



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

**Extreme Weather events impact service in Central Coast-Whitsundays, Capricornia, Wide Bay and Burnett, Darling Downs and Granite Belt, Southeast Coast Districts in Queensland**

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 Coast-Whitsundays, Capricornia, Wide Bay and Burnett, Darling Downs and Granite Belt, Southeast Coast region in Queensland on or about Friday 22<sup>nd</sup> February 2013 through to Monday 25<sup>th</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 Brisbane Courier Mail on the 5<sup>th</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 **1<sup>st</sup> March 2013 to 19<sup>th</sup> April 2013** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 20,100 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

**07 3800 0000 To 07 3917 9999  
07 4120 0000 To 07 4133 9999  
07 4150 0000 To 07 4199 7999  
07 4303 2000 To 07 4331 1999  
07 4567 8000 To 07 4577 9999  
07 4594 4000 To 07 4596 9999  
07 4612 0000 To 07 4639 9999  
07 4650 9000 To 07 4699 9999  
07 3000 0100 To 07 3037 8999  
07 4835 0000 To 07 4842 9999  
07 3055 3100 To 07 3055 9999  
07 4862 2000 To 07 4862 2999  
07 3066 0000 To 07 3070 9499**

**07 4898 0000 To 07 4979 9999  
07 3109 0000 To 07 3109 7999  
07 4990 0000 To 07 4999 4999  
07 3131 0000 To 07 3131 9999  
07 5321 0000 To 07 5371 0999  
07 3179 2100 To 07 3179 2299  
07 5390 0000 To 07 5390 9999  
07 3200 0000 To 07 3457 9999  
07 5401 0000 To 07 5599 9999  
07 3470 0000 To 07 3514 9999  
07 5618 2000 To 07 5618 7999  
07 3550 0000 To 07 3552 9999  
07 5644 0000 To 07 5644 9999**

**07 3608 6000 To 07 3608 6999**  
**07 5656 0000 To 07 5665 9999**  
**07 3620 0000 To 07 3667 6999**

**07 5689 1000 To 07 5689 1999**  
**07 3710 0000 To 07 3727 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 **QLD\_10\_CSGNOTICE\_01032013**.

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 **QLD\_10\_CSGNOTICE\_01032013**.

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 **QLD\_10\_CSGNOTICE\_01032013**.

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 **QLD\_10\_CSGNOTICE\_01032013**.

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) .