

CUSTOMER SERVICE NOTICE FROM IINET GROUP

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



Extreme Weather events impact service in the Adelaide Metropolitan, Mount Lofty Ranges, Yorke Peninsula, Kangaroo Island, Upper South East, Lower South East, Murraylands, Riverland, Mid North, Flinders, West Coast, Eastern Eyre Peninsula, and Lower Eyre Peninsula Districts of South Australia
iiNet Group reference ID: 2607151

As previously notified on **11 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 extreme weather events on or about Friday 31 May 2013 through to Saturday 1 June 2013.

Heavy rain and flooding 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 **Adelaide Advertiser** on **8 July 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. 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 **2 August 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 **2 June 2013 to 2 August 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 8150 0000 To 08 8449 9999
08 7285 0000 To 08 7285 8999	08 8520 0000 To 08 8598 9999
08 7383 0000 To 08 7389 9999	08 8620 2000 To 08 8689 5999
08 7522 4000 To 08 7522 4999	08 8721 0000 To 08 8739 9999
08 7628 3000 To 08 7628 3999	08 8750 0000 To 08 8769 9999
08 8100 0000 To 08 8116 9999	08 8821 0000 To 08 8868 9999
08 8130 0000 To 08 8139 9999	08 8890 0000 To 08 8894 9999

Estimated number of impacted services: **24,182**

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 **2607151**.

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 **2607151**.

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 **2607151**.

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 **2607151**.

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>