

## Customer Service notice for Customers of Dodo, Eftel, aaNET, ClubTelco & engin (The Resellers)

### Extreme Weather events impact service in Victoria and the South Coast, South West Slopes, Riverina, and Lower Western districts of New South Wales

The Resellers are working to manage the significant impact to their services that has occurred as a result of a series of extreme weather events in Victoria and the South Coast, South West Slopes, Riverina, and Lower Western districts of New South Wales on or about Friday 31 May 2013 through to Saturday 1 June 2013.

We refer to the notice published by Telstra in the Melbourne Herald Sun and the Daily Telegraph on the **Wednesday 5 June 2013 and Thursday 6 June**, respectively and advise that our customers in the areas identified in the notice will be similarly affected (see <http://www.telstra.com.au/msd/> for further details). We have identified that the effect of these circumstances may apply to approximately **30000** services.

The Resellers' services encompassed in this exemption are, in the area bounded by and including, but are not limited to the area starting at Wallaga Lake Heights on the New South Wales coast of the Tasman Sea. From there, follow the coastline clockwise past the Victoria border, Bairnsdale, Wonthaggi, Melbourne, Warrnambool, and Portland to the South Australia border. The boundary follows the border north to New South Wales, and then follows the New South Wales/South Australia border to the Tarawi Nature Reserve, where it turns east and passes through Scotia, Travellers Lake, Pooncarie, Sayers Lake, and Mount Manara. There it heads east to the Kajuligah Nature Reserve, southeast to Willandra National Park, east to Lake Caragellio and Fairholme, south southeast through Bland, east through Quandaialla, Tyagong, and Reids Flat. It then heads south southwest through Rugby, Rye Park, Wee Jasper and Rules Point, where it heads east southeast through Shannon Flat and Yowrie, returning to the coast at Wallaga Lake Heights. All suburbs, towns, off shore islands and coastal areas serviced by The Resellers within these boundaries are encompassed in this exemption.

Services in the area mentioned above with phone numbers in the following number ranges may have been affected:

02 5924 4000 To 02 5942 3999 03 5621 0000 To 03 5637 9999  
02 5963 3000 To 02 5976 3999 03 5654 0000 To 03 5689 1999  
02 6020 0000 To 02 6077 9999 03 5720 0000 To 03 5799 9999  
02 6380 0000 To 02 6391 6999 03 5820 0000 To 03 5833 9999  
02 6448 0000 To 02 6459 9999 03 5851 0000 To 03 5898 3999  
02 6491 0000 To 02 6499 9999 03 5931 0000 To 03 5999 4999  
02 6890 0000 To 02 6896 9999 03 8206 0000 To 03 8209 9999  
02 6920 0000 To 02 6997 3999 03 8290 0000 To 03 8290 8999  
03 4333 4000 To 03 4333 9999 03 8301 0000 To 03 8420 9999  
03 4367 7000 To 03 4367 9999 03 8431 0000 To 03 8436 9999  
03 4432 2000 To 03 4432 2999 03 8458 0000 To 03 8486 9999  
03 5018 0000 To 03 5039 9999 03 8508 5000 To 03 8671 9999  
03 5050 0000 To 03 5055 9999 03 8690 0000 To 03 8699 9999  
03 5070 1000 To 03 5095 6999 03 8710 0000 To 03 8809 9999  
03 5120 0000 To 03 5199 4999 03 8822 8000 To 03 8878 9999  
03 5220 0000 To 03 5289 7999 03 8892 1000 To 03 8892 5999  
03 5320 0000 To 03 5369 5999 03 9076 0000 To 03 9076 9999  
03 5380 1000 To 03 5399 4999 03 9106 5000 To 03 9173 8999  
03 5420 6000 To 03 5499 9999 03 9200 0000 To 03 9219 9999  
03 5520 2000 To 03 5529 5999 03 9230 0000 To 03 9934 9999  
03 5551 0000 To 03 5599 8999 03 9953 0000 To 03 9974 9999

Consequently, we are claiming an exemption from compliance with time frames and performance standards required under the *Telecommunications (Customer Service Guarantee) Standard 2011* and notify customers that normal installation and repair time frames may not be met during the period from **1 June 2013 to 5 July 2013**. Customers can contact Customer Service of their respective Reseller on the number below and quote Exemption Reference Number **VICNSW\_10\_CSGNOTICE\_04062013** to discuss their options:

**Dodo:** 1800 265 869

**Eftel:** 1300 550 550

**aaNet:** 1300 665 076

**ClubTelco:** 138 352

**Engin:** 1300 305 000

**We have published a notice in the Melbourne Herald Sun and Sydney Daily Telegraph on 7 June 2013**

Should customers wish to challenge this exemption, they can contact the Telecommunications Industry Ombudsman (TIO). TIO information and contact details are available at [www.tio.com.au](http://www.tio.com.au) and in the White Pages®.