



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

**Extreme Weather events impact service in Adelaide Metropolitan, Mount Lofty Ranges, Mid North, Murraylands, Upper Southeast and Lower Southeast Districts of South 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 Adelaide Metropolitan, Mount Lofty Ranges, Mid North, Murraylands, Upper Southeast and Lower Southeast regions of South Australia on or about Thursday 21st 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 16th July 2012.

Notice will also be published in the Adelaide Advertiser on 10th 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 **21st June 2012** to **16th July 2012** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 8100 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

**08 8124 0110 To 08 8132 1899**  
**08 8152 0002 To 08 8152 0999**  
**08 8162 9000 To 08 8189 1099**  
**08 8211 6000 To 08 8299 9999**  
**08 8321 9000 To 08 8398 5599**  
**08 8410 0000 To 08 8431 9999**  
**08 8443 3000 To 08 8449 9999**

**08 8520 2000 To 08 8538 7297**  
**08 8552 1000 To 08 8584 9145**  
**08 8598 0000 To 08 8598 5399**  
**08 8723 0000 To 08 8739 9399**  
**08 8752 0000 To 08 8769 6197**  
**08 8847 2000 To 08 8867 1516**

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 **SA\_01a\_CSGNOTICE\_28062012\_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 **SA\_01a\_CSGNOTICE\_28062012\_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 **SA\_01a\_CSGNOTICE\_28062012\_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).