

## 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 Shepparton and surrounding Northern Country District of Victoria

iiNet Group reference ID: 2453279

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 Shepparton and surrounding Northern Country region of Victoria on or about Wednesday 27 February 2013.

Severe storms 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 12 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 **6 March 2013 to 22 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 5798 9000 To 03 5798 9999  
03 5820 0000 To 03 5833 8999  
03 5851 8000 To 03 5868 3999

Estimated number of impacted services: **739**

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 **2453279**.

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 **2453279**.

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 **2453279**.

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 **2453279**.

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 **2453279**.

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>