



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

Extreme Weather events impact service in North Tropical Coast and Tablelands, Herbert and Lower Burdekin, Central Coast-Whitsundays, Capricornia, Central Highlands and Coalfields and Wide Bay and Burnett districts of Queensland.

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 North Tropical Coast and Tablelands, Herbert and Lower Burdekin, Central Coast-Whitsundays, Capricornia, Central Highlands and Coalfields and Wide Bay and Burnett region's of Queensland on or about Tuesday 10th July 2012 through to Friday 13th July 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 Brisbane Courier Mail on 23rd 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 **13th July 2012** to **27th July 2012** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 6,800 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

**07 4031 0002 To 07 4069 4912
07 4081 0000 To 07 4099 6999
07 4121 0000 To 07 4129 9299
07 4140 8000 To 07 4140 8998
07 4151 0000 To 07 4179 9099
07 4193 9000 To 07 4194 6998
07 4613 0000 To 07 4639 6999
07 4651 0304 To 07 4669 8999**

**07 4683 5345 To 07 4699 3999
07 4721 0000 To 07 4729 1998
07 4741 0000 To 07 4758 1997
07 4770 1000 To 07 4798 6198
07 4921 0000 To 07 4998 1999
07 5411 4000 To 07 5411 4999
07 5422 0000 To 07 5499 9999**

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 **QLD_01_CSGNOTICE_19072012**.

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 **QLD_01_CSGNOTICE_19072012**.

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 **QLD_01_CSGNOTICE_19072012**.

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.