



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

Extreme Weather events impact service in the Northern Rivers and Mid North Coast Districts of New South Wales.

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 extreme weather events in the Northern Rivers and Mid North Coast regions of New South Wales on or about Saturday 17th November 2012 through to Sunday 28th 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/>

Notice will also be published in The Sydney Morning Herald on 26th November 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 **19th November 2012** to **30th November 2012** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 12,250 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

02 5620 0000 To 02 5622 8999
02 6560 0000 To 02 6569 9999
02 6597 1000 To 02 6604 9999

02 6618 0000 To 02 6692 9999
02 6736 0000 To 02 6739 5999
02 6770 6000 To 02 6775 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 **NSW_02_CSGNOTICE_23112012**.

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 **NSW_02_CSGNOTICE_23112012**.

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 **NSW_02_CSGNOTICE_23112012**.

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.