

# 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 Sydney Metropolitan, Greater Sydney, Hunter and Central Tablelands Districts

iiNet Group reference ID: 2299568

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 impact to its network that has occurred as a result of extreme weather events in the northern suburbs of Sydney through to the Hunter and Central Tablelands regions of New South Wales that began on or about Monday 26 November 2012 through to Tuesday 27 November 2012.

Severe thunderstorms 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 **Daily Telegraph on 7 December 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 **30 November 2012 to 14 December 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 4014 0000 To 02 4015 9999	02 6350 0000 To 02 6359 3999	02 8558 0000 To 02 8596 9999
02 4028 0000 To 02 4042 1999	02 6370 0000 To 02 6379 8499	02 8633 1000 To 02 8633 9999
02 4320 0000 To 02 4399 9999	02 6520 0000 To 02 6559 3999	02 8650 0000 To 02 8650 9999
02 4560 0000 To 02 4588 9999	02 6570 0000 To 02 6579 7999	02 8665 4000 To 02 8665 4999
02 4720 0000 To 02 4739 9999	02 6591 0000 To 02 6592 9999	02 8700 0000 To 02 8888 9999
02 4751 0000 To 02 4759 9999	02 6801 1000 To 02 6849 9999	02 8899 0000 To 02 8925 9999
02 4773 0000 To 02 4788 9999	02 6868 8000 To 02 6869 5999	02 8955 0000 To 02 8978 9999
02 4902 0000 To 02 4999 9999	02 6879 7000 To 02 6893 3999	02 9030 0000 To 02 9031 9999
02 5556 0000 To 02 5556 4999	02 8202 0000 To 02 8312 9999	02 9111 0000 To 02 9130 9999
02 5593 8000 To 02 5594 5999	02 8332 0000 To 02 8399 9999	02 9144 1000 To 02 9153 9999
02 5852 1000 To 02 5852 1999	02 8422 0000 To 02 8448 9999	02 9181 0000 To 02 9181 5999
02 5881 6000 To 02 5881 6999	02 8467 0000 To 02 8467 9999	02 9200 0000 To 02 9999 9999
02 6305 2000 To 02 6305 2999	02 8508 0000 To 02 8543 9999	

Estimated number of impacted services: **65,673**

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 **2299568**.

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 **2299568**.

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 **2299568**.

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 **2299568**.

TransACT Capital Communications Pty Ltd customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting TransACT on **13 30 61** and quoting fault reference **2299568**.

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>