

CUSTOMER SERVICE NOTICE FROM IINET GROUP

(IINET LTD, WESTNET PTY LTD, AAPT CONSUMER DIVISION,
INTERNODE PTY LTD, TRANSACT CAPITAL COMMUNICATIONS PTY LTD)



Staff Redeployment impact service in Adelaide Metropolitan, Upper South East, Murraylands, Mid North, Eastern Eyre Peninsula and Mount Lofty Ranges.

iinet Group reference ID: 2550327

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 3 May 2013.

Heavy rain and lightning strikes have caused notable damage to the network in Perth Metropolitan district of Western Australia on or about Thursday 17 April 2013 and the Sydney Metropolitan district of New South Wales on or about Saturday 20 April 2013. 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 **Adelaide Advertiser on the 8 May 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, Upper South East, Murraylands, Mid North, Eastern Eyre Peninsula 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 district of Western Australia and Sydney Metropolitan district of 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/>

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 **3 May 2013 to 7 June 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 7285 0000 To 08 7285 8999
08 7383 0000 To 08 7389 9999
08 7522 4000 To 08 7522 4999
08 8100 0000 To 08 8116 9999
08 8130 0000 To 08 8139 9999
08 8150 0000 To 08 8449 9999

08 8520 0000 To 08 8539 4999
08 8550 0000 To 08 8581 3999
08 8598 0000 To 08 8598 9999
08 8620 2000 To 08 8629 7999
08 8640 0000 To 08 8649 9999
08 8681 0000 To 08 8689 5999
08 8821 0000 To 08 8867 9999

Estimated number of impacted services: **11,597**

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 **2550327**.

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 **2550327**.

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 **2550327**.

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 **2550327**.

If after calling one of the above numbers, you remain dissatisfied, you 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, and thank all affected customers for their patience. A copy of this notice is available on our webpage at

<http://iinet.net.au/legal/mass-disruptions.html>