

CUSTOMER SERVICE NOTICE FROM IINET GROUP

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



Extreme weather events impact services in Capricornia, Central Highlands Coalfields, Central West, Channel Country, Maranoa and Warrego, Darling Downs and Granite Belt, Wide Way and Burnett, Southeast Coast in QLD and Northern Rivers in NSW.
iiNet Group reference ID: 1930960

The iiNet Group (iiNet Ltd, Westnet Pty Ltd, Netspace Pty Ltd, Internode Pty Ltd and the AAPT Consumer Division) is currently working to manage the impact to its network caused by extreme weather events in Capricornia, Central Highlands Coalfields, Central West, Channel Country, Maranoa and Warrego, Darling Downs and Granite Belt, Wide Way and Burnett, Southeast Coast in QLD and Northern Rivers in NSW on or about Monday 5th March 2012.

Heavy rain 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 and Brisbane Courier Mail on Friday 16th March 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 March 2012 to 13th April 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 6621 2000 To 02 6649 7838	07 3480 5000 To 07 3511 7999	07 4193 9000 To 07 4194 6998
02 6661 3500 To 02 6689 9497	07 3601 0364 To 07 3602 5448	07 4651 0304 To 07 4699 3999
02 6736 1000 To 02 6737 6899	07 3630 0000 To 07 3666 0999	07 4921 0000 To 07 4939 8998
07 3003 0000 To 07 3012 9999	07 3700 4012 To 07 3720 9999	07 4972 0000 To 07 4998 1999
07 3030 0025 To 07 3030 9817	07 3800 0000 To 07 3907 0999	07 5411 4000 To 07 5411 4999
07 3200 0000 To 07 3300 9999	07 4121 0000 To 07 4129 9299	07 5422 0000 To 07 5599 9999
07 3311 1080 To 07 3325 5999	07 4140 8000 To 07 4140 8998	
07 3341 0000 To 07 3437 8999	07 4151 0000 To 07 4179 9099	

Estimated number of impacted services: **12,572**

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 **1930960**.

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 **1930960**.

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 **1930960**.

Internode Pty Ltd customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Internode on **1300 788 233** and quoting fault reference **1930960**

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>