



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

**Staff Redeployment impact service in Roper-McArthur, Victoria River, Barkly and Alice Springs Districts of the Northern Territory**

As previously notified on 19<sup>th</sup> March 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 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 Roper-McArthur, Victoria River, Barkly and Alice Springs regions of the Northern Territory, 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/>

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 **11<sup>th</sup> March to 3<sup>rd</sup> May 2013** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 300 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

**08 7969 1000 To 08 7978 2999  
08 8950 0000 To 08 8978 6999**

**08 8993 8000 To 08 8993 8999**

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 **NT\_03\_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 **NT\_03\_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 **NT\_03\_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 **NT\_03\_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) .