

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)



Staff Redeployment impact to service in Adelaide, Mid North, Lower Eyre Peninsula, Eastern Eyre Peninsula, Flinders, North East Pastoral and Riverland Districts of South Australia

iiNet Group reference ID: 2461631

As previously notified on 18 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 Telstra wholesale staff being redeployed on or about 11 March 2013.

Extreme and ongoing weather events, including destructive winds, heavy rainfall, flash flooding and river floods have caused notable damage to the network in Queensland and New South Wales. Due to the extent and severity of these ongoing weather events, our wholesaler has redeployed staff from across Australia, as referred to in Telstra Wholesale's 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 **Adelaide Advertiser on 10 April 2013**.

The iiNet Group is working closely with suppliers and wholesalers to assess and manage the impact to affected services in a timely manner. Customers in Adelaide, Mid North, Lower Eyre Peninsula, Eastern Eyre Peninsula, Flinders, North East Pastoral and Riverland regions of South Australia may experience service disruptions and delays to normal connection times and fault restoration as Telstra staff from this region are redeployed to Queensland and New South Wales. For further detail on the relevant regions see the Telstra Wholesales Mass Service Disruption Notification which can be found at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/>. 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 **11 March 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:

08 7210 0000 To 08 7210 9999	08 8193 0000 To 08 8245 9699
08 8394 0000 To 08 8447 9099	08 8826 0000 To 08 8828 8999
08 8100 0000 To 08 8116 9999	08 8265 8200 To 08 8279 9999
08 8560 8000 To 08 8560 8999	08 8840 0000 To 08 8868 9999
08 8130 0200 To 08 8139 1299	08 8290 0000 To 08 8320 9999
08 8581 7000 To 08 8581 9999	08 8890 0000 To 08 8894 9999
08 8150 0000 To 08 8179 9999	08 8331 5000 To 08 8378 9999
08 8620 2000 To 08 8689 5999	

Estimated number of impacted services: **12,103**

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 **2461631**.

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 **2461631**.

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 **2461631**.

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 **2461631**.

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 **2461631**.

Alternatively customers 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 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.nef.au/legal/mass-disruptions.html>