



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

**Fire impacts service in Warrnambool and surrounding South West District of Victoria.**

The Eftel Group (Eftel Ltd, aaNET Pty Ltd, ClubTelco Pty Ltd, Engin Pty Ltd) is currently working to manage the impact on our customers that occurred as a result of a fire at a Warrnambool Exchange in Victoria on or about Thursday 22nd November 2012.

The fire has 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 Herald Sun on 6th 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.

Approximately 1,200 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

**03 5220 0000 To 03 5239 8999**  
**03 5263 0000 To 03 5267 3999**  
**03 5287 1000 To 03 5289 7999**  
**03 5321 9000 To 03 5321 9999**  
**03 5340 6000 To 03 5363 9999**

**03 5380 1000 To 03 5380 1999**  
**03 5459 7000 To 03 5467 2999**  
**03 5520 2000 To 03 5529 5999**  
**03 5551 0000 To 03 5599 8999**

As 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 **22<sup>nd</sup> November 2012** to **7<sup>th</sup> December 2012** inclusive. This date is indicative only and customers should anticipate that some further delays may occur.

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 **VIC\_02a\_CSGNOTICE\_28112012\_Extension**.

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 **VIC\_02a\_CSGNOTICE\_28112012\_Extension**.

ClubTelco customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting ClubTelco on 13 8352 and quoting Exemption Reference Number **VIC\_02a\_CSGNOTICE\_28112012\_Extension**.

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 **VIC\_02a\_CSGNOTICE\_28112012\_Extension**.

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), [www.clubtelco.com](http://www.clubtelco.com) and [www.engin.com.au](http://www.engin.com.au).