

Customer Service Notice from iiNet Ltd

Service Disruptions caused by bushfires in Victoria

iiNet Ltd is currently working to manage the impact to its network caused by bushfires in various regions of Victoria, on or around 7th February 2009.

The bushfires have caused notable damage to the iiNetwork, rendering some iiNet services faulty. iiNet is working closely with suppliers and wholesalers to assess and repair the damage to affected services in a timely manner. iiNet customers in these regions may experience service disruptions and delays to normal connection times and fault restoration.

Because these events are outside iiNet's control, iiNet is claiming an exemption under Section 22 of the Telecommunications (Customer Service Guarantee) Standard 2000 (No.2) from the normal performance standards. This exemption shall apply from February 11th, 2009 to 27th February 27, 2009.

Services in the affected location with a phone number in the following ranges may have been affected:

02 6020 1100	to	02 6077 9299	and	03 8502 0269	to	03 8511 4987
02 6458 0203	to	02 6458 1599	and	03 8598 9000	to	03 8665 2012
03 5021 0000	to	03 5039 9599	and	03 8696 0000	to	03 8711 8989
03 5070 1001	to	03 5289 7499	and	03 8742 0001	to	03 8812 2981
03 5330 1000	to	03 5529 5599	and	03 9009 0010	to	03 9009 2600
03 5560 5000	to	03 5689 1399	and	03 9220 0240	to	03 9221 0352
03 5721 0000	to	03 5874 5790	and	03 9255 0039	to	03 9266 3999
03 5931 0000	to	03 5998 9096	and	03 9300 1000	to	03 9941 3897
03 8300 0132	to	03 8415 1999	and	03 9974 0000	to	03 9974 6999

Current estimates place the number of affected services at 15,050.

iiNet customers can enquire about CSG payment eligibility, or the basis for claiming this exemption, by contacting iiNet on **1300 552 854** and quoting reference **448459**. Alternatively customers may choose to contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058.

iiNet 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:
www.iinet.net.au/legal/mass-disruptions.html

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