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.

As previously notified on 13 June 2013, our normal operations 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 region of South Australia were affected by a series of extreme weather events on or about Friday 31 May 2013 through to Saturday 1 June 2013.

We refer to the notice published by Telstra in the Adelaide Advertiser on the **8 July 2013** and advise that our customers in the areas identified in the notice will be similarly affected (see iprimus.com.au/msd/ for further details). We have identified that the effect of these circumstances may apply to approximately 5000 services.

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

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 2 June 2013 to 2 August 2013 inclusive.** Customers can contact Customer Service on the numbers below and quote Exemption Reference Number **SA_07_CSGNOTICE_06062013** to discuss their options:

Dodo: 1800 265 869
Eftel: 1300 550 550
aaNet: 1300 665 076
ClubTelco: 138 352
Engin: 1300 305 000

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 and in the White Pages®.