

# 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 Alice Springs District of the Northern Territory

iiNet Group reference ID: 2550523

As previously notified on 12 June 2013, the iiNet Group (iiNet Ltd, Westnet 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 a series of extreme weather events throughout widespread areas of Western Australia. This necessitated in our wholesaler redeploying a large number of staff from across Australia to the affected regions.

Heavy rains in the southwest WA catchment areas and the Pilbara District of WA have caused notable damage to the network. 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 **Northern Territory News on 4 July 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 Alice Springs District of the Northern Territory may experience service disruptions and delays to normal connection times and fault restoration as Telstra staff from this region are redeployed to 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 **19 July 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 **3 May 2013 to 19 July 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 8950 0000 To 08 8966 9999

08 8993 8000 To 08 8993 8999

Estimated number of impacted services: **700**

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 **2550523**.

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 **2550523**.

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 **2550523**.

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 **2550523**.

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](http://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>