

CUSTOMER SERVICE NOTICE FROM IINET GROUP

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



Extreme weather events impact services in Wide Bay and Southeast Coast, QLD

iiNet Group reference ID: 1869385

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 Wide Bay and Southeast Coast, Queensland on or about Tuesday 16th January 2012.

Heavy rainfall and flash flooding 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 Brisbane Courier Mail on Wednesday 25th 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 **17th January 2012** to **24rd January 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:

| | |
|------------------------------|------------------------------|
| 07 3203 0000 To 07 3205 9999 | 07 3880 0000 To 07 3889 9997 |
| 07 3480 5000 To 07 3480 5999 | 07 3408 0000 To 07 3410 8999 |
| 07 3283 1000 To 07 3298 6998 | 07 5422 9000 To 07 5457 3999 |
| 07 3491 3000 To 07 3491 9999 | 07 3425 1000 To 07 3425 3901 |
| 07 3385 0000 To 07 3385 6999 | 07 5471 0000 To 07 5499 9999 |

Estimated number of impacted services: **1,915**

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 **1869385**.

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 **1869385**.

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 **1869385**.

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>