



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

**Extreme Weather events impact service in Perth Metropolitan, Lower West, Central Wheat Belt, and Great Southern districts of Western Australia**

As previously notified on 22<sup>nd</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.

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 **14<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 10,800 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

08 6161 0000 To 08 6162 9999	08 65950000 To 08 6595 9999
08 6190 0000 To 08 6191 9999	08 66611000 To 08 6661 1999
08 6196 0000 To 08 6196 9999	08 68120000 To 08 6812 1999
08 6199 0000 To 08 6199 9999	08 90452000 To 08 9045 2999
08 6210 0000 To 08 6258 9999	08 90629000 To 08 9065 8999
08 6272 0000 To 08 6279 9999	08 92010000 To 08 9499 9999
08 6293 1000 To 08 6332 9999	08 95180000 To 08 9518 2999
08 6350 0000 To 08 6350 9999	08 95230000 To 08 9538 9999
08 6361 1000 To 08 6361 1999	08 95500000 To 08 9599 9999
08 6380 0000 To 08 6389 9999	08 96201000 To 08 9693 1999
08 6401 3000 To 08 6401 3999	08 97361000 To 08 9736 3999
08 6406 0000 To 08 6406 9999	08 98201000 To 08 9834 3999
08 6431 8000 To 08 6436 9999	08 98539000 To 08 9894 1999
08 6469 0000 To 08 6469 9999	08 99518000 To 08 9951 8999
08 6489 0000 To 08 6498 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 **WA\_07\_CSGNOTICE\_20032013**.

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 **WA\_07\_CSGNOTICE\_20032013**.

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 **WA\_07\_CSGNOTICE\_20032013**.

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 **WA\_07\_CSGNOTICE\_20032013**.

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) .