

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

Extreme Weather events impact service in Tasmania

As previously notified on 13 May 2013, our normal operations in Tasmania were affected by a series of extreme weather events on or about Saturday 27 April.

Our telecommunications network in these areas have experienced high levels of damage that resulted in delays to installation and repair activities on a significant number of services. Due to the extent of damage to the network, the impact in the affected region has been greater than initially estimated, and as a consequence of the continued weather effects, the expected recovery date has now been extended to 7 June 2013.

We have identified that the effect of these circumstances applies to an additional 900 services bringing the total number of services impacted to approximately 4400 services. This number may increase as we assess the full affect of the extreme weather conditions. Based on current information, the resumption date of normal service operations is expected to be 7 June 2013. This date is indicative only; customers should anticipate that some further delays may occur.

Services affected by this exemption are those in the area which is encompassed by the state of Tasmania which includes all islands and coastal areas being part of the state of Tasmania. Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

03 6208 0000 To 03 6298 9999 03 6420 2000 To 03 6475 9999  
03 6323 0000 To 03 6399 3999 03 6490 0000 To 03 6498 9999

As these circumstances were outside of our control, we are claiming an extension to time frames applying under the Telecommunications (Customer Service Guarantee) Standard 2011. This means that we are notifying our customers that normal service time frames may not be met during the period **of 3 May 2013 to 7 June 2013** inclusive (based on our estimated recovery schedule correct at the time of publication of this notice).

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

**TAS\_03\_CSGNOTICE\_06052013:**

- 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

Copies of this notice are available on our Internet site at

[http://www.eftelretail.com/support/helpdesk\\_support/mass\\_service\\_disruption.cms](http://www.eftelretail.com/support/helpdesk_support/mass_service_disruption.cms),

<http://www.engin.com.au/Help/MassServiceDisruptions.aspx> and

<http://www.clubtelco.com/mass-disruptions.html> or you may request a copy by calling your service provider on the number mentioned above.

If, after calling your service provider, you are still not satisfied with the outcome, you have the option to dispute the matter with the Telecommunications Industry Ombudsman (TIO). Information on the TIO and contact details are available on the Internet ([www.tio.com.au](http://www.tio.com.au)) and in the White Pages® directory.