



**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, South West and Great Southern districts of Western Australia.**

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, South West, and Great Southern districts of Western Australia on or about Wednesday 17<sup>th</sup> April 2013 and Thursday 18<sup>th</sup> 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 West Australian on the 13<sup>th</sup> 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 **3<sup>rd</sup> May to 7<sup>th</sup> June 2013** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 12000 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

**08 6210 0000 To 08 6258 9999  
08 6272 0000 To 08 6279 9999  
08 6293 1000 To 08 6332 9999  
08 6350 0000 To 08 6350 9999  
08 6380 0000 To 08 6389 9999  
08 6431 8000 To 08 6436 9999  
08 6489 0000 To 08 6498 9999  
08 6595 0000 To 08 6595 9999  
08 6661 1000 To 08 6661 1999  
08 9045 2000 To 08 9045 2999  
08 9062 9000 To 08 9065 8999**

**08 9201 0000 To 08 9499 9999  
08 9523 0000 To 08 9538 9999  
08 9550 0000 To 08 9599 9999  
08 9620 1000 To 08 9693 1999  
08 9720 0000 To 08 9739 9999  
08 9764 1000 To 08 9767 2999  
08 9780 0000 To 08 9797 4999  
08 9820 1000 To 08 9834 3999  
08 9853 9000 To 08 9894 1999  
08 9951 8000 To 08 9951 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 **WA\_09\_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 **WA\_09\_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 **WA\_09\_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 **WA\_09\_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](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) .