



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

Extreme Weather events impact service in Sydney Metropolitan, Greater Sydney, Hunter, Central Tablelands and Illawarra Districts.

As previously notified on the 5th 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 Sydney Metropolitan, Greater Sydney, Hunter, Central Tablelands and Illawarra region of New South Wales on or about Sunday 27th January 2013 through to Friday 29th January 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/>

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 extended exemption shall apply from **29th January 2013** to **3rd May 2013** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 26150 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

| | |
|------------------------------|------------------------------|
| 02 4014 0000 To 02 4015 9999 | 02 6390 0000 To 02 6394 9999 |
| 02 4028 0000 To 02 4042 1999 | 02 6520 0000 To 02 6559 3999 |
| 02 4220 0000 To 02 4239 7999 | 02 6570 0000 To 02 6579 7999 |
| 02 4251 0000 To 02 4297 9999 | 02 6591 0000 To 02 6592 9999 |
| 02 4320 0000 To 02 4399 9999 | 02 6801 1000 To 02 6898 3999 |
| 02 4412 3000 To 02 4429 9999 | 02 6970 8000 To 02 6972 9999 |
| 02 4441 0000 To 02 4479 9999 | 02 8202 0000 To 02 8312 9999 |
| 02 4560 0000 To 02 4588 9999 | 02 8332 0000 To 02 8399 9999 |
| 02 4620 0000 To 02 4659 9999 | 02 8422 0000 To 02 8448 9999 |
| 02 4677 0000 To 02 4684 9999 | 02 8467 0000 To 02 8467 9999 |
| 02 4720 0000 To 02 4739 9999 | 02 8508 0000 To 02 8543 9999 |
| 02 4751 0000 To 02 4759 9999 | 02 8558 0000 To 02 8596 9999 |
| 02 4773 0000 To 02 4788 9999 | 02 8633 1000 To 02 8633 9999 |
| 02 4820 0000 To 02 4849 4999 | 02 8650 0000 To 02 8650 9999 |
| 02 4860 0000 To 02 4889 9999 | 02 8665 4000 To 02 8665 4999 |
| 02 4902 0000 To 02 4999 9999 | 02 8700 0000 To 02 8888 9999 |

02 5556 0000 To 02 5556 4999
02 5593 8000 To 02 5594 5999
02 5852 1000 To 02 5852 1999
02 5881 6000 To 02 5881 6999
02 6118 0000 To 02 6155 9999
02 6200 0000 To 02 6305 2999
02 6328 8000 To 02 6379 8499

02 8899 0000 To 02 8925 9999
02 8955 0000 To 02 8978 9999
02 9030 0000 To 02 9031 9999
02 9111 0000 To 02 9130 9999
02 9144 1000 To 02 9153 9999
02 9181 0000 To 02 9181 5999
02 9200 0000 To 02 9999 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 **NSW_09_CSGNOTICE_01022013**.

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 **NSW_09_CSGNOTICE_01022013**.

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 **NSW_09_CSGNOTICE_01022013**.

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 **NSW_09_CSGNOTICE_01022013**.

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 , www.aanet.com.au , www.clubtelco.com and www.engin.com.au .