 02 9719 9999
02 4751 1000 To 02 4759 3999	02 9020 6057 To 02 9020 6065	02 9736 1000 To 02 9749 7761
02 4774 2275 To 02 4788 1597	02 9144 1000 To 02 9144 7999	02 9763 1000 To 02 9769 1999
02 6351 2000 To 02 6359 3399	02 9181 1000 To 02 9181 5999	02 9801 0042 To 02 9819 7998
02 8746 0000 To 02 8765 9999	02 9400 0044 To 02 9460 9999	02 9831 1000 To 02 9838 9999
02 8807 0007 To 02 8824 9999	02 9476 0000 To 02 9499 9999	02 9858 1000 To 02 9999 6999
02 8850 0000 To 02 8850 7999	02 9613 0038 To 02 9659 9899	

Estimated number of impacted services: **9,570**

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 **1859709**.

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 **1859709**.

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 **1859709**.

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>