

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

Extreme Weather events impact service in the Adelaide Metropolitan, Mount Lofty Ranges, Yorke Peninsula, Kangaroo Island, Upper South East, Lower South East, Murraylands, Riverland, Mid North, Flinders, West Coast, Eastern Eyre Peninsula, and Lower Eyre Peninsula Districts of South 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 Adelaide Metropolitan, Mount Lofty Ranges, Yorke Peninsula, Kangaroo Island, Upper South East, Lower South East, Murraylands, Riverland, Mid North, Flinders, West Coast, Eastern Eyre Peninsula, and Lower Eyre Peninsula Districts of South Australia on or about Friday May 31 2013 through to Saturday June 1 2013.

Due to the effect of damage to our telecommunications network by heavy rain and flooding, 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 **Adelaide Advertiser on 14 June 2013**. We also refer to the notice published by Telstra in the Adelaide Advertiser 7 June 2013 (see iprimus.com.au/msd/ for further details).

We have identified that the effect of these circumstances may apply to approximately **5200** services and phone numbers in the following number ranges may be affected:

08 7210 0000 To 08 7210 9999 08 8150 0000 To 08 8449 9999
08 7285 0000 To 08 7285 8999 08 8520 0000 To 08 8598 9999
08 7383 0000 To 08 7389 9999 08 8620 2000 To 08 8689 5999
08 7522 4000 To 08 7522 4999 08 8721 0000 To 08 8739 9999
08 7628 3000 To 08 7628 3999 08 8750 0000 To 08 8769 9999
08 8100 0000 To 08 8116 9999 08 8821 0000 To 08 8868 9999
08 8130 0000 To 08 8139 9999 08 8890 0000 To 08 8894 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 2 June 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 **SA_07_CSGNOTICE_06062013**:

- 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.