

**Customer Service notice for Customers of
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

As previously notified on Monday 13 May 2013, normal operations 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 were affected by a series of extreme weather events on or about Tuesday 7 May 2013 through to Wednesday 8 May 2013. The 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 5 July 2013.

We have identified that the effect of these circumstances applies to an additional 10,000 services bringing the total number of services impacted to approximately 22,000 services. This number may increase as we assess the full affect of the extreme weather conditions.

Services in the area mentioned above with phone numbers in the following number ranges may have been 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 9951 8000 To 08 9951 8999
08 6819 5000 To 08 6819 7999

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 8 May 2013 to 5 July 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_09_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

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.