

# 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 Perth Metropolitan, Lower West, Central Wheat Belt, and Great Southern districts of Western Australia

iiNet Group reference ID: 2471325

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 Perth Metropolitan, Lower West, Central Wheat Belt, and Great Southern districts of Western Australia on or about Thursday 14 March 2013.

Heavy rain and lightning strikes 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 **West Australian on 21 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.

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 **14 March 2013 to 12 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:

|                              |                              |
|------------------------------|------------------------------|
| 08 6210 0000 To 08 6258 9999 | 08 9062 9000 To 08 9065 8999 |
| 08 6272 0000 To 08 6279 9999 | 08 9201 0000 To 08 9499 9999 |
| 08 6293 1000 To 08 6332 9999 | 08 9523 0000 To 08 9538 9999 |
| 08 6350 0000 To 08 6350 9999 | 08 9550 0000 To 08 9599 9999 |
| 08 6380 0000 To 08 6389 9999 | 08 9620 1000 To 08 9693 1999 |
| 08 6431 8000 To 08 6436 9999 | 08 9736 1000 To 08 9736 3999 |
| 08 6489 0000 To 08 6498 9999 | 08 9820 1000 To 08 9834 3999 |
| 08 6595 0000 To 08 6595 9999 | 08 9853 9000 To 08 9894 1999 |
| 08 6661 1000 To 08 6661 1999 | 08 9951 8000 To 08 9951 8999 |
| 08 9045 2000 To 08 9045 2999 |                              |

Estimated number of impacted services: **96,911**

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 **2471325**.

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 **2471325**.

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 **2471325**.

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 **2471325**.

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 **2471325**.

Alternatively customers may choose to contact the Telecommunications Industry Ombudsman (TIO) on **1800 062 058**, [www.tio.com.au](http://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.net.au/legal/mass-disruptions.html>