

# CUSTOMER SERVICE NOTICE FROM IINET GROUP

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



## Extreme Weather events impact service in North Tropical Coast and Tablelands, Herbert and Lower Burdekin, Central Coast-Whitsundays, Capricornia, Central Highlands and Coalfields and Wide Bay and Burnett districts.

iiNet Group reference ID: 2098188

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 that has occurred as a result of extreme weather events in the North Tropical Coast and Tablelands, Herbert and Lower Burdekin, Central Coast-Whitsundays, Capricornia, Central Highlands and Coalfields and Wide Bay and Burnett regions of Queensland on or about Tuesday 10 July 2012 through to Friday 13 July 2012.

Very heavy rainfall and damaging winds have 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 be published in the Brisbane Courier Mail on Tuesday 24th July 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 **13 July 2012 to 27 July 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:

07 4031 0002 To 07 4069 4912	07 4193 9000 To 07 4194 6998	07 4770 1000 To 07 4798 6198
07 4081 0000 To 07 4099 6999	07 4613 0000 To 07 4639 6999	07 4921 0000 To 07 4998 1999
07 4121 0000 To 07 4129 9299	07 4683 5345 To 07 4699 3999	07 5411 4000 To 07 5411 4999
07 4140 8000 To 07 4140 8998	07 4721 0000 To 07 4729 1998	07 5422 0000 To 07 5499 9999
07 4151 0000 To 07 4179 9099	07 4741 0000 To 07 4758 1997	07 4651 0304 To 07 4669 8999

Estimated number of impacted services: **5,498**

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 **2098188**.

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 **2098188**.

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 **2098188**.

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 **2098188**.

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>