

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 service in Adelaide Metropolitan and Mount Lofty Ranges

iiNet Group reference ID: 2476065

As previously notified on 25 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 20 March 2013.

Heavy rain and lightning strikes have caused notable damage to the network in Perth Metropolitan, Lower West, Central Wheat Belt, and Great Southern districts of Western Australia. Due to the extent and severity of these ongoing weather events, our wholesaler has redeployed staff from across Australia, 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

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 the Adelaide Metropolitan and Mount Lofty Ranges may experience service disruptions and delays to normal connection times and fault restoration as Telstra staff from this region are redeployed to the Perth Metropolitan, Lower West, Central Wheat Belt, and Great Southern districts of Western Australia. 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 **20 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 7285 0000 To 08 7285 8999	08 8150 2200 To 08 8449 9999
08 7383 0000 To 08 7389 9999	08 8521 2000 To 08 8526 9999
08 8100 2000 To 08 8116 6499	08 8550 2000 To 08 8557 9999
08 8130 0000 To 08 8139 9999	08 8568 3000 To 08 8568 5999

Estimated number of impacted services: **19,688**

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 **2476065**.

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 **2476065**.

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 **2476065**.

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 **2476065**.

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 **2476065**.

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.net.au/legal/mass-disruptions.html>