



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

Extreme Weather events impact service in Greater Melbourne, Central, West and East and South Gippsland District of Victoria.

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 Greater Melbourne, Central, West and East and South Gippsland region of Victoria on or about Monday 4th June 2012 through to Tuesday 5th 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 Melbourne Age on 12th 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 5th June 2012 to 15th June 2012 inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 10000 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

**03 5122 1000 To 03 5199 2999
03 5221 0000 To 03 5283 1888
03 5420 7001 To 03 5428 8999
03 5621 0103 To 03 5635 4399
03 5655 1000 To 03 5689 1399
03 5786 1000 To 03 5789 1499
03 5931 0000 To 03 5998 9096
03 8300 0132 To 03 8307 8853
03 8327 5900 To 03 8339 0999
03 8360 8000 To 03 8368 2999
03 8390 0001 To 03 8390 9999
03 8405 3000 To 03 8415 1999
03 8502 0269 To 03 8511 4987
03 8598 9000 To 03 8629 9999**

**03 8643 0900 To 03 8665 2012
03 8696 0000 To 03 8711 8989
03 8742 0001 To 03 8746 9999
03 8761 6000 To 03 8761 6999
03 8786 3000 To 03 8812 2981
03 9009 0010 To 03 9009 2600
03 9220 0240 To 03 9221 0352
03 9255 0039 To 03 9255 6900
03 9266 0083 To 03 9266 3999
03 9300 1000 To 03 9899 9999
03 9915 1900 To 03 9916 1972
03 9931 0000 To 03 9931 1999
03 9941 3896 To 03 9941 3897
03 9974 0000 To 03 9974 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 **VIC_01_CSGNOTICE_08062012**.

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 **VIC_01_CSGNOTICE_08062012**.

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 **VIC_01_CSGNOTICE_08062012**.

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, www.aanet.com.au and www.clubtelco.com.