

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

Extreme Weather events impact service in Sydney Metropolitan, Greater Sydney, Hunter, Central Tablelands, Illawarra, and South Coast

As previously notified on 13 May 2013, normal operations in the Sydney Metropolitan, Greater Sydney, Hunter, Central Tablelands, Illawarra, and South Coast region of New South Wales were affected by a series of extreme weather events on or about Friday 19 April 2013 through to Saturday 20 April 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 21 June 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 37,500 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 21 June 2013. This date is indicative only; customers should anticipate that some further delays may occur.

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

02 4014 0000 To 02 4015 9999 02 8332 0000 To 02 8399 9999
02 4028 0000 To 02 4042 1999 02 8422 0000 To 02 8448 9999
02 4220 0000 To 02 4239 7999 02 8467 0000 To 02 8467 9999
02 4251 0000 To 02 4297 9999 02 8508 0000 To 02 8543 9999
02 4320 0000 To 02 4399 9999 02 8558 0000 To 02 8596 9999
02 4412 3000 To 02 4429 9999 02 8633 1000 To 02 8633 9999
02 4441 0000 To 02 4479 9999 02 8650 0000 To 02 8650 9999
02 4560 0000 To 02 4588 9999 02 8665 4000 To 02 8665 4999
02 4720 0000 To 02 4739 9999 02 8700 0000 To 02 8888 9999
02 4751 0000 To 02 4759 9999 02 8899 0000 To 02 8925 9999
02 4773 0000 To 02 4788 9999 02 8955 0000 To 02 8978 9999
02 4902 0000 To 02 4999 9999 02 9030 0000 To 02 9031 9999
02 6350 0000 To 02 6359 3999 02 9111 0000 To 02 9130 9999
02 6520 0000 To 02 6520 1999 02 9144 1000 To 02 9153 9999
02 6570 1000 To 02 6579 7999 02 9181 0000 To 02 9181 5999
02 8202 0000 To 02 8312 9999 02 9200 0000 To 02 9999 9999

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 3 May 2013 to 21 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 **NSW_11_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.