



**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

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 in the Perth Metropolitan district of Western Australia on or about Thursday 17 April 2013 and the Sydney Metropolitan district of New South Wales on or about Saturday 20 April 2013. Due to the extent and severity of these extreme weather events, Telstra is redeploying a large number of staff from across Adelaide Metropolitan, Upper South East, Murraylands, Mid North, Eastern Eyre Peninsula 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, Upper South East, Murraylands, Mid North, Eastern Eyre Peninsula 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/>

A customer service notice regarding this service disruption will also be published in the Adelaide Advertiser on the 13th May 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 **3rd May** to **7th June 2013** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 7600 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 8520 0000 To 08 8539 4999
08 7285 0000 To 08 7285 8999	08 8550 0000 To 08 8581 3999
08 7383 0000 To 08 7389 9999	08 8598 0000 To 08 8598 9999
08 7522 4000 To 08 7522 4999	08 8620 2000 To 08 8629 7999
08 8100 0000 To 08 8116 9999	08 8640 0000 To 08 8649 9999
08 8130 0000 To 08 8139 9999	08 8681 0000 To 08 8689 5999
08 8150 0000 To 08 8449 9999	08 8821 0000 To 08 8867 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_06_CSGNOTICE_06052013**.

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_06_CSGNOTICE_06052013**.

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_06_CSGNOTICE_06052013**.

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_06_CSGNOTICE_06052013**.

Customers can dispute this exemption by requesting consideration by their service provider or by contacting 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 .