

# 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 Greater Melbourne

iiNet Group reference ID: 2435641

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 Greater Melbourne region of Victoria on or about Thursday 21 February 2013.

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 **Herald Sun on 1 March 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 February to 8 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:

03 5420 6000 To 03 5428 8999	03 9230 0200 To 03 9499 9999	03 8532 4500 To 03 8532 4599
03 8823 3000 To 03 8878 9999	03 8301 0000 To 03 8420 9999	03 9710 0000 To 03 9719 9999
03 5483 3000 To 03 5483 4999	03 9536 7400 To 03 9536 7499	03 8602 1900 To 03 8671 3999
03 8892 1000 To 03 8892 5999	03 8431 0000 To 03 8436 9999	03 9731 0000 To 03 9749 9999
03 5734 8000 To 03 5734 8999	03 9564 5400 To 03 9573 1599	03 8695 5500 To 03 8699 0599
03 9076 4200 To 03 9076 4299	03 8458 0000 To 03 8486 9999	03 9804 0000 To 03 9934 9799
03 5786 1000 To 03 5789 1999	03 9600 9000 To 03 9647 6699	03 8734 0000 To 03 8754 9999
03 9200 2300 To 03 9219 9999	03 8508 5800 To 03 8520 6799	03 9953 0000 To 03 9974 9999
03 8290 0000 To 03 8290 0099	03 9658 5000 To 03 9697 4499	03 8808 0000 To 03 8809 5999

Estimated number of impacted services: **32,730**

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 **2435641**.

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 **2435641**.

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 **2435641**.

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 **2435641**.

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 **2435641**.

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>