

CUSTOMER SERVICE NOTICE FROM IINET GROUP

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



Extreme Weather events impact service in Lower Eyre and Eastern Peninsula, Flinders, North East Pastoral, Riverland, Murray Lands, Mid North, Mount Lofty Ranges and Adelaide Metropolitan Districts

iiNet Group reference ID: 2261582

The iiNet Group (iiNet Ltd, Westnet Pty Ltd, Netspace Pty Ltd, Internode Pty Ltd, AAPT Consumer Division and TransACT Capital Communications Pty Ltd) is currently working to manage the significant impact to Telstra services that has occurred as a result of a series of extreme weather events in the Lower Eyre and Eastern Peninsula, Flinders, North East Pastoral, Riverland, Murray Lands, Mid North, Mount Lofty Ranges and Adelaide Metropolitan regions of South Australia on or about Monday 5 November 2012 through to Tuesday 6 November 2012.

Thunderstorms, heavy rain and flash flooding 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 also be published in the Adelaide Advertiser on 15 November 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 **7 November 2012 to 16 November 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:

08 7210 0000 To 08 7210 9999	08 8520 0000 To 08 8539 4999
08 7285 0000 To 08 7285 8999	08 8550 0000 To 08 8581 9999
08 7383 0000 To 08 7389 9999	08 8598 0000 To 08 8598 9999
08 7522 4000 To 08 7522 4999	08 8620 2000 To 08 8689 5999
08 7628 3000 To 08 7628 3999	08 8821 0000 To 08 8868 9999
08 8100 0000 To 08 8116 9999	08 8890 0000 To 08 8894 9999
08 8130 0000 To 08 8139 9999	
08 8150 0000 To 08 8449 9999	

Estimated number of impacted services: **10,257**

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 **2261582**.

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 **2261582**.

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 **2261582**.

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 **2261582**.

TransACT Capital Communications Pty Ltd customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Internode on **13 30 61** and quoting fault reference **2261582**.

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>