

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

**Ongoing Extreme Weather events impact service in the Mallee, Wimmera, South West, and Central Districts of Victoria**

*(Please note that the geographical area of this MSD has now been scaled down in size and only applies to the Mallee, Wimmera, South West, and Central regions of Victoria)*

As previously notified on 6 June 2013 and 9 July 2013, our normal operations in the Mallee, Wimmera, South West, and Central regions of Victoria have been affected by ongoing extreme weather events on or about Thursday 18 July 2013 continuing to date.

We refer to the notice published by Telstra in the Melbourne Herald Sun on the 5th of August 2013 and advise that our customers in the areas identified in the notice will be similarly affected (see <https://accountmanagement.dodo.com.au/status/> and <http://www.iprimus.com.au/msd/> for further details). We have identified that the effect of these circumstances may apply to an additional 10,596 customers, bringing the total to 25,596.

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

03 4333 4000 To 03 4333 9999 03 5931 0000 To 03 5999 4999  
03 4367 7000 To 03 4367 9999 03 8206 0000 To 03 8209 9999  
03 4432 2000 To 03 4432 2999 03 8290 0000 To 03 8290 8999  
03 5018 0000 To 03 5039 9999 03 8301 0000 To 03 8420 9999  
03 5050 0000 To 03 5055 9999 03 8431 0000 To 03 8436 9999  
03 5070 1000 To 03 5095 6999 03 8458 0000 To 03 8486 9999  
03 5220 0000 To 03 5289 7999 03 8508 5000 To 03 8671 9999  
03 5320 0000 To 03 5369 5999 03 8690 0000 To 03 8699 9999  
03 5380 1000 To 03 5399 4999 03 8710 0000 To 03 8809 9999  
03 5420 6000 To 03 5438 8999 03 8822 8000 To 03 8878 9999  
03 5450 3000 To 03 5499 9999 03 8892 1000 To 03 8892 5999  
03 5520 2000 To 03 5529 5999 03 9076 0000 To 03 9076 9999  
03 5551 0000 To 03 5599 8999 03 9106 5000 To 03 9173 8999  
03 5624 9000 To 03 5629 9999 03 9200 0000 To 03 9219 9999  
03 5734 8000 To 03 5734 8999 03 9230 0000 To 03 9934 9999  
03 5786 1000 To 03 5789 1999 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 16 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](http://www.tio.com.au) and in the White Pages®.