



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

**Extreme Weather events impact service in Greater Perth, Lower West, Central Wheat Belt, South West, Great Southern and South Coastal Districts of Western Australia.**

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 Perth region of Western Australia on or about Thursday 7th June 2012 and the Greater Perth, Lower West, Central Wheat Belt, South West, Great Southern and South Coastal Districts of Western Australia on or about Sunday 10th 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/>. Due to the extent of damage to the Telstra's network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 20th July 2012.

A Notice will also be published in The West Australian on 3rd July 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 11th June 2012 to 20th July 2012 inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 18700 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

**08 6267 0333 To 08 6267 0346  
08 6278 1000 To 08 6278 4998  
08 6293 1000 To 08 6293 1999  
08 6380 1000 To 08 6389 2998  
08 9168 8325 To 08 9168 8502  
08 9201 0000 To 08 9228 9999  
08 9240 1000 To 08 9259 6999  
08 9271 0000 To 08 9459 9999  
08 9470 1001 To 08 9498 7999**

**08 9523 1000 To 08 9538 4190  
08 9561 1000 To 08 9594 2999  
08 9620 1200 To 08 9655 9098  
08 9671 1000 To 08 9684 8090  
08 9720 1000 To 08 9739 2911  
08 9751 1000 To 08 9777 2999  
08 9791 1000 To 08 9797 2497  
08 9825 8101 To 08 9863 4457**

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 **WA\_02a\_CSGNOTICE\_15062012\_Extension**.

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 **WA\_02a\_CSGNOTICE\_15062012\_Extension**.

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 **WA\_02a\_CSGNOTICE\_15062012\_Extension**.

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).