



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

**Staff Redeployment impact service in Melbourne and Greater Melbourne, Central, South West, Wimmera and Mallee Districts of Victoria**

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 throughout widespread areas of Queensland and New South Wales on or about 23<sup>rd</sup> January to 4<sup>th</sup> March 2013. Due to the extent and severity of these ongoing extreme weather events, Telstra is redeploying a large number of staff from across Australia to the affected regions. As a result, there will be delays to normal installation and repair activities in the Greater Melbourne, Central, South West, Wimmera, and Mallee regions of Victoria, as staff from this region are redeployed.

For a fuller explanation of the circumstances that lead to the installation and repair delays refer to the 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 19<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 **8<sup>th</sup> March to 29<sup>th</sup> March 2013** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 36,000 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

<b>03 4333 4000 To 03 4333 9999</b>	<b>03 5931 0000 To 03 5999 4999</b>
<b>03 4367 7000 To 03 4367 9999</b>	<b>03 8206 0000 To 03 8209 9999</b>
<b>03 4432 2000 To 03 4432 2999</b>	<b>03 8290 0000 To 03 8290 8999</b>
<b>03 5018 0000 To 03 5039 9999</b>	<b>03 8301 0000 To 03 8420 9999</b>
<b>03 5050 0000 To 03 5055 9999</b>	<b>03 8431 0000 To 03 8436 9999</b>
<b>03 5070 1000 To 03 5095 6999</b>	<b>03 8458 0000 To 03 8486 9999</b>
<b>03 5220 0000 To 03 5289 7999</b>	<b>03 8508 5000 To 03 8671 9999</b>
<b>03 5320 0000 To 03 5369 5999</b>	<b>03 8690 0000 To 03 8699 9999</b>
<b>03 5380 1000 To 03 5399 4999</b>	<b>03 8710 0000 To 03 8809 9999</b>
<b>03 5420 6000 To 03 5438 8999</b>	<b>03 8822 8000 To 03 8878 9999</b>

03 5450 3000 To 03 5499 9999  
03 5520 2000 To 03 5529 5999  
03 5551 0000 To 03 5599 8999  
03 5624 9000 To 03 5629 9999  
03 5734 8000 To 03 5734 8999  
03 5786 1000 To 03 5789 1999

03 8892 1000 To 03 8892 5999  
03 9076 0000 To 03 9076 9999  
03 9106 5000 To 03 9173 8999  
03 9200 0000 To 03 9219 9999  
03 9230 0000 To 03 9934 9999  
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\_09\_CSGNOTICE\_13032013**.

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\_09\_CSGNOTICE\_13032013**.

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\_09\_CSGNOTICE\_13032013**.

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\_09\_CSGNOTICE\_13032013**.

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) .