



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

**Extreme Weather events impact service in Melbourne and Greater Melbourne of Victoria.**

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 in the Melbourne and Greater Melbourne region of Victoria on or about Tuesday 4th December 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 Herald Sun on 11th 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 **5th December 2012 to 14th December 2012** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 7000 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

03 5420 6000 To 03 5428 8999	03 8508 5000 To 03 8671 9999
03 5483 3000 To 03 5483 4999	03 8690 0000 To 03 8699 9999
03 5624 9000 To 03 5629 9999	03 8710 0000 To 03 8809 9999
03 5734 8000 To 03 5734 8999	03 8822 8000 To 03 8878 9999
03 5786 1000 To 03 5789 1999	03 8892 1000 To 03 8892 5999
03 5931 0000 To 03 5999 4999	03 9076 0000 To 03 9076 9999
03 8206 0000 To 03 8209 9999	03 9106 5000 To 03 9173 8999
03 8290 0000 To 03 8290 8999	03 9200 0000 To 03 9219 9999
03 8301 0000 To 03 8420 9999	03 9230 0000 To 03 9934 9999
03 8431 0000 To 03 8436 9999	03 9953 0000 To 03 9974 9999
03 8458 0000 To 03 8486 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 **VIC\_04\_CSGNOTICE\_09122012**.

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\_04\_CSGNOTICE\_09122012**.

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 **VIC\_04\_CSGNOTICE\_09122012**.

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\_04\_CSGNOTICE\_09122012**.

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) .