



**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, Illawarra, and South Coast.

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, Illawarra, and South Coast region of New South Wales on or about Friday 19 April 2013 through to Saturday 20 April 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/>

A customer service notice regarding this service disruption will also be published in the Sydney Daily Telegraph 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 27500 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 8332 0000 To 02 8399 9999
02 4028 0000 To 02 4042 1999	02 8422 0000 To 02 8448 9999
02 4220 0000 To 02 4239 7999	02 8467 0000 To 02 8467 9999
02 4251 0000 To 02 4297 9999	02 8508 0000 To 02 8543 9999
02 4320 0000 To 02 4399 9999	02 8558 0000 To 02 8596 9999
02 4412 3000 To 02 4429 9999	02 8633 1000 To 02 8633 9999
02 4441 0000 To 02 4479 9999	02 8650 0000 To 02 8650 9999
02 4560 0000 To 02 4588 9999	02 8665 4000 To 02 8665 4999
02 4720 0000 To 02 4739 9999	02 8700 0000 To 02 8888 9999
02 4751 0000 To 02 4759 9999	02 8899 0000 To 02 8925 9999
02 4773 0000 To 02 4788 9999	02 8955 0000 To 02 8978 9999
02 4902 0000 To 02 4999 9999	02 9030 0000 To 02 9031 9999
02 6350 0000 To 02 6359 3999	02 9111 0000 To 02 9130 9999

02 6520 0000 To 02 6520 1999
02 6570 1000 To 02 6579 7999
02 8202 0000 To 02 8312 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_11_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 **NSW_11_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 **NSW_11_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 **NSW_11_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 .