



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

Extreme Weather events impact service in Eastern Eyre Peninsula, Flinders, Mid North, Riverland, Murraylands, Mount Lofty Ranges and Upper Southeast Districts of South Australia.

The Eftel Group (Eftel Ltd, aaNET Pty Ltd, ClubTelco Pty Ltd, Engin Pty Ltd) currently working to manage the impact on our customers that occurred as a result of a series of extreme weather events in the Eastern Eyre Peninsula, Flinders, Mid North, Riverland, Murraylands, Mount Lofty Ranges and Upper Southeast region of South Australia on or about Friday 30th November 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/>

A customer service notice regarding this service disruption will also be published in The Adelaide Advertiser on 10th December 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 **3rd December 2012 to 14th December 2012** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 650 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

08 7522 4000 To 08 7522 4999	08 8681 0000 To 08 8689 5999
08 8188 9000 To 08 8188 9999	08 8826 0000 To 08 8828 8999
08 8388 3000 To 08 8391 8999	08 8840 0000 To 08 8849 9999
08 8520 0000 To 08 8598 9999	08 8860 0000 To 08 8868 9999
08 8620 2000 To 08 8668 5999	08 8890 0000 To 08 8894 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 **SA_03_CSGNOTICE_06122012**.

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_03_CSGNOTICE_06122012**.

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_03_CSGNOTICE_06122012**.

Engin customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Engin on 1300 305 000 and quoting Exemption Reference Number **SA_03_CSGNOTICE_06122012**.

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 , www.clubtelco.com and www.engin.com.au .