



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

**Staff Redeployment impact to service in Adelaide, Mid North, Lower Eyre Peninsula, Eastern Eyre Peninsula, Flinders, North East Pastoral and Riverland Districts of South Australia**

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 Adelaide, Mid North, Lower Eyre Peninsula, Eastern Eyre Peninsula, Flinders, North East Pastoral and Riverland regions of South Australia, 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 Adelaide Advertiser 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 3,500 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

**08 7210 0000 To 08 7210 9999  
08 8100 0000 To 08 8116 9999  
08 8130 0200 To 08 8139 1299  
08 8150 0000 To 08 8179 9999  
08 8193 0000 To 08 8245 9699  
08 8265 8200 To 08 8279 9999  
08 8290 0000 To 08 8320 9999  
08 8331 5000 To 08 8378 9999**

**08 8394 0000 To 08 8447 9099  
08 8560 8000 To 08 8560 8999  
08 8581 7000 To 08 8581 9999  
08 8620 2000 To 08 8689 5999  
08 8826 0000 To 08 8828 8999  
08 8840 0000 To 08 8868 9999  
08 8890 0000 To 08 8894 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 **SA\_04\_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 **SA\_04\_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 **SA\_04\_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 **SA\_04\_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) .