



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

**Fire impacts service in West and South Gippsland District 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 bushfires in the West and South Gippsland region of Victoria, on or about Friday 18<sup>th</sup> January 2013 through to Sunday 20<sup>th</sup> January 2013.

A recent bushfire has caused significant damage to the telecommunications network, rendering some services faulty, as referred to in Telstra Wholesale's 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 24<sup>th</sup> January 2013.

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 **21<sup>st</sup> January 2013** to **1<sup>st</sup> February 2013** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 280 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

**03 5120 2900 To 03 5120 2999**

**03 5139 0000 To 03 5199 4999**

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\_05\_CSGNOTICE\_22012013**.

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\_22012013**.

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\_22012013**.

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\_22012013**.

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) .