

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 Central North and Central South NSW

iiNet Group reference ID: 2345908

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 Central North and Central South region of NSW on or about Monday 24 December 2012 through to Tuesday 25 December 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 9 January 2013**.

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 **27 December 2012 to 11 January 2013** 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 4014 9999	02 4902 0000 To 02 4999 9999	02 6886 3000 To 02 6898 3999
02 4028 0000 To 02 4042 1999	02 5556 0000 To 02 5556 4999	02 6970 8000 To 02 6972 9999
02 4320 0000 To 02 4399 9999	02 6118 0000 To 02 6155 9999	02 8808 4000 To 02 8808 4999
02 4560 0000 To 02 4588 9999	02 6200 0000 To 02 6305 2999	02 8822 6000 To 02 8822 6999
02 4620 0000 To 02 4659 9999	02 6328 8000 To 02 6379 8499	02 8867 8000 To 02 8867 8999
02 4677 0000 To 02 4684 9999	02 6390 0000 To 02 6394 9999	02 9421 1200 To 02 9421 1299
02 4720 1400 To 02 4739 9999	02 6537 0000 To 02 6539 9999	02 9628 0000 To 02 9628 9999
02 4751 0000 To 02 4759 9999	02 6550 0000 To 02 6559 3999	02 9679 0000 To 02 9679 4999
02 4776 0000 To 02 4788 9999	02 6591 0000 To 02 6592 9999	02 9830 2000 To 02 9835 9999
02 4820 0000 To 02 4849 4999	02 6816 0000 To 02 6826 0999	02 9973 8000 To 02 9973 8999
02 4860 0000 To 02 4889 9999	02 6844 6000 To 02 6869 9799	02 9985 0000 To 02 9985 9999

Estimated number of impacted services: **32,957**

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 **2345908**.

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 **2345908**.

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 **2345908**.

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 **2345908**.

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 **2345908**.

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>