

# 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 Melbourne and Greater Melbourne.

iiNet Group reference ID: 2303056

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 a series of extreme weather events in the Melbourne and Greater Melbourne region of Victoria on or about Tuesday 4 December 2012.

Hazardous 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 also be published in the Herald Sun on **12 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 **5 December 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:

03 5420 6000 To 03 5428 8999	03 8301 0000 To 03 8420 9999	03 9076 0000 To 03 9076 9999
03 5483 3000 To 03 5483 4999	03 8431 0000 To 03 8436 9999	03 9106 5000 To 03 9173 8999
03 5624 9000 To 03 5629 9999	03 8458 0000 To 03 8486 9999	03 9200 0000 To 03 9219 9999
03 5734 8000 To 03 5734 8999	03 8508 5000 To 03 8671 9999	03 9230 0000 To 03 9934 9999
03 5786 1000 To 03 5789 1999	03 8690 0000 To 03 8699 9999	03 9953 0000 To 03 9974 9999
03 5931 0000 To 03 5999 4999	03 8710 0000 To 03 8809 9999	
03 8206 0000 To 03 8209 9999	03 8822 8000 To 03 8878 9999	
03 8290 0000 To 03 8290 8999	03 8892 1000 To 03 8892 5999	

Estimated number of impacted services: **54,932**

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 **2303056**.

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 **2303056**.

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 **2303056**.

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 **2303056**.

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 **2303056**.

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>