



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

**Extreme Weather events impact service in Darwin–Daly District of Northern Territory**

As previously notified on the 18<sup>th</sup> February 2013, 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 Darwin-Daly region of the Northern Territory on or about Tuesday 12<sup>th</sup> February 2013. The impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to the 8<sup>th</sup> March 2013.

Thunderstorms, heavy rain and flash flooding have caused notable damage to the Telstra 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/>.

Due to the extent of damage to the telecommunications network by the aforementioned severe weather conditions, a number of Optus services have also being reported as faulty. Full details can be found on the Optus Mass Service Disruption Notice which can be found at [www.optus.com.au/msd](http://www.optus.com.au/msd).

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 **12<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:

**08 8920 0000 To 08 8948 9999  
08 8963 5000 To 08 8965 4999**

**08 8978 4000 To 08 8999 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 **NT\_02a\_CSGNOTICE\_14022013\_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 **NT\_02a\_CSGNOTICE\_14022013\_Extension**.

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 **NT\_02a\_CSGNOTICE\_14022013\_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 **NT\_02a\_CSGNOTICE\_14022013\_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) .