

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, Central Tablelands and Illawarra Districts of New South Wales

iiNet Group reference ID: 2388151

As previously notified on 4 February 2013 and subsequently on 6 March 2013, 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 caused by Ex-Tropical Cyclone Oswald in the Sydney Metropolitan, Greater Sydney, Hunter, Central Tablelands and Illawarra region of New South Wales on or about Sunday 27 January 2013 through to Tuesday 29 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 **Daily Telegraph on the 9 April 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. The impact in the affected region has been greater than initially estimated, and as a consequence the expected date for resumption of normal service operations has been extended to **3 May 2013**.

As these circumstances 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 **29 January 2013 to 3 May 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 4015 9999	02 4620 0000 To 02 4659 9999	02 5556 0000 To 02 5556 4999
02 6390 0000 To 02 6394 9999	02 8422 0000 To 02 8448 9999	02 8899 0000 To 02 8925 9999
02 4028 0000 To 02 4042 1999	02 4677 0000 To 02 4684 9999	02 5593 8000 To 02 5594 5999
02 6520 0000 To 02 6559 3999	02 8467 0000 To 02 8467 9999	02 8955 0000 To 02 8978 9999
02 4220 0000 To 02 4239 7999	02 4720 0000 To 02 4739 9999	02 5852 1000 To 02 5852 1999
02 6570 0000 To 02 6579 7999	02 8508 0000 To 02 8543 9999	02 9030 0000 To 02 9031 9999
02 4251 0000 To 02 4297 9999	02 4751 0000 To 02 4759 9999	02 5881 6000 To 02 5881 6999
02 6591 0000 To 02 6592 9999	02 8558 0000 To 02 8596 9999	02 9111 0000 To 02 9130 9999
02 4320 0000 To 02 4399 9999	02 4773 0000 To 02 4788 9999	02 6118 0000 To 02 6155 9999
02 6801 1000 To 02 6898 3999	02 8633 1000 To 02 8633 9999	02 9144 1000 To 02 9153 9999
02 4412 3000 To 02 4429 9999	02 4820 0000 To 02 4849 4999	02 6200 0000 To 02 6305 2999
02 6970 8000 To 02 6972 9999	02 8650 0000 To 02 8650 9999	02 9181 0000 To 02 9181 5999
02 4441 0000 To 02 4479 9999	02 4860 0000 To 02 4889 9999	02 6328 8000 To 02 6379 8499
02 8202 0000 To 02 8312 9999	02 8665 4000 To 02 8665 4999	02 9200 0000 To 02 9999 9999
02 4560 0000 To 02 4588 9999	02 4902 0000 To 02 4999 9999	
02 8332 0000 To 02 8399 9999	02 8700 0000 To 02 8888 9999	

Estimated number of impacted services: **86,000**

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 **2388151**.

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 **2388151**.

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 **2388151**.

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 **2388151**.

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 **2388151**.

If after calling one of the above numbers, you remain dissatisfied, you may choose to contact the Telecommunications Industry Ombudsman (TIO) on **1800 062 058**, www.tio.com.au. The iiNet Group would like to apologise for any inconvenience caused, and thank all affected customers for their patience. A copy of this notice is available on our webpage at <http://iinet.net.au/legal/mass-disruptions.html>.