

# CUSTOMER SERVICE NOTICE FROM IINET GROUP

(IINET LTD, WESTNET PTY LTD, NETSPACE PTY LTD, AAPT CONSUMER DIVISION)



## Extreme weather events impact services in Perth and Lower West region of Western Australia

iiNet Group reference ID: 1873881

The iiNet Group (iiNet Ltd, Westnet Pty Ltd, Netspace Pty Ltd and the AAPT Consumer Division) is currently working to manage the impact to its network caused by extreme weather events in Perth and Lower West region of Western Australia on or about Friday 20th January 2012.

Heavy rainfall and flash flooding and damaging winds has 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 Monday 30th January 2012.

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 **23rd January 2012 to 8th February 2012** 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 6267 0333 To 08 6267 0346	08 6380 1000 To 08 6389 2998	08 9201 0000 To 08 9228 9999
08 9523 1000 To 08 9538 4190	08 9671 1000 To 08 9684 8090	08 9758 2233 To 08 9767 2162
08 6278 1000 To 08 6278 4998	08 9168 8325 To 08 9168 8502	08 9240 1000 To 08 9259 6999
08 9561 1000 To 08 9594 2999	08 9720 1000 To 08 9739 2911	08 9791 1000 To 08 9797 2497
08 6293 1000 To 08 6293 1999	08 9201 0000 To 08 9228 9999	08 9271 0000 To 08 9459 9999
08 9620 1200 To 08 9655 9098	08 9758 2233 To 08 9767 2162	08 9863 4141 To 08 9863 4457
		08 9470 1001 To 08 9498 7999

Estimated number of impacted services: **36,443**

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 **1873881**.

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 **1873881**.

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 **1873881**.

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>