



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

**Extreme Weather events impact service in Greater Melbourne.**

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 Greater Melbourne region of Victoria on or about Thursday 21<sup>st</sup> February 2013.

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 Age on the 1<sup>st</sup> March 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 **25<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 16,000 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 5483 3000 To 03 5483 4999  
03 5734 8000 To 03 5734 8999  
03 5786 1000 To 03 5789 1999  
03 8290 0000 To 03 8290 0099  
03 8301 0000 To 03 8420 9999  
03 8431 0000 To 03 8436 9999  
03 8458 0000 To 03 8486 9999  
03 8508 5800 To 03 8520 6799  
03 8532 4500 To 03 8532 4599  
03 8602 1900 To 03 8671 3999  
03 8695 5500 To 03 8699 0599  
03 8734 0000 To 03 8754 9999  
03 8808 0000 To 03 8809 5999

03 8823 3000 To 03 8878 9999  
03 8892 1000 To 03 8892 5999  
03 9076 4200 To 03 9076 4299  
03 9200 2300 To 03 9219 9999  
03 9230 0200 To 03 9499 9999  
03 9536 7400 To 03 9536 7499  
03 9564 5400 To 03 9573 1599  
03 9600 9000 To 03 9647 6699  
03 9658 5000 To 03 9697 4499  
03 9710 0000 To 03 9719 9999  
03 9731 0000 To 03 9749 9999  
03 9804 0000 To 03 9934 9799  
03 9953 0000 To 03 9974 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\_07\_CSGNOTICE\_26022013**.

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\_07\_CSGNOTICE\_26022013**.

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\_07\_CSGNOTICE\_26022013**.

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\_07\_CSGNOTICE\_26022013**.

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) .