

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

Extreme Weather events impact service in Victoria and the South Coast, South West Slopes, Riverina, and Lower Western districts of New South Wales

As previously notified on 6 June 2013, our normal operations in the Victoria and the South Coast, South West Slopes, Riverina, and Lower Western districts of New South Wales 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 Herald and Telegraph 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 15000 services.

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

02 5924 4000 To 02 5942 3999 03 5621 0000 To 03 5637 9999
02 5963 3000 To 02 5976 3999 03 5654 0000 To 03 5689 1999
02 6020 0000 To 02 6077 9999 03 5720 0000 To 03 5799 9999
02 6380 0000 To 02 6391 6999 03 5820 0000 To 03 5833 9999
02 6448 0000 To 02 6459 9999 03 5851 0000 To 03 5898 3999
02 6491 0000 To 02 6499 9999 03 5931 0000 To 03 5999 4999
02 6890 0000 To 02 6896 9999 03 8206 0000 To 03 8209 9999
02 6920 0000 To 02 6997 3999 03 8290 0000 To 03 8290 8999
03 4333 4000 To 03 4333 9999 03 8301 0000 To 03 8420 9999
03 4367 7000 To 03 4367 9999 03 8431 0000 To 03 8436 9999
03 4432 2000 To 03 4432 2999 03 8458 0000 To 03 8486 9999
03 5018 0000 To 03 5039 9999 03 8508 5000 To 03 8671 9999
03 5050 0000 To 03 5055 9999 03 8690 0000 To 03 8699 9999
03 5070 1000 To 03 5095 6999 03 8710 0000 To 03 8809 9999
03 5120 0000 To 03 5199 4999 03 8822 8000 To 03 8878 9999
03 5220 0000 To 03 5289 7999 03 8892 1000 To 03 8892 5999
03 5320 0000 To 03 5369 5999 03 9076 0000 To 03 9076 9999
03 5380 1000 To 03 5399 4999 03 9106 5000 To 03 9173 8999
03 5420 6000 To 03 5499 9999 03 9200 0000 To 03 9219 9999
03 5520 2000 To 03 5529 5999 03 9230 0000 To 03 9934 9999
03 5551 0000 To 03 5599 8999 03 9953 0000 To 03 9974 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 1st June 2013 to 2 August 2013**. Customers can contact Customer Service on the numbers below and quote Exemption Reference Number **VICNSW_10_CSGNOTICE_04062013** 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®.