



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

Extreme Weather events impact service in Brisbane Metropolitan, Southeast Coast, Wide Bay and Burnett, Darling Downs and Granite Belt 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 Brisbane Metropolitan, Southeast Coast, Wide Bay and Burnett, Darling Downs and Granite Belt regions of Queensland on or about Saturday 17th November 2012 through to Sunday 18th 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 Brisbane Courier Mail 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:

07 3000 0000 To 07 3037 8999	07 4160 0000 To 07 4189 9999
07 3055 0000 To 07 3055 9999	07 4567 8000 To 07 4577 9999
07 3066 0000 To 07 3070 9999	07 4594 4000 To 07 4596 9999
07 3109 0000 To 07 3109 9999	07 4612 0000 To 07 4639 9999
07 3131 0000 To 07 3131 9999	07 4650 9000 To 07 4699 9999
07 3179 1000 To 07 3179 2999	07 5321 0000 To 07 5322 8999
07 3200 0000 To 07 3457 9999	07 5334 9000 To 07 5371 0999
07 3470 0000 To 07 3514 9999	07 5390 0000 To 07 5390 9999
07 3550 0000 To 07 3552 9999	07 5401 2000 To 07 5599 9999
07 3608 6000 To 07 3608 6999	07 5618 2000 To 07 5618 7999
07 3620 0000 To 07 3667 6999	07 5644 0000 To 07 5644 9999
07 3710 0000 To 07 3727 9999	07 5656 0000 To 07 5665 9999
07 3800 0000 To 07 3917 9999	07 5689 1000 To 07 5689 1999

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_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 **QLD_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 **QLD_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.