

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 Wide Bay and Burnett, Southeast Coast, Darling Downs and Granite Belt, Maranoa and Warrego Districts of Queensland and the Northern Rivers, Northern Tablelands, North West Slopes and Plains and Mid North Coast of New South Wales

iiNet Group reference ID: 2386211

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 Wide Bay and Burnett, Southeast Coast, Darling Downs and Granite Belt, Maranoa and Warrego regions of Queensland and the Northern Rivers, Northern Tablelands, North West Slopes and Plains and Mid North Coast regions of New South Wales on or about Friday 25 January 2013 through to Monday 28 January 2013.

A monsoon trough extending from Ex-Tropical Cyclone Oswald has 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 **Brisbane Courier Mail** and **Sydney Daily Telegraph** on the **1 February 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 **25 January 2013 to 1 March 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 5524 0000 To 02 5525 5999	07 3131 0000 To 07 3131 9999	07 4612 0000 To 07 4639 9999
02 5620 0000 To 02 5622 8999	07 3179 1000 To 07 3179 2999	07 4650 9000 To 07 4699 9999
02 5712 9000 To 02 5712 9999	07 3200 0000 To 07 3457 9999	07 4837 6000 To 07 4837 6999
02 5794 4000 To 02 5794 5999	07 3470 0000 To 07 3514 9999	07 4937 0000 To 07 4937 2999
02 6538 0000 To 02 6538 3999	07 3550 0000 To 07 3552 9999	07 4974 8000 To 07 4974 8999
02 6550 3000 To 02 6569 9999	07 3608 6000 To 07 3608 6999	07 4990 0000 To 07 4998 4999
02 6580 0000 To 02 6604 9999	07 3620 0000 To 07 3667 6999	07 5321 0000 To 07 5371 0999
02 6618 0000 To 02 6705 9999	07 3710 0000 To 07 3727 9999	07 5390 0000 To 07 5390 9999
02 6720 0000 To 02 6799 9999	07 3800 0000 To 07 3917 9999	07 5401 0000 To 07 5599 9999
07 3000 0000 To 07 3037 8999	07 4120 0000 To 07 4199 7999	07 5618 2000 To 07 5618 7999
07 3055 0000 To 07 3055 9999	07 4303 2000 To 07 4331 1999	07 5644 0000 To 07 5644 9999
07 3066 0000 To 07 3070 9999	07 4567 8000 To 07 4577 9999	07 5656 0000 To 07 5665 9999
07 3109 0000 To 07 3109 9999	07 4594 4000 To 07 4596 9999	07 5689 1000 To 07 5689 1999

Estimated number of impacted services: **66,510**

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 **2386211**.

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 **2386211**.

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 **2386211**.

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 **2386211**.

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 **2386211**.

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>