

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

Extreme Weather events impact service in the Pilbara and North Interior districts of Western 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 Pilbara and North Interior districts of Western Australia on or about Monday 3 June 2013.

Due to the effect of damage to the telecommunications network by heavy rains and localised 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 **West Australian on 14 June 2013**. We also refer to the notice published by Telstra in the West Australian on 11 June 2013 (see iprimus.com.au/msd/ for further details).

We have identified that the effect of these circumstances may apply to approximately **70** services and phone numbers in the following number ranges may be affected:

08 9126 8000 To 08 9160 5999 08 9172 0000 To 08 9180 2999

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 4 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

WA_11_CSGNOTICE_07062013:

- 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.