



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

**Fire impacts service in Epping and surrounding Central District**

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 bushfires in the Epping and surrounding Central District of Victoria, on or about Monday 18 February 2013 through to Tuesday 19 February 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 Age on the 25<sup>th</sup> February 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 **19<sup>th</sup> February 2013 to 8<sup>th</sup> March 2013** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 1,000 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

<b>03 5420 6000 To 03 5428 5999</b>	<b>03 9201 2000 To 03 9219 9999</b>
<b>03 5734 8000 To 03 5734 8999</b>	<b>03 9230 0200 To 03 9309 9999</b>
<b>03 5786 1000 To 03 5789 1999</b>	<b>03 9325 3900 To 03 9333 9999</b>
<b>03 8301 0000 To 03 8301 9999</b>	<b>03 9345 3100 To 03 9359 9999</b>
<b>03 8318 5200 To 03 8318 5299</b>	<b>03 9401 0000 To 03 9413 5599</b>
<b>03 8336 6500 To 03 8345 5999</b>	<b>03 9430 0000 To 03 9439 9999</b>
<b>03 8358 6000 To 03 8359 9099</b>	<b>03 9460 0000 To 03 9496 9999</b>
<b>03 8401 0000 To 03 8405 9999</b>	<b>03 9710 0000 To 03 9719 9999</b>
<b>03 8431 0000 To 03 8432 9999</b>	<b>03 9745 1000 To 03 9745 4999</b>
<b>03 8458 5000 To 03 8470 9999</b>	<b>03 9920 0000 To 03 9934 5799</b>
<b>03 8481 4000 To 03 8481 4999</b>	<b>03 9954 6000 To 03 9954 6999</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 **VIC\_06\_CSGNOTICE\_20022013**.

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\_06\_CSGNOTICE\_20022013**.

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\_06\_CSGNOTICE\_20022013**.

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\_06\_CSGNOTICE\_20022013**.

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) .