



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

**Extreme Weather events impact service in Central North and Central South NSW**

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 series of extreme weather events in the Central North and Central South region of NSW on or about Monday 24 December 2012 through to Tuesday 25 December 2012.

Severe Thunderstorms in these areas have caused a significant increase in the number of services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities, 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 Daily Telegraph on 9th January 2013.

The Eftel Group is working closely with suppliers and wholesalers to restore 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 **27th December 2012 to 11th January 2013** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 5700 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

02 4014 0000 To 02 4014 9999 02 6537 0000 To 02 6539 9999  
02 4028 0000 To 02 4042 1999 02 6550 0000 To 02 6559 3999  
02 4320 0000 To 02 4399 9999 02 6591 0000 To 02 6592 9999  
02 4560 0000 To 02 4588 9999 02 6816 0000 To 02 6826 0999  
02 4620 0000 To 02 4659 9999 02 6844 6000 To 02 6869 9799  
02 4677 0000 To 02 4684 9999 02 6886 3000 To 02 6898 3999  
02 4720 1400 To 02 4739 9999 02 6970 8000 To 02 6972 9999  
02 4751 0000 To 02 4759 9999 02 8808 4000 To 02 8808 4999  
02 4776 0000 To 02 4788 9999 02 8822 6000 To 02 8822 6999  
02 4820 0000 To 02 4849 4999 02 8867 8000 To 02 8867 8999  
02 4860 0000 To 02 4889 9999 02 9421 1200 To 02 9421 1299

**Eftel Limited**

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ABN 47 073 238 178





02 4902 0000 To 02 4999 9999 02 9628 0000 To 02 9628 9999  
02 5556 0000 To 02 5556 4999 02 9679 0000 To 02 9679 4999  
02 6118 0000 To 02 6155 9999 02 9830 2000 To 02 9835 9999  
02 6200 0000 To 02 6305 2999 02 9973 8000 To 02 9973 8999  
02 6328 8000 To 02 6379 8499 02 9985 0000 To 02 9985 9999  
02 6390 0000 To 02 6394 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\_05\_CSGNOTICE\_07012013**.

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\_05\_CSGNOTICE\_07012013**.

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\_05\_CSGNOTICE\_07012013**.

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\_05\_CSGNOTICE\_07012013**.

If, after calling Customer Service on any of the above numbers, you remain unsatisfied with our response to your query, you have the option of raising the matter with the Telecommunications Industry Ombudsman (TIO) by calling 1800 062 058 or visiting [www.tio.com.au](http://www.tio.com.au).

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).

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