

APPENDIX

Membership Report

as per 30 June 2010

Current Member List

Includes "3 Month Cessation Period", "Current Member", "In Liquidation", "Unable to Contact", "Under Administration"

INTERNET SERVICE PROVIDER : TOTAL 515	DATE JOINED		
1990 Multiline BBS Pty Ltd	8 Sept 98	BBIT Pty Ltd	27 Aug 98
2000 Computers and Networks Pty Ltd	27 Jan 06	Beagle Internet Pty Ltd	9 Jun 04
2501 Group Pty Ltd	19 Jun 09	Belmont Computer Centre Pty Ltd	22 May 08
3 Guys Broadband Internet	20 Nov 06	Berating Pty Ltd	11 Oct 05
3rd Rock Internet Services	22 Jun 99	Berlic, Ernest Frank	12 May 98
5Tel Communications Pty Ltd	1 Dec 09	Betterlink Pty Ltd	21 Dec 98
A & R Computer Services Pty Ltd	15 Aug 06	Beyond Disability Incorporated	15 Sep 03
A Frankel & JM Noble	12 May 99	Big Button Pty Ltd	14 Jan 98
A Samoc & M.J Samoc	10 Jun 98	BigAir Group Limited	25 Nov 02
A&R Computers Pty Ltd	15 Feb 07	Bigdy Pty Limited	20 Dec 04
Aaron P Wirth & Philip J Grainger	8 Oct 02	Biota Blue Pty Ltd	12 Sep 08
Access Net Unit Trust	25 May 02	BKB Internet Pty Ltd	5 Feb 04
AccessPlus Pty Ltd	24 Apr 01	Blitzwave Pty Ltd	11 Jul 05
Accsoft Computer Technology Pty Ltd	27 Oct 97	Blubroadband Pty Ltd	19 Dec 07
Accsys IT Pty Ltd	21 Feb 02	Blue Net Pty Ltd	19 Nov 02
Ace Internet Services Pty Limited	1 Sep 97	Bluefire Corporation Pty Limited	28 Jun 99
Acenet Internet Services Pty Ltd	18 Jan 99	Bluemaxx Communications Pty Ltd	26 Jul 05
ACTew Retail Ltd & AGL ACT Retail Investments Pty Ltd	7 Jun 01	Bon Media Pty Ltd	30 Jun 05
Acure Technology Pty Ltd	1 Jun 04	Bordnet Internet Pty Ltd	23 Jun 03
Adam Pty Ltd	15 Oct 97	Bravo Internet Pty Ltd	13 Aug 07
Agnew, Myles Adam	11 Feb 99	Broadband Phone Pty Ltd	7 Dec 05
Airweb Connect Pty Ltd	18 Mar 05	Broadband Wireless Pty Ltd	9 Jan 06
Albury Local Internet Pty Ltd	30 Nov 00	BroadbandNet Pty Ltd (in Liquidation)	11 Jan 06
Allegro Networks Pty Ltd	3 Feb 06	Broadcast Engineering Services (Australia) Pty Ltd	19 Sep 02
Alpha Dot Net Australia Pty Ltd	31 Oct 97	BTelecom Pty Ltd	5 Dec 08
Alphawest Services Pty Ltd	9 Jul 98	Bucan Holdings Pty Ltd	1 Jul 97
AlwaysOnline Pty Ltd	29 Jan 01	Buijk Finance Pty Ltd	2 Nov 05
Amcom Telecommunications Limited	1 Jun 07	Bytecard Pty Ltd	11 Dec 97
Analyst Programmers Pty Ltd	22 Jul 99	C RHODES & L.F RHODES	8 Jan 10
Anderson, Michael John	11 Nov 08	C.S. Sutherland Corporation Pty Ltd	8 Sep 03
ANS Communications Pty Ltd	2 Apr 98	C1 Consulting Pty Ltd	18 Oct 02
Armadillo Applied Computer Technologies Pty Ltd	2 Sep 05	CafeOz Internet	14 Nov 06
ARTHUR, JASON PHILIP	19 Jan 01	CBIT Pty Limited	22 Nov 05
Auction Classifieds Pty Ltd	10 Sep 02	Central Coast Internet Pty Ltd	13 Nov 97
AUSTAR United Broadband Pty Ltd	10 Nov 03	Central Data Pty Ltd	3 Nov 00
AustLink Pty Ltd	6 May 08	Chariot Ltd	30 Oct 97
Australia Internet Solutions Pty Ltd	12 Oct 97	Charter Resources Group Holding Pty Ltd	21 Sep 05
Australia On Line Pty Ltd	25 Mar 98	Cheapanet Pty Ltd	6 Jul 06
Australian Corporate Technology Pty Ltd	18 Aug 05	Ciphertel Pty Ltd	21 Apr 05
Australian Regional Networks Pty Ltd	18 Jul 06	Cirrus Communications Pty Ltd	18 May 05
AustraliaNet IT Pty Ltd	14 Mar 00	Citisystems (Aust) Pty Ltd	7 May 99
Auzynet Pty Ltd	1 Feb 02	City Cable Pty Ltd	19 Sep 06
AW Communications Pty Ltd	11 Mar 03	ClariNET Internet Solutions Pty Ltd	25 Jul 97
Azure Wireless Pty. Ltd.	14 Jul 05	Clarke Family Trust	16 Jun 99
B L Nankivell & R G Nankivell	10 Nov 98	Clear Technology Pty Ltd	22 Nov 06
Banana Shire Council	17 May 99	Clever Communications Operations Pty Ltd	6 Jan 03
Barden, Paul William	1 Mar 06	ClubNet International Pty Ltd	18 Jan 99
Barnetwork Pty Ltd	7 Oct 03	Commerce Australia Pty Ltd	3 Apr 98
Batman Investments Pty Ltd	10 Dec 02	Communicat Pty Ltd	1 Jul 97
		Community Information Strategies Australia Inc	22 Nov 04

Computers Now Pty Ltd	9 Aug 02	Editure Education Services Limited	1 Jul 97
Comstar Trust	12 Feb 03	Edward & Catherine Jozis	30 Apr 98
Comwel Pty Ltd	19 Oct 09	Eftel Radio Pty Ltd	6 May 02
Connect West Pty Ltd	22 Oct 04	Elu Information Systems Pty Ltd	27 Oct 97
Contal Information Technology Pty Ltd	12 Jun 98	Emerge Technologies Pty Ltd	15 Nov 99
Coretech Aust Pty Ltd	3 Aug 07	Ensyst Pty Limited	13 May 05
Corinthian Engineering Pty Ltd	6 Apr 98	EON Technology Pty Ltd	18 May 98
Cornish, Michael Hanvey	11 Sep 03	Escape Communications Pty Ltd	9 Aug 02
Corpita Pty Ltd	15 Apr 03	Escapenet Trust	12 Jan 98
Coulston, Evan James	2 Oct 00	Ethan Group Pty Ltd	3 Jun 10
Country Energy	9 Dec 02	EtherTech Pty Ltd	2 Jun 99
CQ Net Pty Ltd	22 Mar 02	ETT Limited	20 Nov 07
Cross Link Pty Ltd	28 May 02	Evanscorp Pty Ltd	2 Nov 01
CSI Holdings Pty Ltd	18 Jul 97	Evolving Technology Solutions Pty Ltd	5 Dec 06
CyberCentral Pty Ltd	26 Aug 08	Exetel Pty Ltd	21 Apr 04
CyberOne Pty Ltd	3 Sep 97	Extentia Corporation Pty Limited	24 Mar 04
D & M Technologies Pty Ltd	2 Apr 01	EZ ADSL Pty Ltd	24 Jan 07
D'Silva Alastair John	19 Feb 01	Ezylink Internet Pty Ltd	19 Jan 99
D.J HOOTON & Kingtone Pty Ltd & B.P RANDALL & M.J SWEET	2 Aug 05	F1 Computer Services	16 Jun 99
Data Traffic Services Pty Ltd	3 Aug 07	Firestorm Computing Pty Ltd	21 Jan 04
Datalan Australia Pty Ltd	16 Jun 03	First Link Internet Service Pty Ltd	1 Jul 97
David F & Brownwyn K Angove	18 Dec 97	Fish Telecom Pty Ltd	1 Jul 02
David W & J G Rutch	10 Jul 99	Flexinet Pty Ltd	14 Jun 06
Davidoff, Peter William	8 Dec 09	Flexirent Capital Pty Ltd	
Davis, Catherine Marie	24 Jun 05	Fortana Networks Australia Pty Ltd	22 Dec 09
Davis, Troy Stephen	23 Apr 03	Foundation IT Services Pty Ltd	28 Mar 08
DAYTEC Australia Pty Ltd	20 Feb 00	Fox All Service Pty Ltd	24 Aug 98
DCS Internet Pty Ltd	15 Oct 97	Fred IT Group Pty Ltd	21 Sep 06
Demand Broadband Pty Ltd	22 May 08	Freemove Networks	1 Sep 99
Depot IT Pty Limited	23 Aug 04	G Node Networks Pty Ltd	21 Sep 06
Derek Bem & Jacek Olszewski	24 Jul 97	G.A Wigzell & M.E Wigzell	18 Jan 07
Diggy Australia Pty Ltd	13 Sep 99	Gamepress Glen Waverley Pty Ltd	21 Jun 02
Digimedia Pty Ltd	30 Aug 02	Gateway Networks Pty Ltd	19 Nov 09
Digital River Pty Ltd	23 Nov 05	Geecko	21 May 02
Digital Technologies & Telecommunications Pty Ltd	1 Jan 06	Gel Works Pty Ltd	22 Jul 99
Distribute IT Pty Ltd	12 Jan 09	General Communicatons Business Pty Ltd	18 Jun 03
DOMAGALA FAMILY TRUST	1 Feb 00	Genisyst Pty Limited	1 Jul 97
Domain Trading Pty Ltd	2 Sep 99	Geo Media Broadband Pty Ltd	26 Apr 06
DotAussie.com Pty Ltd	1 Apr 03	Geocel Pty Ltd	16 Feb 06
Down Under Consultants Pty Ltd	12 May 98	GeoNet Pty Ltd	26 Apr 06
DPT Solutions Pty Ltd	29 Jun 09	GetOnIt Pty Ltd	22 Sep 03
Dragnet Internet Services Pty Ltd	29 Jun 09	GKY Distributors Pty Ltd	1 Jul 97
DreamTilt Pty Ltd	4 Sep 06	Global Dial Pty Ltd	3 May 00
Dunk, Roger K	10 Dec 97	Global Solutions Network Pty Ltd	25 Aug 03
E Christie & G T Judd	13 Feb 09	Global Wire Australia Pty Ltd	5 Jul 00
E Sharp Technology Pty Ltd	6 Aug 02	GoBush Broadband Pty Ltd	26 Apr 06
Eastern Wireless Pty Ltd	20 Jun 05	GoConnect Australia Pty Ltd	25 Nov 99
Easy Internet Services Pty Ltd	3 Oct 03	Golden IT Pty Ltd	12 Dec 03
Easynet Pty Ltd	28 Nov 97	Goulburn Internet Pty Ltd	14 Nov 03
EasyTel Communications Pty Ltd	14 Jun 06	GPC Pty Ltd	30 Nov 98
Echobreeze Pty Ltd	20 Jan 03	Graham C Maltby & Klaus D Boehme	7 Aug 07
ECN Pty Ltd	13 Mar 03	Gratesand Pty Ltd	20 Nov 98
Ecopost Pty Ltd	4 Aug 97	Graytech Hosting Pty Ltd	18 Jan 08
		Green Tree Frog Pty Limited	15 Aug 06

GreenBay Communications Pty Ltd	17 Apr 03	Ketteridge, Peter Walter	13 Apr 04
Greenhatch Superannuation Fund	17 Jun 99	KING ISLAND REGIONAL DEVELOPMENT ORGANISATION INC 2520	12 Aug 99
GRHANet Ltd	12 Dec 07	KJ & KF Coble	15 Jun 99
Haddow, Shane Robert	7 Jul 06	L.I.S.P Pty Ltd (Local Internet Service Provider)	8 Jan 98
Hande Pty Ltd	31 Mar 03	LANcare IT Pty Ltd	29 Dec 04
Hanod Investments Pty Ltd Superannuation Fund	29 Aug 01	Laptop Connect Wireless Pty Ltd	29 Jun 09
HarbourIT Pty Ltd	16 Jan 06	LB & GL Rodda Pty Ltd	13 Nov 03
Highlands Internet Pty Ltd	21 Dec 97	Leading Edge Internet Pty Limited	2 Jul 01
Highlevel Innovations Pty Ltd	11 Mar 98	Legion.com.au Pty Ltd	29 Sep 05
Highway Internet Services Pty Ltd	3 Jul 01	Lehne, Anthony James	25 Jul 02
Hissey & Associates Pty Ltd	6 Jan 03	Lennox, Damian James	25 Mar 09
Hitech Support Pty Ltd	23 Jun 02	Library Board of Victoria	26 Mar 98
Home Secure (Aus & Nz) Pty Ltd	26 Nov 07	Link Innovations Pty Ltd	28 Nov 03
Hood Sweeney Technology Pty Ltd	4 Jan 07	Locall Pty Ltd	27 May 02
Horizen Enterprises Pty Ltd	8 Sep 99	Logic IT Solutions Pty Ltd	23 Sep 09
Hosting Technologies Pty Ltd	26 Aug 03	M.T Newham & R.M Newham & J.B Quinn	16 Apr 99
Hotkey Internet Services Pty Ltd	29 Oct 97	M.W Frahn & A.J Stevens	8 Jan 04
Hotline Support Pty Ltd	12 Feb 04	Mackay Computer Services Pty Ltd	11 Feb 00
Hotspotzz Pty Ltd	1 Jul 05	Mackin, Dean J	18 Jan 99
Hull, Robert William	10 Feb 03	Magnafield Technology Distribution Pty Ltd	29 Dec 97
Hussain, Dawud Ameen	4 May 98	Marlec Pty Ltd	25 Aug 08
I Connect Internet Pty Ltd	31 Jul 03	Matilda Internet Pty Ltd	17 Sep 98
IDXNET Computing Pty Ltd	3 Dec 97	Maxi Internet Services Pty Ltd	23 Apr 02
Infinite Networks Pty Ltd	27 Oct 03	McCullagh Family Trust	23 Sep 05
Information Systems Technology Network Pty Ltd	15 May 00	McKay , Kenneth	21 Jul 00
InfoXchange Australia	3 Dec 97	McLean, Ian Duke	21 Aug 07
InfoXchange Australia	15 Sep 06	McPherson Media Pty Ltd	21 Jan 98
Instant IT Services	20 Apr 99	Mediamesh Pty Ltd	22 Apr 09
Instra Corporation Pty Ltd	20 Jun 07	Mediatel Australia Pty Ltd	21 Apr 04
Integrated Data Labs Pty Ltd	1 Sep 99	Megalink Australia Pty Ltd	29 Apr 03
Integrity Network Solutions Pty Ltd	21 Feb 03	Melbourne PC User Group Inc	13 Oct 97
InterDomain Pty Ltd	1 Jan 98	Melbourne Wireless Incorporated Association	2 Dec 05
Internet Lifeguard Pty Ltd	16 Jan 04	MICHAEL PARNELL PTY LTD	10 Sep 99
Internet Tasmania Pty Ltd	19 Dec 06	Mikka International Pty Ltd	23 Jul 97
InterNex Australia Pty Ltd	10 Mar 98	Mindvision Interactive Pty Ltd	20 Aug 97
Internode Pty Ltd	1 Jul 97	Minerva Micro Pty Ltd	2 Apr 98
Interwerks Pty Ltd	7 Dec 01	Minopher Pty Ltd	31 Dec 97
IntraPower Terrestrial Pty Ltd	29 Jul 98	Mobile Office Pty Ltd	
IP Exchange Pty Ltd	8 Nov 07	Modern Pty Ltd	16 Nov 99
Isage	7 Jun 99	Multibase Web Australis	1 Jul 97
Issa, Michael	18 Apr 06	MyDoor.Com.Au Pty Ltd	20 Nov 06
IT Systems Management Pty Ltd	21 May 03	MyLink Wireless Pty Ltd	28 May 04
ITD Group Pty Ltd	14 Sep 04	Myspeed Australia Pty Ltd	24 Oct 08
J C McInerney Pty Ltd & Cabeat Pty Ltd	18 Jan 99	Nanoetek Pty Ltd	30 Apr 03
J.R Hawthorn and L.W Mckay	13 Nov 07	Nareg Internet Pty Ltd	30 Aug 01
Jackar Australia Pty Ltd	2 Mar 06	NBN Co Limited	23 Apr 10
Jigsaw Technology Pty Ltd	20 Apr 98	NEC Australia Pty Ltd	2 Aug 02
Jimojo Pty Ltd	9 Jan 07	Net Solutions Pty Ltd	16 Jul 99
Justin Fultiak & Goldline Technologies Pty Ltd	15 Aug 07	Net2000 Pty Ltd	14 Jul 98
JWC Internet Services	15 Jul 02	Net4 Pty Ltd	15 Oct 09
K Lane & A.D Pirie Property Management	10 Jul 06	Netbay Internet Pty Ltd	2 Jan 01
Kaphoops Pty Ltd	11 Jun 08	NetCentral.com.au Pty Ltd	14 Aug 00
Kean, Michael Charles	6 Apr 09	Netcomplete Pty Ltd	25 Oct 01
Keishen Pty Ltd	19 Dec 06		

Netforce Pty Ltd	14 Dec 01	Quintessa Holdings Pty Ltd	5 Jul 99
Netmail Access Pty Ltd	7 Jun 99	Qwest Australia Pty Ltd	6 May 02
Netmastery Pty Ltd	23 Aug 99	Rascal Internet Pty Ltd	29 Oct 03
Netspace Online Systems Pty Ltd	1 Jul 97	Redgum Software & Support Pty Ltd	17 Sep 00
Netwave Communications Pty Ltd	15 Oct 09	Regional Wireless Pty Ltd	7 Aug 06
Network Computer Training Pty Ltd	15 Nov 00	Reynolds Technology Pty Ltd	23 Jul 01
Network Synergy Corporation Pty Ltd	11 May 06	Richard J Williams \$ Marilyn K Golding Williams	7 Aug 98
Network Technology (Aust) Pty Ltd	20 May 02	Rimway Holdings Pty Ltd	21 Nov 02
Nexon Asia Pacific Pty	11 Sep 03	Ripper IT Pty Ltd	7 Jul 06
No More Wires.com Pty Ltd	31 Oct 00	ROK Technology Pty Ltd	20 Jan 00
Nornet Enterprises Pty Ltd	29 Aug 02	Rothnie, Colin William	29 Apr 99
Noro Communications Pty Ltd	20 Apr 09	Rubix Computers Pty Ltd	14 May 99
North Industries Pty Ltd	10 Oct 03	Rural Business Machines Pty Ltd	3 Feb 98
Northern Technology Holdings	24 Jul 03	Rural Sytems Trust	29 Mar 04
Nowires Pty Limited	31 Jul 06	Russel, Robin Mark	8 Jul 02
NT Technology Pty Ltd	27 Aug 98	Satellite and Wireless Pty Ltd	15 Aug 06
Nuskope Pty Ltd	6 May 08	Saunders Properties Pty Ltd	31 Jul 02
Nvision Pty Ltd	27 Aug 99	Saving Green Pty Ltd	26 Nov 09
Ocean Broadband Ltd	22 Mar 05	Savvis Australia Pty Ltd	22 Oct 99
OCTEC Incorporated	11 Feb 99	Schwartz, Jacob Issac	22 Oct 09
Offis Pty Ltd	20 Nov 98	ScoastNet Pty Ltd	15 Oct 97
On Q Communications Pty Ltd	8 Dec 09	Sebastopol College	10 Aug 99
On Q Networks Pty Ltd	16 Dec 09	See, Keat Teik	2 Sep 98
On The Net Pty Ltd	31 Oct 97	SELTEK Australia Pty Ltd	10 Jan 00
Operations & Technology Group Pty Limited	20 Jun 07	SHS Holding Pty Ltd	15 May 03
OPOC Solutions Pty Ltd	18 Aug 03	Silver Telecom Pty Ltd	3 Jul 06
Optic Fibre & Wireless Pty Ltd	24 Feb 04	SIS Group Pty Ltd	12 Mar 03
Optus Broadband Pty Ltd	29 Jun 00	Sixty Second Crater Pty Ltd	15 Aug 05
Ossini Pty Ltd	27 Mar 00	SkyMesh Pty Ltd	10 Jun 05
Our Haven Pty Ltd	17 Jun 02	Smith, Alwyn Laurence	16 Dec 05
Output DSJ Pty Ltd	27 Jun 03	SMV & GJ Bambrick	1 Sep 03
Over The Wire Pty Ltd	26 Mar 07	Snowsports Interactive Pty Ltd	5 Apr 06
Ozcom Consulting Services	1 Jun 07	Sohonet Pty Ltd	23 Oct 03
OzConnect Internet	28 Apr 03	South Sydney Junior Rugby League Club Ltd	12 Nov 01
OzGuide	15 Jun 99	South West Healthcare	15 Apr 08
OzISP Pty Ltd	18 Nov 02	Southern Star Communications Pty Ltd	1 Jul 97
Pacific Wireless Australia Pty Ltd	19 Mar 02	Spacelink Communications Pty Ltd	25 Jul 02
PacNet Internet (A) Pty Ltd	30 Apr 99	Spartan Information Technology Pty Ltd	15 Jan 10
Patash Pty Ltd	14 Oct 97	Speednet Communications Pty Ltd	27 Jul 99
Pearson, Alan Robert	7 Dec 05	Spencer Gulf Telecasters Ltd	20 Sep 02
Pentana Solutions Pty Ltd	12 May 00	SPI Electricity Pty Ltd	31 Jul 06
Personal Broadband Australia Limited	18 Dec 03	SPIN TELECOM PTY LTD	20 Apr 98
Perth international Exchange ATF the Perth IX Trust	18 Apr 06	Spitfire Internet Services Pty Ltd	18 Apr 00
PETER & HELEN A BUNDY	16 Mar 99	Sprint International Australia Pty Ltd	25 Jul 00
Petersen, Stephen D	4 Dec 98	Steal Internet Pty Ltd	31 Jan 06
Pivit Pty Ltd	27 May 05	Sublime IP Pty Ltd	11 Aug 98
Planet Ozi Pty Ltd	14 Mar 06	Sympac Computing Pty Ltd	3 Jun 98
Platform Computing Pty Ltd	9 Mar 00	Synapse I.T Pty Ltd	20 Jun 07
Port Of Brisbane Corporation	31 Jul 06	T.A CROSS & H.J JAGLA & M.J ROBERTSON	9 Jul 98
Precision Wireless Pty Ltd	28 Feb 07	Taccomm Pty Ltd	23 Mar 99
Preferred Internet Provider	26 Nov 97	Tas Communications Pty Ltd	9 Jun 05
Primebase Pty Ltd	14 Dec 04	Tasmanet Pty. Ltd.	27 Oct 05
Project Eclectic R&D (SA) Pty Ltd	20 Oct 05	TC Communications Pty Ltd	23 Sep 09
Prokop, Gerard	20 Jun 07	Tech 2U Pty Ltd	10 Aug 99
Quik Internet Australia Pty Ltd	13 Nov 03	Technical Aid to the Disabled Inc	12 Oct 05

Techsus Pty Ltd	18 Aug 05	Vivid Wireless Pty Limited	28 Sep 09
Teklogik Pty Ltd	8 Feb 06	W Connect Pty Ltd	8 Apr 04
Teksupport Pty Ltd	3 Oct 97	Wackado Communications Pty Ltd	22 Jul 05
Telco Talk Communications Pty Ltd	2 May 06	Warick Grubb J	4 Aug 04
Tellurian Pty Ltd	6 Jan 05	We Solve It Pty Ltd	28 Apr 04
Telstra Big Pond	1 Jul 97	Web Australis Pty Ltd	1 Jul 97
The Australian Internet Company Pty Ltd	1 Jul 97	Web Prophets Pty Ltd	22 Oct 03
The Boss Group Pty Ltd	24 Mar 06	Webcentral Pty Ltd	30 Jun 03
The Dyer Family Trust	10 Nov 98	Webzone Holdings Pty Ltd	21 Mar 03
The Friendly Giant Pty Ltd	28 Oct 99	Wellington Communications Pty Ltd	25 Jul 00
The Independent Trust	11 Jan 00	Wellstead, Peter John	25 Jul 02
The Lohning Family Trust	18 Nov 99	Welsh, Steven Edward	22 Apr 09
The Murray Pioneer Pty Ltd	9 Dec 97	Werner Family Trust	11 Jul 01
The Orion On line Trust	6 Apr 98	West Australian Networks Pty Ltd	14 Jul 98
The Somerville Group	12 Apr 10	Westconnect Technologies Pty Ltd	8 Sep 98
The Trustee for CHANNEL COMMUNICATION HYBRID UNIT TRUST	14 Mar 06	Western Advance Pty Ltd	18 Oct 07
The Trustee for CYNERGIC UNIT TRUST	11 Sep 06	Westway Nominees Pty Ltd	14 Jul 05
The Trustee for Easemail.net Trust	26 Apr 05	Wheat, Colin Charles	13 Nov 97
The Trustee for Elmtree Consulting Services Unit Trust	28 May 99	White, Anthony E	23 Sep 99
The Trustee for FUTURE WEB UNIT TRUST	9 Jul 98	Wide Blue Ocean Pty Ltd	23 Aug 04
The Trustee for Hurst Family Trust & Trustyrom	31 Jul 06	Willis, Donna Michelle	18 Jul 07
The Trustee for Netcore Unit Trust	1 Jul 97	Wilson, Robert T	17 Sep 98
The Trustee for Nissen Family Trust	27 Aug 04	Winderee investments Pty Ltd	19 Feb 08
The Trustee for RO Family Trust	17 Nov 97	Winshop Internet (Aust) Pty Ltd	5 Dec 08
The Trustee for SHEPHARD FAMILY TRUST	1 Dec 09	Wired Sky Pty Ltd	2 May 06
The Trustee for Shop Safe Trust	30 May 03	Wirefree Networks Pty Ltd	15 Aug 06
The Trustee for the Howard IT Operations Trust	4 Sep 06	Wireless Broadband Services Pty Ltd	
The Trustee for the L&B Cornwell Family Trust	15 Apr 04	Wireless Systems Australia Pty Ltd	25 Aug 04
The Trustee for The Swish Australia Trust	11 Sep 03	Wireless Telecommunications Pty Ltd	31 Jul 06
The Trustee for WATTLETREE DISCRETIONARY TRUST	28 Oct 97	Wizz Pty Ltd	14 Jun 06
The Ward Investment Unit Trust	14 Jul 98	Wobygong Pty Ltd	3 Dec 02
The Youle Family Trust	11 Jan 99	Wood Dragon Pty Ltd	18 Dec 02
Timothy N Worth & Didoleia R Worth	2 Apr 03	World.Net Services Pty Ltd	20 Mar 00
TouchTV Pty Ltd	26 Feb 04	XYZed Pty Ltd	21 Jul 00
Tourist Facilities Pty Ltd	29 Jul 02	Yates, Daniel Alan	22 Oct 97
Tower Computer Aid Pty Ltd	19 Aug 04	Yless4U Pty Ltd	23 May 06
Townsville Division Of General Practice Ltd	29 May 07	Yorke Systems Pty Ltd	10 Nov 98
Towong Shire Council	5 May 09	Your ASP Pty Ltd	27 May 02
TPG Internet Pty Ltd	1 Jul 97		
Trumpnet Pty Ltd	16 Dec 97	OTHER: TOTAL 55	DATE JOINED
Turbonet Pty Ltd	13 Jun 03	1800 FREECALL PTY LTD	6 Feb 07
TX Communications Pty Ltd	23 Nov 98	Air Portal Pty Ltd	5 Dec 00
Unistar Enterprises Pty Ltd	24 Jul 07	Askari, Kamal	5 Dec 08
UnitedIP Pty Ltd	29 Nov 04	Australia Japan Cable (Australia) Limited	2 Feb 01
University of Queensland Information Technology Services	17 Jun 98	Boeing Australia Limited	24 Jan 01
Van Den Eynde Robert Frank & Denise Joan	11 Apr 06	Bottle Communications Pty Ltd	22 Jul 08
Velocity Internet Pty Limited	25 Aug 03	Card & Go International Pty Ltd	21 Mar 06
Vertical Telecoms Pty Ltd	8 Feb 01	Clarinet Australia Pty Ltd	8 Dec 05
Vibe Multimedia Pty Ltd	4 Mar 10	D.J BLACKER & M.J BLACKER	23 May 05
Vintek Pty Ltd	24 May 01	Dialogue Communications Pty Ltd	30 Aug 04
Virtual Communities Ltd	7 Apr 03	Digital Distribution Australia Pty Ltd	12 Feb 01
Virtual Computers Pty Ltd	3 Nov 97	Ensphere Pty Ltd	22 Apr 09
Virtualcity Pty Ltd	22 Mar 04	ETSA Utilities	15 Jan 01
Visiontek Pty Ltd	17 Sep 97	FaktorTel Pty Ltd	24 Mar 06

Chime Communications Pty Ltd	17 Nov 09	Endeavour Connect Pty Ltd	6 May 08
Choice Telecom Pty Ltd	25 Mar 01	Enterprise IP Pty Ltd	25 Jul 05
Christmas Island Internet Administration Limited	6 May 04	Esmonde, David John	27 Apr 04
Clarkson McLaren Corporate Communications Pty Ltd	21 Jul 06	ETB Qld Pty Ltd	19 Mar 09
Clarus Telecom Pty Ltd	3 Mar 08	Everything Telco Pty Ltd	12 Jul 06
Clear Telecoms (Aust) Pty Ltd	14 Feb 06	Fabfone Pty Ltd	2 Jul 09
Clublinks Telco Pty Ltd	4 Aug 05	Fair Tel Pty Ltd	19 Oct 09
Clublinks Utilities Pty Ltd	28 Sep 09	FairTalk Pty Ltd	7 Oct 09
CNT Corp Pty. Ltd.	20 Jun 07	Fat Free Rentals Pty Ltd	5 Dec 08
Coast to Coast Telecoms Pty Ltd	24 May 10	Focus Telecom Group Pty Ltd	3 Jun 10
Coastnet Pty Ltd	20 Jun 07	Fonality Pty Ltd	16 Feb 06
Coghlan, Kim	21 Aug 03	Freecall Connect Pty Ltd	29 Jun 09
Commander Australia Ltd	25 Jun 09	Fuel Tel Pty Ltd	18 Jun 08
CommsChoice Pty Ltd	11 Oct 06	Fuzeconnect Pty Ltd	29 May 07
Commsys Pty Ltd	30 May 06	Gallagher Investments Qld Pty Ltd	16 Mar 10
Communicomm Pty Ltd	13 Aug 07	Gazal Telecom Australia Pty Ltd	3 Mar 06
Community Assets Ltd	9 Oct 03	GComm Home Pty Ltd	29 May 07
Community Solutions Australia Pty Ltd	22 Oct 03	Geelong Community Enterprises Ltd	23 Aug 99
Community Telco Australia Ltd	26 May 10	Global Connect Communications Pty Ltd	9 Mar 06
Complete Telecom Pty Ltd	12 Jan 09	Global Net Media Pty Ltd	31 Oct 06
Coms Centre Australia Pty Ltd	10 Sep 09	Glocomm Pty Ltd	
Connex Communications Pty Ltd	31 Jan 05	Go Big Ventures Pty Ltd	7 May 10
Convergent ComCo Pty Ltd	28 Nov 08	Gordon Ross Communications Pty Ltd	1 Jun 04
CONVOITEC PTY LTD	9 Jan 09	Gould, Simon Daniel	16 Aug 07
Cooper, Matthew Phillip	4 Oct 05	Heit, Cody Glen	21 Jul 98
Corporate Telecom Pty Limited	30 May 06	Highway 1 (Australia) Pty Ltd	7 Apr 04
Crave Communications Pty Ltd	20 Jul 05	HomeLinX Pty Ltd	26 May 09
Creative Telcom Pty Ltd	22 Jun 06	Horizon Mobile Communications (Australia) Pty Ltd	5 Feb 10
customONLINE Pty Ltd	27 Feb 09	Hostech Communications Pty Ltd	10 Jun 09
D Kingdom & V.L Millerd & W.A Millerd & D.L Noonan	23 Oct 06	Hottest Deals Pty Ltd	22 Jul 08
D2P Pty Ltd	23 Oct 03	Hummertime Pty Ltd	12 Oct 05
Dart Global Pty Ltd	23 Mar 07	IF Telecom Pty Ltd	3 Nov 03
Datawave Internet Pty Ltd	17 Oct 08	ihug Pty Ltd	10 Mar 05
Davison, Joshua	24 Jun 08	iiNet (OzEmail) Pty Ltd	25 Aug 98
Deal Telecom Pty Ltd	22 Feb 06	iiNet Ltd	18 Jun 08
Destra Corporation Ltd	25 Aug 08	Imagine Global Pty Ltd	28 Aug 98
Dialog Corporation Pty Ltd	12 Sep 08	In Tech Telecommunications Pty Ltd	12 Nov 08
Digital Network Innovations Pty Ltd	12 May 10	Indigo Telecom (Aust) Pty Ltd	8 Nov 07
Diversus Group Pty Ltd	10 Sep 01	IndiTel Pty Ltd	27 Aug 09
Dodo Australia Pty Ltd	19 Feb 08	Infocus Security Solutions Pty Ltd	10 Oct 07
Dombec Pty Ltd	2 May 05	Information Service Providers Pty Ltd	15 Sep 05
Down Under Communications Pty Limited	23 Feb 06	Innoveight Pty Ltd	29 May 07
Du Plessis Investments (QLD) Pty Ltd	8 Apr 04	Inspired Communications Pty Ltd	5 Jan 10
E Tel Communications Pty Ltd	21 Aug 07	Integra Corporation Pty Ltd	25 Feb 10
E Talk Communications Pty Ltd	22 Jul 08	Integrated Data Networks Management Australia Pty Ltd	11 Aug 05
E Vision Internet Pty Ltd	17 May 04	Integrity Automation Pty Ltd	27 Aug 09
E Vision Networks Pty Ltd	13 Jul 99	Intellifone Pty Ltd	1 Apr 09
Ecomtel Pty Ltd	6 May 08	Intelligent IP Communications Pty Ltd	1 May 09
Efficient Data Communications Pty Ltd	17 Feb 00	Inticon Pty Ltd	10 Dec 03
EFTel Limited	2 Jan 01	IP Systems Pty Ltd	25 Oct 05
EFTel More Than Broadband Pty Ltd	14 Jun 06	ISP Networks Pty Ltd	26 Jul 05
EHW Technology Pty Ltd	25 Nov 09	Isphone Australasia Pty Ltd	9 Jul 04
EKIT.Com Pty Ltd	17 Feb 03	Ivox Ltd	27 Feb 08
Empcom Pty Ltd	5 Dec 06	Jaamax Pty Ltd	23 Mar 07
Empicentre Systems Pty Ltd	17 Jul 07	James Anthony Byrnes	13 Feb 09
Endeavour Clever Networks Pty Ltd	11 Nov 06	JARRAJ Pty Ltd	19 Jul 04

JKR Holdings Pty Ltd	27 Nov 07	One Telecom Pty Ltd	18 Jul 06
Join Internet Corporation Pty Ltd	27 Nov 07	OneNetwork Pty Ltd	22 Sep 08
Join Internet Services Pty Ltd	11 Feb 99	OneWorld Telecom Pty Ltd	1 Jul 97
KDDI Australia Pty Ltd	27 Jul 04	Optus Networks Pty Ltd	21 Jul 09
Kia Communications Pty Ltd	22 Sep 08	Oracle Telecom Pty Ltd	16 Jun 06
King Computer Solutions Pty Ltd	29 May 07	Orion Satellite Investments Pty Ltd	2 Jul 03
Kironet Pty Ltd	1 Jul 97	Orion Satellite System Pty Ltd	24 Dec 07
Knowledge By Design Pty Ltd	13 Aug 07	Ouriptel Holdings Limited	2 Dec 08
Koala Telecom (Australia) Pty Ltd	29 Aug 06	OurTel Pty Ltd	19 Oct 05
Komtel Pty Ltd		Outside Edge Australia Pty Ltd	23 Sep 05
LG Communications Pty Ltd	16 May 06	Ozetel Pty Ltd	24 May 99
Liberty Telecoms Pty Ltd	28 Nov 05	Patochan PTC Communications Pty Ltd	13 Dec 00
Lime Australia Pty Ltd	28 Apr 09	People Telecommunications Ltd	10 Nov 05
Linked Telecom Pty Ltd	27 Nov 07	Perracom Pty Ltd	10 Jul 02
Living Networks Enterprises Pty Ltd	27 Nov 07	Pipe Networks Pty Ltd	21 Dec 09
LMHA Network Ltd	19 Jun 07	Planet Plan Pty Ltd	28 Sep 09
Loaded Net Pty Ltd	20 Mar 02	Planet Tel Network Pty Limited	3 Aug 07
Logitel Communications Pty Ltd	21 Jul 05	Platform Networks Pty Ltd	21 Dec 09
Lucidity Enterprises Pty Ltd	18 Jul 07	Polcc Services Pty Ltd	21 Jun 05
M Dunne & G Donohoe	13 Jul 09	Prime Call (Australia) Pty Ltd	8 Aug 03
M2 Commander Pty Ltd	29 Sep 09	Primus Online Pty Ltd	1 Jul 97
M5 Networks Australia Pty Ltd	11 Mar 03	Primus Telecommunications Pty Ltd	28 Apr 09
m8 Telecom Pty Ltd	15 Sep 05	QBIC Communications Pty Ltd	11 Sep 06
Mach Technology Group Pty Ltd	22 Dec 00	QR Tel Pty Ltd	20 Aug 07
Macquarie Telecom Network Carrier Services Pty Limited	26 Nov 08	Qualitel Pty Ltd	13 Oct 05
Max Telecom Pty Ltd	16 May 06	Quantum Telecom Pty Limited	8 Jun 10
MBV Ltd	10 Jun 10	Quick Direct Pty Ltd	13 Jul 05
McDougall, Ronald William	10 Jun 09	R.J Hicks & B.D McIntosh & N Somner	4 Feb 99
Member Service Australia Pty Ltd	15 May 09	Rabbit International Pink Link Physic Friends Network Pty Ltd	6 Sep 06
Members Telecom Pty Ltd	11 Feb 04	Rate Squeeze Pty Ltd	6 May 08
Message Stick Telecommunications Pty Ltd	23 Apr 10	RCOM International Pty Ltd	22 May 08
Mettacom Pty Ltd	22 Sep 05	Real World Technology Solutions Pty Ltd	12 Mar 07
Miracom Telecommunications Pty Ltd	25 Nov 09	Rebtel Services S.a.r.l	28 Apr 09
ML & MD Technologies Pty Ltd	22 Sep 08	Red Mercury Communications Pty Ltd	2 Jun 08
Motiv Communications Pty Ltd	13 Feb 06	Redback Communications Pty Ltd	16 Feb 01
My Net Fone Pty Ltd	21 Dec 07	RickSure Pty Ltd	5 Sep 05
My Telecom Holdings Pty Ltd	31 Oct 06	Royle Holdings (Aust) Pty Ltd	12 Feb 04
National Phone & Data Pty Ltd	22 Jul 08	Rumsey Pty Ltd	6 Nov 03
NATTEC Communications Pty Ltd	15 May 00	Saands Marketing Australia Pty Ltd	4 Dec 07
NC Cable Pty Ltd	1 Mar 06	Sancom Pty Ltd	3 Mar 05
Neoinvent Pty Ltd	10 Sep 09	SC Communications Pty Ltd	23 Oct 06
Netco Holdings Pty Ltd	26 Aug 04	Schilling, Adrian Thomas	23 Jan 07
Netscapade Pty Ltd	20 Oct 08	Scott Raymond Gibson	12 Jan 09
NETSIP Pty Ltd	27 Jun 05	Scott Welsh Holdings Pty Ltd	31 Oct 01
Network Company Australia Pty Ltd	24 Sep 07	SDS (Digital Strategy) Pty Ltd	7 Oct 08
New Telecom Australia Pty Ltd	12 Jan 04	Secure Trac Pty Ltd	7 Aug 09
New Telecom Pty Ltd	6 Aug 01	Servers Australia Pty Ltd	28 Mar 05
NewSat Networks Pty Ltd	16 Jan 06	Silver Communities Pty Ltd	19 Oct 09
Next Business Telecommunications Pty Ltd	31 Jan 08	Simply Tel Pty LTD	19 Nov 09
Next Generation Voice Pty Ltd	27 Feb 08	SKS Organisation Pty Ltd	3 Aug 07
Next Telecom Pty Ltd	24 Nov 04	Snoopa Community Geelong Pty Ltd	5 Mar 04
North Queensland Telecom Pty Ltd	28 Apr 09	Snooper Systems Pty Ltd	21 May 10
Now Telecom Pty Ltd	12 Nov 08	Snork Pty Ltd	10 Dec 03
Nurv Telecom Pty Ltd	23 Oct 06	Snowy Mountains Telecommunications	2 Jun 05
One Earth Telecoms Pty Ltd	27 Aug 09	Soft Telcom Pty Ltd	26 May 99

Advance Net Pty Ltd	11 Mar 08	Flex Group Pty Ltd	15 May 09
Advanced Future Technology Pty Ltd	25 Jan 03	Freshtel Pty Ltd	30 Jul 04
Advertising On Hold Pty Ltd	18 Oct 07	Global Card Services Pty Ltd	8 Jan 03
Agile Pty Ltd	8 Sep 98	Global Gossip Consolidated Pty Ltd	1 Dec 03
Alphawise Solutions Pty Ltd	25 Nov 99	Global Touch Solutions Australia Pty Ltd	23 Oct 06
Asia Telco Investments Pty Ltd	24 Jun 05	Globe Telecom Pty Ltd	19 May 03
Astron Communication and Information Services Pty Ltd	16 Jul 97	Globechat Communications Pty Ltd	20 Nov 06
AT&T Global Network Services Australia Pty Ltd	28 Feb 00	GOtalk Australia Pty Ltd	8 Jan 03
Atlas Networks Pty Ltd		Gotalk Limited	8 Jan 03
Auslanka Impex International Pty Ltd	8 Dec 09	Gruze International Pty Ltd	18 Oct 07
Aussie Dial Pty Ltd	17 Aug 06	GS Telecom Pty Ltd	11 Aug 08
AUSTAR United Mobility Pty Ltd	10 Nov 03	Hassan Family Trust	4 Jul 02
Australia Star Communications Pty Ltd (Receivers and Managers Appointed)	21 Aug 03	HGA IT & T Solutions Pty Ltd	22 Jul 08
Australian Communication Exchange Ltd	1 Jul 97	Hi Tech Telecom Pty Ltd	3 May 05
Australian Kidney Foundation	26 Oct 09	Hill, Dwain Joseph	29 Jan 09
Australian Telecommunications Pty Ltd	18 Mar 02	ICB Telco Pty Ltd	28 Dec 06
Australian Telecoms Exchange Pty Ltd	23 Oct 09	Idea Telecommunications Pty Ltd	9 Oct 06
Avendi Australia Pty Ltd		IDT Telecom Asia Pacific (Australia) Pty Ltd	28 Aug 06
Avendi Pty Ltd	3 Mar 10	iTalk Pty Ltd	12 Jul 06
B33hive Pty Ltd	24 May 04	iTelecom (Australia) Pty Limited	27 Jan 10
Baghchal Systems Proprietary Ltd	22 Jul 08	Jet Interactive Pty Ltd	10 Jun 08
Bareena Holdings Pty Ltd	12 Sep 02	Kiss Mobile Pty Ltd	29 Jul 05
Bell Networks Voice & Data Pty Ltd	3 Sep 07	Korpcom Australia Pty Ltd	25 Jul 02
Bharti Telecom Pty Ltd	17 Mar 04	Lamu Holdings Pty Ltd	13 Feb 09
Blue Call Pty Ltd	17 Mar 04	Lebara Australia Limited	30 Jun 09
Blue Ridge Telecom Systems, LLC	16 Jul 04	Leda International Pty Ltd	13 Feb 09
Boost Tel Pty Ltd	26 Nov 03	Lime Telecom Pty Ltd	30 Aug 04
Bugal Pty Ltd	24 Nov 04	Linear Communication Pty Ltd	
Bugeja, Carmen	24 Aug 07	Linqk Australia Pty Ltd	4 Jun 07
Buzz Tel Pty Ltd	18 Jan 07	Live Connected Pty Ltd	19 Jan 10
Callex Pty Ltd	22 Jun 10	Live Telecoms Pty Ltd	22 Jan 07
Callsave Pty Ltd	14 Nov 01	Lycamobile Pty Ltd	10 Feb 10
Capital Business Solutions Pty Ltd	28 Mar 08	M2 Telecommunications Pty Ltd	11 Dec 01
ccgIT Pty Ltd	13 May 05	Mach Communications Pty Ltd	31 Oct 06
ChannelIP Australia Pty Limited	28 Dec 06	Macquarie Telecom Group Limited	1 Jul 97
Chi Telecom Pty Ltd	4 Jan 02	Magicmotion Pty Ltd	11 Sep 07
Commander Express Telecommunication Solutions Pty Ltd	8 Apr 04	Maxo Telecommunications Pty Ltd	23 Sep 09
CommodiTel (Australia) Pty Ltd	11 Aug 04	mCall.Com.Au Pty Ltd	15 May 09
Concerotel Pty Ltd	23 Feb 09	McMillan, Alan Jackson	8 Nov 05
Connec2 Global Pty Ltd	30 Jun 08	MediateL Services Pty Ltd	25 Feb 09
Convergence Solutions Pty Ltd	28 May 10	Memphis Telecom Pty Ltd	18 Jan 07
Cybertel Telecom Pty Ltd	18 Jan 08	Mibroadband Pty Ltd	23 Sep 04
Danbaz Pty Ltd	27 Feb 08	Mirror Image Access (Australia) Pty Ltd	22 Aug 06
Darren Pro Pty Ltd	31 Mar 09	Mobicom Communication Services Pty Ltd	20 Apr 04
Delacon Pty Limited		Mobile Office Pty Ltd	24 Dec 08
Direct Telecoms Pty Ltd	19 Feb 08	Mobiles2go Pty Ltd	11 Oct 05
DRL Communications P/L	5 Feb 07	Mobileworld Operating Pty Ltd	28 Sep 07
E Tone Corporation Australia Pty Ltd	10 Jan 05	MondoTalk Pty Ltd	6 Oct 09
Easy Mobiles Pty Ltd	8 Apr 09	Motion Telecom International Pty Ltd	27 Aug 09
Edirect Pty Ltd	23 May 06	Motion Telecom Pty Ltd	11 Feb 00
Excite Mobile Pty Ltd	26 Mar 09	Multelink Services Pty Ltd	21 Oct 04
Express Teleconferencing Pty Ltd	13 Jan 05	MX Telecom Pty Ltd	15 Sep 06
		My Number Pty Ltd	12 Nov 08

Mytel Voice & Data Pty Ltd	4 Oct 05
Nehos Communications Pty Ltd	13 Aug 07
Neo Telecom Pty Ltd	5 May 09
New Tel Services Pty Ltd (Receivers and Managers Appointed)	21 Aug 03
Nexgen Australia Pty Ltd	21 Oct 09
NorthVoice Communications Pty Ltd	7 Jul 00
Online IT Services Pty Ltd	16 Apr 03
Optus Mobile Pty Ltd	1 Jul 97
OVAIS A & SHEMYLA O KHAN	22 May 01
Ozicom Solutions Pty Ltd	12 Nov 01
PayTel Australia Pty Ltd	15 Dec 03
Phone Business Pty Ltd	15 Apr 04
Pipe International (Australia) Pty Ltd	18 Oct 07
Pivotel Group Pty Limited	27 Mar 03
Pivotel Satellite Pty Limited	28 Apr 03
PowerConnex Pty Ltd	26 Nov 09
Premier Technologies Pty Ltd	23 May 06
PrePaid Services Pty Ltd	3 Jul 07
Prime Telecoms No 1 Pty Ltd	13 Dec 05
Prime Telecoms Pty Ltd	19 Feb 08
Prodial Pty Ltd	22 Mar 07
Projection Plus (Australia) Pty Ltd	10 Sep 04
PSR Group Pty Ltd	1 Jul 97
Pulse Telecom Pty Ltd	5 Sep 07
Purple Oranges Pty Ltd	20 Jun 07
Reliance Communications (Australia) Pty Ltd	20 Jul 07
Reward Mobile Pty Limited	7 Feb 05
Savvy Communications (Aust.) Pty Ltd	7 Jun 10
Savvy Telecommunications Pty Ltd	7 Mar 06
Savvytel Pty Ltd	21 Jul 09
SBS Telecom Pty Ltd	24 Sep 07
Service DT Pty Ltd	25 Mar 01
SIMplus Mobile Pty Limited	7 Dec 01
Simtex Communications Pty Ltd	1 Aug 08
Skink Marketing Pty Ltd	24 Aug 07
Sky Telecom (Aust) Pty Ltd	4 Jan 07
SMS Global Pty Ltd	21 Jul 09
Solutions International Pty Ltd	2 Jan 01
Southern Phone Company Ltd	17 Jan 03
Speed Communications Pty Ltd	28 Jul 04
Spoxcy Pty Ltd	27 Jan 10
Supercheap Telco Pty Limited	
Synergy Australia Pty Ltd	23 Jul 03
T Networks Pty Ltd	23 Jul 07
T.One Telecommunications Pty Ltd	13 Aug 99
TCI Australia Pty Ltd	12 Sep 03
Technocash Pty Ltd	8 Dec 06
Tel.Pacific Limited	6 Jan 98
Telco Blue Pty Ltd	21 Mar 03
Telco Worx (Aust) Pty Ltd	29 Jun 09
Telco4u Pty Ltd	24 Sep 09
Telecom Connect Pty Ltd	23 Feb 06
Telesaver Pty Ltd	7 Sep 97

Teleus Pty Ltd	1 Dec 09
Telfin Pty Ltd	12 Oct 08
Telstra Corporation	1 Jul 97
The Trustee for ABG Group Unit Trust	29 Jun 04
TheBuzz Corp Pty Ltd	6 Mar 07
Think Mobile Pty Limited	25 Jul 06
Thirgood Holdings Pty Ltd	19 Nov 07
Thomas Ford Trading Pty Ltd	2 Feb 06
Ticehurst, Andrew Giles	19 Feb 08
Time Telecom Pty Ltd	5 Sep 05
Times Telecom (Australia) Pty Ltd	21 Oct 03
Trade Mobile Pty Ltd	12 Jan 09
Traitel Telecommunications Pty Ltd	30 Mar 06
Trans Orbit Pty Ltd	15 Sep 06
Travelsim Australia Pty Ltd	14 Jan 10
Tritel Australia Pty Ltd	22 Sep 99
Tropic Spirit	24 Jul 07
Unidial Pty Ltd	26 Nov 02
United Asia Pacific Telkom Pty Ltd	13 Aug 07
Valaiti Pty Ltd	9 May 05
Value Tel Pty Ltd	16 Feb 10
Veetel Pty Limited	11 Oct 06
Vocaltone Networks Australia Pty Ltd	2 Jun 08
Vodafone Australia Limited	1 Jul 97
Voicetek Pty Ltd	3 Dec 01
Voiceworks Australia Pty Ltd	27 Feb 08
Voise Pty Ltd	4 Jul 05
Voxbone Public Ltd	20 Oct 08
VRoam Australia Pty Ltd	23 Dec 02
Welcome Telecom Pty Ltd	4 Jul 05
Widetalk Pty Ltd	13 Feb 02
Woolworths Ltd	24 Jul 09
WorldPacific Communications Pty Ltd	6 Jan 00
Wow Tel Pty Ltd	19 Nov 07
Xcelleron Pty Ltd	1 Apr 08
Your Phone Pty Ltd	23 Jul 09
Your Telecom Pty Limited (Receivers and Managers Appointed)	19 Feb 01
Yourtel Pty Ltd	26 May 09
Zintel Communications Pty Ltd	5 Dec 03
TOTAL	1,162

APPENDIX

Issues by category

For every new complaint or case the TIO registers, we may record one or more issues to identify the types of cases we deal with.

Issue	2006-07	2007-08	2008-09	2009-10
Contracts				
Point-of-sale advice about products and terms	8,779	13,026	24,255	27,262
Enforcement of contract terms	1,757	2,577	4,918	6,168
Customer denies all knowledge of contract's existence	133	1,403	3,976	4,694
Point-of-sale advice about coverage	822	2,079	3,242	3,837
Delay in processing termination request	1,257	2,381	4,080	3,818
Variation of contract terms	1,521	2,671	3,748	3,232
Advice given about termination fees when a customer requests termination of a service	1,026	1,542	2,045	1,560
Failure to provide copy of contract	491	581	1,330	1,419
Impaired decision making	376	597	976	1,149
Sales tactics of telecommunications supplier	617	1,167	1,604	1,148
Point-of-sale advice about contract termination fees	336	616	929	1,113
Point-of-sale advice about cooling off periods	375	719	925	879
Others (such as the written presentation of contract terms, the bundling of a customer's services, the changing of account holders and problems arising from the user of the service not being the account holder)	658	1,032	1,786	1,848
Total	18,148	30,391	53,814	58,127
Billing and payments				
Disputed usage charges (such as internet usage charges, roaming charges, charges for unknown services, charges associated with the wrong billing plan and charges for timed/untimed calls)	17,012	21,119	42,457	47,366
Disputed administration charges (such as late payment fees, connection fees and contract termination fees)	5,344	7,478	16,951	20,711
Disputed recurring charges (such as monthly equipment charges and access fees)	4,649	8,790	17,418	16,132
Credit/adjustment (includes credits and/or adjustments that are incorrectly applied or not applied at all)	2,607	4,430	11,396	10,738
Bill not received	1,361	2,620	8,856	8,629
Direct debit (includes direct debits not activated, not authorised and not cancelled)	2,990	3,683	5,121	4,286
Payments (includes payments incorrectly applied and those which are not applied at all)	724	1,617	3,202	3,876
Bill details/format (includes unclear charges and insufficient itemisation)	637	1,396	4,131	3,624
Others (includes delayed charges, charges arising upon the consolidation/deconsolidation of a Customer's accounts, and debts arising from pre-paid services)	594	1,171	2,918	3,197
Total	35,918	52,304	112,450	118,559
Customer service				
Incorrect or inadequate advice provided to Customer	10,707	20,351	38,545	55,547
Failure to action a Customer's request	8,590	14,409	29,586	22,221
Discourteous treatment of Customer by Supplier's staff or agents	1,215	3,260	7,316	6,241
Lengthy wait time to speak to Supplier	2,294	6,962	8,342	4,298
Customer is unable to contact their Supplier	4,003	7,360	6,194	2,889
Supplier has refused to deal with a Customer's nominated advocate	239	185	374	405
Total	27,048	52,527	90,357	91,601

Issue	2006-07	2007-08	2008-09	2009-10
Complaint handling				
Failure to action undertakings made to resolve a Customer's complaint	3,839	7,293	34,091	43,523
Failure to advise Customer of the outcome to their complaint	524	1,705	8,952	8,637
Failure to escalate a complaint upon request or where the Customer is dissatisfied	1,315	3,242	8,791	6,178
Failure to refer to TIO where Customer remains dissatisfied	17,724	14,012	8,009	5,598
Failure to acknowledge a Customer's written complaint	1,432	1,983	4,081	4,500
Failure to make a record of a Customer's complaint	412	543	2,400	2,940
Charges imposed for itemisation of disputed bill/complaint handling	28	43	71	113
Total	25,274	28,821	66,395	71,489
Faults				
Faults on non-CSG eligible telecommunications equipment	6,178	9,400	13,579	15,983
Faults which make a non-CSG eligible service fully unusable	3,706	4,963	7,614	7,355
Coverage issues on a non-CSG eligible service	1,208	2,595	4,164	6,583
Drop outs on a non-CSG eligible service	1,986	2,800	5,137	5,493
Faults which make a CSG eligible service fully unusable	2,679	6,569	6,599	4,765
Slow data speed on a non-CSG eligible service	1,101	2,060	3,676	4,620
Fault with an enhanced and or add on service on a non-CSG eligible service	524	1070	2343	2,708
Telecommunications service disconnected in error	565	1,351	3,305	2,584
Faults which make a CSG eligible service partly unusable	795	2,217	2,848	2,309
Recurring and or intermittent faults on a CSG eligible service	749	1,872	2,463	2,146
Provision of compensation on a CSG eligible service	190	619	808	786
Missed appointments	170	857	833	762
Others (includes complaints about faults on interim or alternative services, temporary cables, infrastructure upgrade delays, network outages affecting non-CSG eligible services, faults with enhanced call handling features on CSG eligible services, compensation for delays in repairing fault on non-CSG eligible services, and exemptions from the CSG claimed for mass service disruptions)	721	1,411	2,210	2,523
Total	20,572	37,784	55,579	58,617
*Temp cable and infrastructure upgrade delays were new keywords for 2009-2010				
Credit management				
Financial overcommitment - Adequacy of supplier controls	571	1,315	4,513	8,197
Referral of a disputed debt to a collection agency	1,686	3,040	5,499	7,100
Notification about a Supplier's intention to suspend/disconnect	2,137	3,029	6,205	7,032
Suspension/disconnection over a disputed debt	1,085	2,089	4,677	5,180
Disputed debt referred to credit reporting agency	1,513	1,876	3,293	4,131
Notification of a credit default listing	1,032	1,286	3,058	3,973
Refusal of Supplier to negotiate a payment arrangement	1,244	1,619	2,706	3,279
Failure to suspend collections on a disputed debt	329	439	1,798	2,790
Information provided to Customer about credit control tools	336	495	1,551	1,593
Financial over-commitment because of usage meter problems	61	175	876	1,375
Failure of Supplier to record payment arrangement	167	259	638	997
Refusal to re-negotiate payment arrangement	535	717	771	896
Restriction/refusal of service because of a Supplier's credit assessment	102	171	336	501
Failure of a Supplier to update a credit default listing	273	334	629	480
Others (includes complaints about the failure of Suppliers to carry out credit assessments, the conduct of collection agents, and the failure of a provider to suspend collections where the debt is very old, a payment arrangement is in place or the Customer has declared bankruptcy)	238	397	1,000	1,223
Total	11,309	17,241	37,550	48,747

Issue	2006-07	2007-08	2008-09	2009-10
Provisioning				
Delay in connecting a non-CSG eligible service where a connection has not previously existed	2,743	2,738	3,183	2,822
Delay in connection of a CSG eligible service where a connection has previously existed	1,022	2,256	4,171	2,241
Delay in connecting a CSG eligible service where a connection has not previously existed	1,380	2,978	4,086	1,921
Delay in connection of an non-CSG eligible service where a connection has previously existed	660	905	1,507	1,337
Telephone number allocation, including quarantine problems	285	642	1,151	1,128
Advice about coverage/availability of a telecommunications service	1,211	1,821	533	566
Missed appointment in relation to a CSG eligible service	116	621	1,151	496
Delay in connecting a new telecommunications service where a Customer is seeking compensation for losses resulting from the delay	81	134	217	225
Delay in connection caused by an old telecommunications service not being disconnected (connect outstanding)	135	225	326	174
Delay in the pre-provisioning of a new telecommunications service	107	184	231	155
Others (such as missed appointments for the connection of a non-CSG eligible service, problems with an interim or alternate services, compensation for losses experienced during a in-place connection delays, delays in upgrading infrastructure/replacing temporary cabling and the provisioning of enhanced call handling features)	165	433	848	804
Total	7,905	12,937	17,404	11,869
* Temp cable and infrastructure upgrade delays were new keywords for 2009-2010				
Transfer				
Delay in transferring a telecommunications service	1,568	3,235	4,097	2831
Transfer without informed consent of Customer	2,195	2,242	2,343	1510
Point-of-sale advice about product and terms	265	427	632	682
Transfer occurred despite Customer cancelling agreement to transfer within cooling off period	352	468	612	520
Transfer authorised by a person who had no right to authorise the transfer	700	705	602	477
Failure to reverse unauthorised transfer	203	215	332	270
Unauthorised transfer resulting from administrative error	255	273	295	181
Delay in reversing unauthorised transfer	84	175	275	150
Sales tactics of Supplier or its agents	256	157	142	134
Others (includes the transfer of services where there was incorrect or insufficient information supplied about the identity of the supplier, about the cooling off period applicable to the transfer agreement, or where the customer claims that they were not made aware that they could be charged a termination fee for cancelling the service)	337	173	261	298
Total	6,215	8,070	9,591	7,053
Privacy				
Customer personal information - access, accuracy, collection and disclosure	951	1,443	3,390	4044
Unwelcome calls (menacing, offensive or harassing calls or communications)	468	837	924	945
Telecommunications supplier continues telemarketing after being asked to stop	855	813	520	489
Spam from a telecommunications supplier	22	14	22	35
Life threatening calls or communications	26	35	54	33
Inadequate advice about preventing spam	21	29	32	28
Total	2,343	3,171	4,942	5,574
Phonecards				
Billing and payments	259	377	624	250
Complaint handling	65	119	292	142
Phonecard faults	78	159	189	110
Point-of-sale advice	61	120	251	108
Customer service	98	131	196	98
Total	561	906	1552	708

Issue	2006-07	2007-08	2008-09	2009-10
Directories				
Disputed charges associated with a White Pages listing	327	398	569	651
Error in a White Pages listing	305	338	449	522
Yellow Pages Complaint	148	200	246	452
Omission of a listing from the White Pages	103	92	170	178
Directory assistance incorrect number	13	26	30	36
Directory assistance accessibility	20	15	17	16
Directory assistance omission	7	11	14	10
Total	923	1080	1495	1865
Land access				
Damage by provider to property during the installation of a cable or a low-impact telecommunications facility	233	448	572	439
Damage caused by complainant to a Supplier's cable or telecommunications facility	97	128	176	324
Complaint about access method/height restrictions related to installation of a subscriber connection	39	119	196	128
Failure to give notice before accessing land for the installation and or maintenance of a low-impact telecommunications facility	39	57	81	85
Objection by an owner/occupier of land to a Supplier's proposal to install/maintain low-impact telecommunications facilities on that land (includes premature objections by the owner/occupier, and failure of the Supplier to allow the owner/occupier the opportunity to object)	72	69	86	47
Total	480	821	1111	1023
Disability				
Delay in rectifying a service fault where the customer or a member of their household suffers from a life threatening medical condition	26	25	106	121
Delay in supplying a service connection where the customer or a member of their household suffers from a life threatening medical condition	11	32	116	75
Complaints about the availability, the adequacy or the billing of telecommunications equipment necessary to accommodate a person's disability.	23	77	58	42
Failure of a Supplier to educate their customer about the availability of Priority Assistance, or about how the customer may apply for Priority Assistance (standard telephone services only)	8	20	34	40
Supplier has rejected a Customer's application for Priority Assistance status	4	20	18	7
Total	72	174	332	285
Payphones				
Payphone is faulty, has been vandalised or has charged a customer incorrectly	34	27	37	34
Total	34	27	37	34
MPS Issues by First Tier over 4 years				
Complaint Issue				
Billing and Payments	7,768	15,751	18,061	4,956
Complaint Handling	1,664	3,942	6,832	2,448
Customer Service	112	1,793	2,552	1,541
Contracts/Point-of-sale Information /Advertising	385	486	814	664
Credit management	93	261	378	287
Others (including MPS marketing, protection of personal information, minors' access to content, and content classification issues referred to the ACMA)	61	158	172	24
Total	10,083	22,391	28,809	9,920
* TIO started capturing MPS data on 1 Dec 2006				

APPENDIX

Glossary

ACCC (Australian Competition and Consumer Commission)	The government body responsible for regulating competition policy, anti-competitive conduct or unfair business practices and enforcing the <i>Trade Practices Act 1974</i> (Cth). (www.accc.gov.au)
ACMA (Australian Communications and Media Authority)	The Australian Communications and Media Authority (the ACMA) is responsible for the regulation of broadcasting, radiocommunications, telecommunications and online content. (www.acma.gov.au)
Alternative dispute resolution (ADR)	Any means of settling disputes outside of the courtroom. The TIO is an ADR body.
Carriage service provider (CSP)	Person supplying or proposing to supply certain carriage services, including a commercial entity acquiring telecommunications capacity or services from a carrier for resale to a third party. Internet and pay-TV service providers fall within the definition of carriage service providers under the <i>Telecommunications Act 1997</i> (Cth).
Carrier	An organisation that holds a carrier licence as defined by the <i>Telecommunications Act 1997</i> (Cth). In very general terms, a carrier provides the physical infrastructure used to supply carriage services to the public.
Constitution	The TIO Constitution outlines the roles, responsibilities and powers of the Board, Council, members and the Ombudsman. The Constitution may be changed with the approval of the TIO Council and Board after consulting with the federal ministers responsible for communications and consumer affairs.
Customer Service Guarantee (CSG)	A set of performance requirements placed by the ACMA on providers of the standard telephone service. The CSG sets time limits and other standards for rectification of faults, connections and appointments. The CSG entitles customers to a set scale of compensation payments if the standards are not met. To view or download a fact sheet on the CSG, please visit www.acma.gov.au .
Default listing	<p>If a customer does not pay a phone or internet bill by 60 days after the due date, the provider may report the name and details of the overdue account to a credit reporting agency (CRA).</p> <p>The CRA keeps information about the overdue account on file as a 'default listing'. The default listing stays on file for five years even if the customer pays the account after it was listed, though the file should show that the customer did this.</p> <p>If a consumer applies to a company for a loan or some other type of credit, the loan or credit provider can check whether they have a default listing on file. The credit provider may reject their application if there is a default listing on file in their name.</p> <p>Default listings are also known as 'credit defaults' and 'credit listings'.</p>
The Department of Broadband, Communications and the Digital Economy	This Commonwealth Government Department provides strategic advice and professional support to its Minister on a wide range of policy areas, including the national broadband network and telecommunications, and broadcasting and digital switchover. The department also administers legislation, including regulations, and delivers programs.
DIST benchmarks	In 1997 the Department of Industry Science and Tourism produced the <i>Benchmarks for Industry-Based Customer Dispute Resolution Schemes</i> . These benchmarks were developed in consultation with industry dispute resolution schemes, consumer organisations, government and regulators. They were developed to apply primarily to nationally based schemes set up under the auspices of an industry. Most industry alternative dispute resolution schemes operate in accordance with this benchmark, which sets out key ADR practices within the principles of accessibility, independence, fairness, accountability, efficiency and effectiveness.
Eligible carriage service provider	Eligible carriage service providers are defined by the <i>Telecommunications (Consumer Protection and Service Standards) Act 1999</i> (Cth) as a carriage service provider who supplies a standard telephone service, where any of the customers are residential customers or small business customers; or a public mobile telecommunications service; or a carriage service that enables end-users to access the Internet; or a carriage service intermediary who arranges for the supply of a service referenced above.
Enquiry Officer	TIO staff member who handles enquiries and level 1 complaints, both written and oral.
Investigations Officer	TIO staff member who handles level 2, 3 and sometimes level 4 complaints.
Informed consent	Under Clause 8.1.3(e) of Customer Transfer — Chapter 8 of the TCP Code, a customer must give informed consent before transferring a service to a new provider. In order for the customer to do this, the provider gaining the customer's service must ensure the customer is authorised to permit the service transfer, and is aware of the terms and conditions of the transfer.
Member	A telecommunications service provider that is a member of the TIO scheme. The <i>Telecommunications (Consumer Protection and Service Standards) Act 1999</i> (Cth) requires all carriers and eligible carriage service providers to be members of the TIO.
Memorandum and Articles of Association	Document outlining the rules and principles governing the TIO and its members. It is broader and more comprehensive than the <i>Constitution</i> , and covers areas such as administration and funding. This document may be amended with the approval of two-thirds of TIO members in attendance at an annual general meeting.
Resolution	A fair and reasonable settlement of a complaint between a customer and a provider with the assistance of the TIO.
Standard telephone service	A telephone service providing two-way voice communication for local, long-distance and international calls, commonly provided by landline but in certain circumstances by a mobile or satellite service.
VoIP	Voice over Internet Protocol (VoIP) is a technology that allows the user to make voice calls using a broadband internet connection instead of a regular (or analogue) phone line.

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APPENDIX

Glossary

ACCC (Australian Competition and Consumer Commission)	The government body responsible for regulating competition policy, anti-competitive conduct or unfair business practices and enforcing the <i>Trade Practices Act 1974</i> (Cth). (www.accc.gov.au)
ACMA (Australian Communications and Media Authority)	The Australian Communications and Media Authority (the ACMA) is responsible for the regulation of broadcasting, radiocommunications, telecommunications and online content. (www.acma.gov.au)
Alternative dispute resolution (ADR)	Any means of settling disputes outside of the courtroom. The TIO is an ADR body.
Carriage service provider (CSP)	Person supplying or proposing to supply certain carriage services, including a commercial entity acquiring telecommunications capacity or services from a carrier for resale to a third party. Internet and pay-TV service providers fall within the definition of carriage service providers under the <i>Telecommunications Act 1997</i> (Cth).
Carrier	An organisation that holds a carrier licence as defined by the <i>Telecommunications Act 1997</i> (Cth). In very general terms, a carrier provides the physical infrastructure used to supply carriage services to the public.
Constitution	The TIO Constitution outlines the roles, responsibilities and powers of the Board, Council, members and the Ombudsman. The Constitution may be changed with the approval of the TIO Council and Board after consulting with the federal ministers responsible for communications and consumer affairs.
Customer Service Guarantee (CSG)	A set of performance requirements placed by the ACMA on providers of the standard telephone service. The CSG sets time limits and other standards for rectification of faults, connections and appointments. The CSG entitles customers to a set scale of compensation payments if the standards are not met. To view or download a fact sheet on the CSG, please visit www.acma.gov.au .
Default listing	<p>If a customer does not pay a phone or internet bill by 60 days after the due date, the provider may report the name and details of the overdue account to a credit reporting agency (CRA).</p> <p>The CRA keeps information about the overdue account on file as a 'default listing'. The default listing stays on file for five years even if the customer pays the account after it was listed, though the file should show that the customer did this.</p> <p>If a consumer applies to a company for a loan or some other type of credit, the loan or credit provider can check whether they have a default listing on file. The credit provider may reject their application if there is a default listing on file in their name.</p> <p>Default listings are also known as 'credit defaults' and 'credit listings'.</p>
The Department of Broadband, Communications and the Digital Economy	This Commonwealth Government Department provides strategic advice and professional support to its Minister on a wide range of policy areas, including the national broadband network and telecommunications, and broadcasting and digital switchover. The department also administers legislation, including regulations, and delivers programs.
DIST benchmarks	In 1997 the Department of Industry Science and Tourism produced the <i>Benchmarks for Industry-Based Customer Dispute Resolution Schemes</i> . These benchmarks were developed in consultation with industry dispute resolution schemes, consumer organisations, government and regulators. They were developed to apply primarily to nationally based schemes set up under the auspices of an industry. Most industry alternative dispute resolution schemes operate in accordance with this benchmark, which sets out key ADR practices within the principles of accessibility, independence, fairness, accountability, efficiency and effectiveness.
Eligible carriage service provider	Eligible carriage service providers are defined by the <i>Telecommunications (Consumer Protection and Service Standards) Act 1999</i> (Cth) as a carriage service provider who supplies a standard telephone service, where any of the customers are residential customers or small business customers; or a public mobile telecommunications service; or a carriage service that enables end-users to access the Internet; or a carriage service intermediary who arranges for the supply of a service referenced above.
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