

# 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 Coast-Whitsundays, Capricornia, Wide Bay and Burnett, Darling Downs and Granite Belt, Southeast Coast Districts in Queensland and the Northern Rivers, Mid North Coast and North West Slopes and Plains Districts in New South Wales

iiNet Group reference ID: 2442389

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 Central Coast-Whitsundays, Capricornia, Wide Bay and Burnett, Darling Downs and Granite Belt, Southeast Coast region in Queensland and the Northern Rivers, Mid North Coast and North West Slopes and Plains region in New South Wales on or about Friday 22 February 2013 through to Monday 25 February 2013.

Ex-Tropical Cyclone Oswald and the recent 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 **Sydney Daily Telegraph and Brisbane Courier Mail on 6 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 **1 March 2013 to 19 April 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 3179 2100 To 07 3179 2299	07 4612 0000 To 07 4639 9999
02 5620 0000 To 02 5622 8999	07 3200 0000 To 07 3457 9999	07 4650 9000 To 07 4699 9999
02 5712 9000 To 02 5712 9999	07 3470 0000 To 07 3514 9999	07 4835 0000 To 07 4842 9999
02 6538 0000 To 02 6538 3999	07 3550 0000 To 07 3552 9999	07 4862 2000 To 07 4862 2999
02 6550 3000 To 02 6569 9999	07 3608 6000 To 07 3608 6999	07 4898 0000 To 07 4979 9999
02 6580 0000 To 02 6604 9999	07 3620 0000 To 07 3667 6999	07 4990 0000 To 07 4999 4999
02 6618 0000 To 02 6701 9999	07 3710 0000 To 07 3727 9999	07 5321 0000 To 07 5371 9999
02 6720 0000 To 02 6786 1999	07 3800 0000 To 07 3917 9999	07 5390 0000 To 07 5390 9999
07 3000 0100 To 07 3037 8999	07 4120 0000 To 07 4133 9999	07 5401 0000 To 07 5599 9999
07 3055 3100 To 07 3055 9999	07 4150 0000 To 07 4199 7999	07 5618 2000 To 07 5618 7999
07 3066 0000 To 07 3070 9499	07 4303 2000 To 07 4331 1999	07 5644 0000 To 07 5644 9999
07 3109 0000 To 07 3109 7999	07 4567 8000 To 07 4577 9999	07 5656 0000 To 07 5665 9999
07 3131 0000 To 07 3131 9999	07 4594 4000 To 07 4596 9999	07 5689 1000 To 07 5689 1999

Estimated number of impacted services: **70,297**

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 **2442389**.

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 **2442389**.

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 **2442389**.

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 **2442389**.

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 **2442389**.

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>