

Customer Service notice for Customers of Dodo, Eftel, aaNET, ClubTelco & engin

Extreme Weather events impact service in the Perth Metropolitan, Central West, Central Wheat Belt, Lower West, Great Southern, South West, South Coastal, and South East Coastal districts of Western Australia.

We are working to manage the significant impact to services that has occurred as a result of a series of extreme weather events in the Perth Metropolitan, Central West, Central Wheat Belt, Lower West, Great Southern, South West, South Coastal, and South East Coastal districts of Western Australia on or about **Tuesday 7th May 2013** through to **Wednesday 8th May 2013**.

Due to the effect of damage to Telstra telecommunications network by heavy rain and hazardous winds, there has been a significant increase in the number of services being reported as faulty. As a result, there has been some disruption to service and delays to normal installation and repair activities.

An Official Notice will be published in the West Australian on 17th May 2013. We also refer to the notice published by Telstra in the West Australian on 13th May 2013 (see iprimus.com.au/msd/ for further details).

We have identified that the effect of these circumstances may apply to approximately 12000 services and phone numbers in the following number ranges may be affected:

08 6210 0000 To 08 6258 9999	08 9045 2000 To 08 9045 2999
08 6272 0000 To 08 6279 9999	08 9062 9000 To 08 9065 8999
08 6293 1000 To 08 6332 9999	08 9201 0000 To 08 9499 9999
08 6350 0000 To 08 6350 9999	08 9523 0000 To 08 9538 9999
08 6380 0000 To 08 6389 9999	08 9550 0000 To 08 9599 9999
08 6431 8000 To 08 6436 9999	08 9620 1000 To 08 9693 1999
08 6489 0000 To 08 6498 9999	08 9720 0000 To 08 9797 4999
08 6595 0000 To 08 6595 9999	08 9820 1000 To 08 9894 1999
08 6661 1000 To 08 6661 1999	08 9920 0000 To 08 9938 9999
08 6819 5000 To 08 6819 7999	08 9951 1000 To 08 9973 6999

As these circumstances were outside of our control, we are claiming an exemption from compliance with time frames and performance standards required under the Telecommunications (Customer Service Guarantee) Standard 2011. Therefore, we are notifying customers that normal installation and repair time frames may not be met during the period **from 8th May 2013 to 7th June 2013 inclusive**. This date is indicative only and customers should anticipate that some further delays may occur.

Customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting us on the numbers below and quoting Exemption Reference Number **WA_10_CSGNOTICE_10052013**:

- If you are a **Dodo Services** customer, please dial 1800 265 869
- If you are an **Eftel** customer, please dial 1300 550 550
- If you are an **aaNet** customer, please dial 1300 665 076
- If you are a **ClubTelco** customer, please dial 138 352
- If you are an **Engin** customer, please dial 1300 305 000

Alternatively, you may challenge this exemption with the Telecommunications Industry Ombudsman (TIO) on 1800 062 058. We 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.