



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

**Extreme Weather events impact service in Lower Eyre and Eastern Peninsula, Flinders, North East Pastoral, Riverland, Murray Lands, Mid North, Mount Lofty Ranges and Adelaide Metropolitan 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 Lower Eyre and Eastern Peninsula, Flinders, North East Pastoral, Riverland, Murray Lands, Mid North, Mount Lofty Ranges and Adelaide Metropolitan region's of South Australia on or about Monday 5<sup>th</sup> November 2012 through to Tuesday 6<sup>th</sup> 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 Adelaide Advertiser on 14th 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 7<sup>th</sup> November 2012 to 16<sup>th</sup> November 2012 inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 3550 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

<b>08 7210 0000 To 08 7210 9999</b>	<b>08 8150 0000 To 08 8449 9999</b>
<b>08 7285 0000 To 08 7285 8999</b>	<b>08 8520 0000 To 08 8539 4999</b>
<b>08 7383 0000 To 08 7389 9999</b>	<b>08 8550 0000 To 08 8581 9999</b>
<b>08 7522 4000 To 08 7522 4999</b>	<b>08 8598 0000 To 08 8598 9999</b>
<b>08 7628 3000 To 08 7628 3999</b>	<b>08 8620 2000 To 08 8689 5999</b>
<b>08 8100 0000 To 08 8116 9999</b>	<b>08 8821 0000 To 08 8868 9999</b>
<b>08 8130 0000 To 08 8139 9999</b>	<b>08 8890 0000 To 08 8894 9999</b>

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\_02\_CSGNOTICE\_12112012**.

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\_02\_CSGNOTICE\_12112012**.

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\_02\_CSGNOTICE\_12112012**.

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).