



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

**Staff Redeployment impact service in Adelaide Metropolitan and Mount Lofty Ranges**

As previously notified on 28<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 in the Perth Metropolitan, Lower West, Central Wheat Belt, and Great Southern districts of Western Australia on or about Thursday 14<sup>th</sup> March 2013. Due to the extent and severity of these extreme weather events, Telstra is redeploying a large number of staff from across Adelaide Metropolitan and Mount Lofty Ranges to the affected regions. As a result, there will be delays to normal installation and repair activities in the Adelaide Metropolitan and Mount Lofty Ranges 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/>

Due to the extent of the impact to the telecommunications network by the aforementioned staff redeployment, a number of Optus services have also being reported as faulty. Full details can be found on the Optus Mass Service Disruption Notice which can be found at [www.optus.com.au/msd](http://www.optus.com.au/msd).

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 **20<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 6100 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

**08 7120 2000 To 08 7120 2999**  
**08 7225 0000 To 08 7227 9999**  
**08 7280 0000 To 08 7281 9999**  
**08 7285 0000 To 08 7285 8999**  
**08 7287 0000 To 08 7289 9999**  
**08 7327 0000 To 08 7327 9999**  
**08 7383 0000 To 08 7389 9999**  
**08 7480 0000 To 08 7480 1999**  
**08 7507 1000 To 08 7507 2999**

**08 7509 1000 To 08 7509 4999**  
**08 7558 0000 To 08 7559 9999**  
**08 8100 2000 To 08 8116 6499**  
**08 8130 0000 To 08 8139 9999**  
**08 8150 2200 To 08 8449 9999**  
**08 8521 2000 To 08 8526 9999**  
**08 8550 2000 To 08 8557 9999**  
**08 8568 3000 To 08 8568 5999**

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\_05\_CSGNOTICE\_21032013**

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\_05\_CSGNOTICE\_21032013**.

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\_05\_CSGNOTICE\_21032013**.

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\_05\_CSGNOTICE\_21032013**

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) .