



**CUSTOMER SERVICE NOTICE FROM EFTEL GROUP  
(Eftel Ltd, aaNET Pty Ltd, ClubTelco Pty Ltd)**

**Extreme Weather events impact service in Sydney Metropolitan, Greater Sydney, Hunter, Illawarra, South Coast, Central Tablelands, South West Slopes, Central West Slopes and Plains districts of New South Wales.**

The Eftel Group (Eftel Ltd, aaNET Pty Ltd, ClubTelco 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 in the Sydney Metropolitan, Greater Sydney, Hunter, Illawarra, South Coast, Central Tablelands, South West Slopes, Central West Slopes and Plains region's of New South Wales on or about Sunday 10th June 2012 through to Tuesday 12th June 2012.

Thunderstorms, heavy rain and flash 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/>

Notice will also be published in The Sydney Morning Herald on 22nd June 2012.

The Eftel 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 Eftel Group's control, Eftel 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 13th June 2012 to 22nd June 2012 inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 28,600 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

<b>02 4225 0002 To 02 4237 8999</b>	<b>02 8230 0100 To 02 8233 0062</b>
<b>02 4256 0000 To 02 4297 8999</b>	<b>02 8250 0007 To 02 8250 9966</b>
<b>02 4321 0000 To 02 4399 3999</b>	<b>02 8275 7070 To 02 8275 7272</b>
<b>02 4421 0000 To 02 4423 7999</b>	<b>02 8338 0000 To 02 8356 9997</b>
<b>02 4441 0000 To 02 4478 8914</b>	<b>02 8394 9000 To 02 8399 3999</b>
<b>02 4565 0000 To 02 4588 6999</b>	<b>02 8509 5080 To 02 8509 5979</b>
<b>02 4620 0000 To 02 4659 7999</b>	<b>02 8539 7000 To 02 8539 7999</b>
<b>02 4677 0000 To 02 4684 3999</b>	<b>02 8704 1047 To 02 8704 8704</b>
<b>02 4721 0000 To 02 4739 9999</b>	<b>02 8720 2091 To 02 8725 4909</b>
<b>02 4751 1000 To 02 4759 3999</b>	<b>02 8746 0000 To 02 8765 9999</b>
<b>02 4773 2000 To 02 4788 1597</b>	<b>02 8783 0000 To 02 8795 0999</b>
<b>02 4821 0002 To 02 4849 4699</b>	<b>02 8807 0007 To 02 8824 9999</b>
<b>02 4861 1000 To 02 4889 9999</b>	<b>02 8850 0000 To 02 8850 7999</b>
<b>02 4919 0000 To 02 4998 8798</b>	<b>02 8883 0000 To 02 8883 4999</b>

02 6161 1174 To 02 6162 9011  
02 6226 1000 To 02 6262 9999  
02 6273 0000 To 02 6299 9999  
02 6329 4210 To 02 6379 8466  
02 6493 7170 To 02 6493 7381  
02 6541 0000 To 02 6559 3999  
02 6571 1000 To 02 6579 7199  
02 6822 1000 To 02 6869 9674  
02 6881 6000 To 02 6898 2398  
02 6972 9100 To 02 6972 9399  
02 8219 0000 To 02 8219 0199

02 8901 0066 To 02 8920 9999  
02 8966 9000 To 02 8969 6999  
02 9019 0000 To 02 9020 6065  
02 9130 1000 To 02 9130 8999  
02 9144 1000 To 02 9153 9999  
02 9181 1000 To 02 9181 5999  
02 9211 0000 To 02 9460 9999  
02 9476 0000 To 02 9502 4999  
02 9516 0000 To 02 9838 9999  
02 9858 1000 To 02 9999 6999

Eftel customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Eftel on 1300 550 550 and quoting Exemption Reference Number **NSW\_01\_CSGNOTICE\_21062012**.

aaNet customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting aaNet on 1300 665 076 and quoting Exemption Reference Number **NSW\_01\_CSGNOTICE\_21062012**.

ClubTelco customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting ClubTelco on 138352 and quoting Exemption Reference Number **NSW\_01\_CSGNOTICE\_21062012**.

Alternatively customers may choose to contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058. The Eftel 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 websites at [www.eftelretail.com.au](http://www.eftelretail.com.au), [www.aanet.com.au](http://www.aanet.com.au) and [www.clubtelco.com](http://www.clubtelco.com).