

<b>Investigations Update</b>					
<b>Sept Quarter 1 July 2004 - 30 September 2004</b>					
<b>Dec Quarter 1 October 2004 - 31 December 2004</b>					
	<b>Sept-04</b>	<b>Sept-04</b>		<b>Dec-04</b>	<b>Dec-04</b>
<b>Internet</b>				<b>3,454</b>	
BILLING	984	28.8%		1,054	30.5%
CONTRACTS	238	7.0%		319	9.2%
CREDIT CONTROL	97	2.8%		123	3.6%
CUSTOMER SERVICE	669	19.5%		751	21.7%
DISCONNECTION	91	2.7%		101	2.9%
FAULTS	621	18.1%		554	16.0%
PROVISION	681	19.9%		519	15.0%
Other	41	1.2%		33	1.0%
<b>Total Internet Issues</b>	<b>3,422</b>				
Other includes Customer Transfer, Disability Services & Privacy					
<b>Land Line</b>				<b>10,353</b>	
BILLING	3,358	32.7%		3,482	33.6%
CREDIT CONTROL	1,407	13.7%		1,321	12.8%
CUSTOMER SERVICE	1,691	16.5%		1,647	15.9%
CUSTOMER TRANSFER	922	9.0%		911	8.8%
DISCONNECTION	190	1.8%		188	1.8%
FAULTS	810	7.9%		954	9.2%
PRIVACY	317	3.1%		355	3.4%
PROVISION	746	7.3%		704	6.8%
Other	835	8.1%		791	7.6%
<b>Total Land Line Issues</b>	<b>10,276</b>				
Other includes Contracts, Directories, Disability Services, Land Access, Payphones, Phone Cards & Porting					
<b>Mobile</b>				<b>9,560</b>	
BILLING	1,806	23.6%		2,159	22.6%
CONTRACTS	1,864	24.4%		2,125	22.2%
CREDIT CONTROL	1,136	14.9%		1,339	14.0%
CUSTOMER SERVICE	1,152	15.1%		1,620	16.9%
DISCONNECTION	86	1.1%		106	1.1%
FAULTS	1,337	17.5%		1,784	18.7%
PORTING	132	1.7%		206	2.2%
Other	133	1.7%		221	2.3%
<b>Total Mobile Issues</b>	<b>7,646</b>				
Other includes Directories, Disability Services, Land Access, Privacy & Provision					
<b>Total Issue Count</b>	<b>21,344</b>			<b>23,367</b>	