

## Member complaint statistics

Member specific complaint statistics are published by the TIO for all members who have received 25 complaints or more during the course of the financial year. In 2005/06, 95 TIO members received 25 or more complaints.

It is important that readers bear in mind the varying size of the TIO's member organisations in order to avoid making inaccurate comparisons. The TIO does not standardise its member-specific complaint statistics and is unlikely to do so in the near future.

### Complaints and complaint issues

Two Tables are presented here. The first table details the issues raised in complaints. As one complaint may raise more than one issue there are usually more issues than complaints raised against a member. Members are charged according to complaint numbers, not according to the number of issues raised.

The second table reports on the number of complaints against a member company and the levels at which these complaints were resolved. This gives an indication of how quickly the company was able to resolve complaints raised by the TIO.

### Complaint levels

It is important to note that not all complaints are raised at Level 1. Some complaints may be raised directly to Level 2 and land access objections, for example, are raised at Level 4 from the outset, due to the complexity and time-consuming nature of these complaints.

Complaints against TIO Members by Issue (non-standardised)  
 1 July 2005 - 30 June 2006 (Includes members that received 25 or more complaints logged for the financial year)  
 (t) = telephone service provider (i) = internet service provider (o) = other (c) = holds carrier licence

|   | Total Issues | Land Line |                |                   |                  |               |        |         |           |       |                 | Mobile  |           |                |                  |               |        |         |       | Internet     |         |           |                |                  |               |        |           |       |                |
|---|--------------|-----------|----------------|-------------------|------------------|---------------|--------|---------|-----------|-------|-----------------|---------|-----------|----------------|------------------|---------------|--------|---------|-------|--------------|---------|-----------|----------------|------------------|---------------|--------|-----------|-------|----------------|
|   |              | Billing   | Credit Control | Customer Transfer | Customer Service | Disconnection | Faults | Privacy | Provision | Other | Total Land Line | Billing | Contracts | Credit Control | Customer Service | Disconnection | Faults | Porting | Other | Total Mobile | Billing | Contracts | Credit Control | Customer Service | Disconnection | Faults | Provision | Other | Total Internet |
| 1410 Communications Pty Ltd (t)                           | 282          | 50        | 2              | 99                | 57               | 5             | 1      | 46      | 0         | 20    | 280             | 0       | 0         | 0              | 1                | 0             | 0      | 1       | 0     | 2            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     |                |
| 1800 Reverse Pty Ltd (t)                                  | 56           | 30        | 0              | 0                 | 22               | 0             | 0      | 4       | 0         | 0     | 56              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         |       |                |
| aaNet Communications Pty Ltd (i)                          | 86           | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 0            | 23      | 12        | 0              | 23               | 7             | 15     | 5         | 1     | 86             |
| AAPT Ltd (t&i) (c)  | 7,605        | 1,532     | 751            | 1,095             | 1,492            | 87            | 365    | 172     | 150       | 284   | 5,928           | 346     | 126       | 261            | 290              | 11            | 43     | 42      | 13    | 1,132        | 133     | 59        | 27             | 165              | 10            | 53     | 82        | 16    | 545            |
| ACN Pacific Pty Ltd (t & i)                               | 37           | 8         | 5              | 2                 | 7                | 0             | 8      | 1       | 0         | 3     | 34              | 3       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 3            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     |                |
| ADAM PTY. LTD (i)   | 130          | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 34           | 37      | 0         | 23             | 0                | 16            | 20     | 0         | 130   |                |
| Amnet IT Services Pty Ltd (i)                             | 36           | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 7            | 8       | 1         | 7              | 1                | 10            | 2      | 0         | 36    |                |
| Astracom Pty Ltd (t)                                      | 48           | 4         | 0              | 0                 | 12               | 0             | 0      | 0       | 0         | 32    | 48              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     |                |
| AstraTEL Pty Ltd (i)                                      | 92           | 11        | 3              | 0                 | 7                | 3             | 5      | 0       | 0         | 4     | 33              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 10           | 13      | 0         | 16             | 0                | 16            | 3      | 1         | 59    |                |
| Astron Communication and Information Services Pty Ltd (t) | 159          | 36        | 3              | 56                | 31               | 1             | 4      | 17      | 0         | 4     | 152             | 0       | 1         | 1              | 0                | 0             | 0      | 0       | 2     | 0            | 0       | 0         | 2              | 0                | 3             | 0      | 0         | 5     |                |
| Aurora Energy AAPT Pty Ltd (t&i)                          | 213          | 37        | 17             | 74                | 37               | 7             | 8      | 8       | 2         | 11    | 201             | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 1            | 1       | 0         | 2              | 0                | 5             | 2      | 1         | 12    |                |
| AUSTAR United Mobility Pty Ltd (t)                        | 111          | 0         | 0              | 1                 | 0                | 0             | 0      | 0       | 0         | 0     | 1               | 32      | 24        | 4              | 33               | 3             | 9      | 5       | 0     | 110          | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     |                |
| Australia Internet Solutions Pty Ltd (i)                  | 48           | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 15           | 11      | 1         | 15             | 1                | 2             | 3      | 0         | 48    |                |
| Australia On Line Pty Ltd (i)                             | 37           | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 12           | 3       | 0         | 10             | 2                | 5             | 5      | 0         | 37    |                |
| Australian Star Communications (t)                        | 481          | 38        | 14             | 13                | 43               | 6             | 5      | 0       | 8         | 44    | 171             | 44      | 130       | 7              | 70               | 2             | 10     | 24      | 2     | 289          | 11      | 7         | 0              | 1                | 0             | 1      | 1         | 0     | 21             |
| Australian Communications Network Pty Limited (t&i)       | 151          | 47        | 30             | 18                | 28               | 4             | 4      | 0       | 5         | 5     | 141             | 6       | 2         | 0              | 1                | 0             | 0      | 1       | 0     | 10           | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     |                |
| Axis Telecoms Pty Ltd (t)                                 | 395          | 92        | 22             | 38                | 94               | 7             | 35     | 3       | 3         | 101   | 395             | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     |                |
| B Digital Ltd (t)   | 1,765        | 31        | 12             | 7                 | 24               | 2             | 6      | 5       | 3         | 14    | 104             | 544     | 242       | 191            | 357              | 19            | 214    | 15      | 9     | 1,591        | 20      | 3         | 3              | 17               | 0             | 19     | 8         | 0     | 70             |
| Beyond Telecom Australia Pty Ltd (t)                      | 213          | 199       | 0              | 0                 | 14               | 0             | 0      | 0       | 0         | 0     | 213             | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     |                |
| Blue Ridge Telecom Systems, LLC (t)                       | 41           | 8         | 2              | 3                 | 10               | 0             | 0      | 1       | 0         | 14    | 38              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 3            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 3              |
| Bordnet Internet Pty Ltd (i)                              | 237          | 0         | 0              | 0                 | 2                | 0             | 0      | 0       | 0         | 0     | 2               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 25           | 38      | 6         | 65             | 0                | 85            | 16     | 0         | 235   |                |
| Budget Telecom Pty Ltd (t&i)                              | 318          | 64        | 19             | 115               | 59               | 3             | 3      | 24      | 2         | 21    | 310             | 0       | 0         | 0              | 4                | 0             | 0      | 4       | 0     | 8            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     |                |
| Budgetel Pty Ltd (t&i)                                    | 92           | 20        | 11             | 13                | 19               | 1             | 4      | 1       | 0         | 16    | 85              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 3            | 0       | 0         | 3              | 0                | 1             | 0      | 0         | 7     |                |
| Bytecard Pty Ltd (i)                                      | 107          | 7         | 0              | 0                 | 3                | 0             | 0      | 0       | 0         | 2     | 12              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 47           | 12      | 8         | 16             | 7                | 5             | 0      | 0         | 95    |                |
| Call Australia Pty Ltd (t)                                | 211          | 37        | 7              | 86                | 33               | 4             | 1      | 12      | 2         | 3     | 185             | 5       | 9         | 0              | 0                | 0             | 0      | 0       | 1     | 15           | 5       | 4         | 0              | 1                | 0             | 0      | 1         | 0     | 11             |
| CardCall Pty Ltd (t&i)                                    | 60           | 13        | 0              | 0                 | 13               | 0             | 0      | 0       | 0         | 31    | 57              | 2       | 0         | 0              | 1                | 0             | 0      | 0       | 0     | 3            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     |                |
| Chariot Internet Ltd (i) (c)                              | 35           | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 8            | 6       | 0         | 7              | 2                | 8             | 3      | 1         | 35    |                |
| Clear Networks Pty Ltd (t & i)                            | 74           | 0         | 0              | 1                 | 0                | 0             | 0      | 0       | 0         | 0     | 1               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 7            | 15      | 1         | 21             | 1                | 21            | 7      | 0         | 73    |                |
| Commander Australia Ltd (t&i)                             | 308          | 114       | 17             | 11                | 66               | 10            | 8      | 0       | 13        | 39    | 278             | 2       | 2         | 0              | 2                | 0             | 1      | 0       | 1     | 8            | 12      | 4         | 2              | 2                | 0             | 1      | 1         | 0     | 22             |
| CommodiTel (Australia) Pty Ltd (t)                        | 54           | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 8       | 0         | 2              | 28               | 1             | 4      | 11      | 0     | 54           | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     |                |
| Concert Telecom Pty Ltd (t)                               | 40           | 6         | 4              | 6                 | 9                | 0             | 3      | 1       | 1         | 3     | 33              | 1       | 0         | 0              | 0                | 0             | 0      | 0       | 1     | 1            | 2       | 1         | 0              | 0                | 2             | 0      | 0         | 6     |                |
| Curl Internet Solutions Pty Ltd (i)                       | 54           | 1         | 0              | 1                 | 1                | 0             | 0      | 0       | 0         | 0     | 3               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 11           | 4       | 1         | 14             | 1                | 13            | 7      | 0         | 51    |                |
| CyberOne Pty Ltd (i)                                      | 191          | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 9            | 61      | 0         | 69             | 0                | 51            | 1      | 0         | 191   |                |
| Digiplus Pty Ltd (t&i)                                    | 647          | 147       | 25             | 19                | 78               | 9             | 29     | 2       | 5         | 32    | 346             | 86      | 6         | 8              | 40               | 2             | 8      | 4       | 2     | 156          | 30      | 25        | 6              | 32               | 0             | 32     | 9         | 11    | 145            |
| Direct Telecoms Pty Limited (t)                           | 109          | 35        | 3              | 7                 | 29               | 0             | 1      | 0       | 3         | 31    | 109             | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     |                |
| Dodo Internet Pty Ltd (i)                                 | 2,460        | 80        | 8              | 97                | 102              | 8             | 11     | 32      | 24        | 49    | 411             | 33      | 18        | 7              | 38               | 0             | 2      | 6       | 5     | 109          | 458     | 438       | 10             | 594              | 51            | 242    | 130       | 17    | 1,940          |
| Dual Phone Centre Pty Ltd (t & i)                         | 38           | 5         | 6              | 4                 | 4                | 0             | 0      | 0       | 0         | 11    | 30              | 0       | 8         | 0              | 0                | 0             | 0      | 0       | 8     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     |                |
| Edirect Pty Ltd (t)                                       | 169          | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 41      | 54        | 4              | 48               | 1             | 2      | 12      | 7     | 169          | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     |                |
| EFTel Pty Ltd (i)   | 117          | 6         | 0              | 1                 | 1                | 0             | 0      | 0       | 0         | 0     | 8               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 33           | 6       | 7         | 32             | 4                | 9             | 12     | 6         | 109   |                |
| eSTAR Telecom Pty Ltd (t)                                 | 37           | 4         | 0              | 0                 | 5                | 0             | 0      | 0       | 0         | 28    | 37              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     |                |
| eTelecommunications Pty Ltd (t&i)                         | 134          | 17        | 5              | 65                | 31               | 0             | 0      | 2       | 1         | 11    | 132             | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 0            | 1       | 0         | 1              | 0                | 0             | 0      | 0         | 2     |                |
| Exetel Pty Ltd (i)  | 135          | 7         | 0              | 1                 | 0                | 2             | 0      | 0       | 0         | 0     | 10              | 2       | 0         | 0              | 1                | 0             | 0      | 0       | 0     | 3            | 27      | 20        | 0              | 25               | 2             | 33     | 13        | 2     | 122            |
| Global Networks (Aust) Pty Ltd (t)                        | 246          | 41        | 0              | 0                 | 50               | 0             | 0      | 0       | 0         | 155   | 246             | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     |                |
| GOTalk Australia Pty Ltd (t)                              | 731          | 113       | 19             | 204               | 138              | 4             | 20     | 84      | 12        | 50    | 644             | 3       | 6         | 0              | 11               | 0             | 0      | 1       | 4     | 25           | 14      | 10        | 2              | 20               | 1             | 4      | 6         | 5     | 62             |
| Hotkey Internet Services Pty Ltd (i)                      | 86           | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 30           | 4       | 9         | 21             | 4                | 14            | 4      | 0         | 86    |                |
| Hutchison 3G Australia Pty Ltd (o) (c)                    | 11,802       | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 2,196   | 2,198     | 804            | 3,057            | 84            | 3,104  | 134     | 140   | 11,717       | 30      | 24        | 13             | 13               | 1             | 4      | 0         | 0     | 85             |
| Hutchison Telecoms (Aust) Pty Ltd (t&i) (c) (inc Orange)  | 2,097        | 1         | 1              | 0                 | 25               | 0             | 1      | 0       | 1         | 7     | 36              | 373     | 390       | 351            | 499              | 13            | 386    | 22      | 27    | 2,061        | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 0              |
| ihug Pty Ltd (t&i)  | 78           | 6         | 2              | 0                 | 7                | 0             | 1      | 0       | 0         | 2     | 18              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 22           | 0       | 23        | 12             | 1                | 1             | 1      | 0         | 60    |                |

|   | Total Issues | Land Line |                |                   |                  |               |        |         |           |       |                 | Mobile  |           |                |                  |               |        |         |       | Internet     |         |           |                |                  |               |        |           |       |                |
|---|--------------|-----------|----------------|-------------------|------------------|---------------|--------|---------|-----------|-------|-----------------|---------|-----------|----------------|------------------|---------------|--------|---------|-------|--------------|---------|-----------|----------------|------------------|---------------|--------|-----------|-------|----------------|
|   |              | Billing   | Credit Control | Customer Transfer | Customer Service | Disconnection | Faults | Privacy | Provision | Other | Total Land Line | Billing | Contracts | Credit Control | Customer Service | Disconnection | Faults | Porting | Other | Total Mobile | Billing | Contracts | Credit Control | Customer Service | Disconnection | Faults | Provision | Other | Total Internet |
| iiNet (OzEmail) Pty Ltd (t&i)                     | 921          | 24        | 1              | 11                | 50               | 6             | 21     | 1       | 16        | 0     | 126             | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 149          | 57      | 29        | 334            | 22               | 154           | 44     | 6         | 795   |                |
| iiNet Ltd (l)                                     | 1,452        | 95        | 5              | 50                | 131              | 18            | 76     | 7       | 40        | 12    | 434             | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 221          | 117     | 41        | 293            | 23               | 207           | 105    | 11        | 1,018 |                |
| Internode Systems Pty Ltd (l)                     | 57           | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 10           | 6       | 1         | 12             | 0                | 18            | 10     | 0         | 57    |                |
| Kooee Communications Pty Ltd (t&i)                | 1,185        | 307       | 82             | 132               | 260              | 20            | 27     | 3       | 10        | 10    | 851             | 18      | 2         | 2              | 12               | 0             | 6      | 0       | 40    | 66           | 11      | 7         | 117            | 14               | 64            | 12     | 3         | 294   |                |
| Lime Australia Pty Ltd (t & i)                    | 40           | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 10      | 18        | 0              | 8                | 0             | 1      | 2       | 1     | 40           | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     |                |
| M2 Telecommunications Pty Ltd (t)                 | 163          | 27        | 12             | 44                | 28               | 1             | 1      | 11      | 4         | 7     | 135             | 6       | 8         | 1              | 1                | 0             | 1      | 3       | 0     | 20           | 0       | 4         | 0              | 0                | 0             | 4      | 0         | 0     | 8              |
| m8 Telecom Pty Ltd (o)                            | 1,294        | 0         | 0              | 0                 | 1                | 0             | 0      | 0       | 0         | 0     | 1               | 353     | 371       | 109            | 358              | 18            | 61     | 12      | 11    | 1,293        | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 0              |
| Macquarie Telecom Group Limited (t)               | 44           | 5         | 0              | 9                 | 6                | 3             | 0      | 0       | 4         | 7     | 34              | 2       | 2         | 1              | 2                | 0             | 0      | 0       | 0     | 7            | 2       | 0         | 0              | 0                | 1             | 0      | 0         | 0     | 3              |
| Max Telecom Pty Ltd (t & i)                       | 122          | 24        | 0              | 43                | 27               | 5             | 0      | 3       | 0         | 11    | 113             | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 3            | 0       | 0         | 3              | 0                | 0             | 0      | 0         | 3     | 9              |
| NationTel Pty Ltd (t)                             | 61           | 26        | 0              | 1                 | 13               | 0             | 7      | 2       | 0         | 12    | 61              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 0              |
| Netspace Online Systems Pty Ltd (l)               | 220          | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 47           | 33      | 7         | 56             | 6                | 43            | 26     | 2         | 220   |                |
| NEW Tel Services Pty Ltd (t)                      | 75           | 35        | 4              | 5                 | 27               | 1             | 1      | 1       | 0         | 1     | 75              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 0              |
| Open Telecom Australia Pty Ltd                    | 449          | 385       | 0              | 0                 | 60               | 0             | 0      | 0       | 0         | 3     | 448             | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 1            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 1              |
| Optus Broadband Pty Ltd (l)                       | 2,643        | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 544          | 485     | 41        | 820            | 53               | 319           | 330    | 51        | 2,643 |                |
| Optus Mobile Pty Ltd (t) (c)                      | 10,466       | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 3,461   | 1,454     | 1,006          | 3,015            | 70            | 1,160  | 114     | 186   | 10,466       | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 0              |
| Optus Networks Pty Ltd (t) (c)                    | 9,896        | 2,871     | 568            | 959               | 2,410            | 148           | 518    | 696     | 525       | 821   | 9,516           | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 204          | 19      | 19        | 93             | 10               | 29            | 3      | 3         | 380   |                |
| Orion Telecommunications Australia Limited (t)    | 341          | 24        | 3              | 54                | 54               | 0             | 5      | 182     | 0         | 19    | 341             | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 0              |
| Pacific Internet Australia (l)                    | 110          | 3         | 4              | 0                 | 2                | 0             | 0      | 0       | 0         | 3     | 12              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 38           | 7       | 7         | 30             | 2                | 6             | 4      | 4         | 98    |                |
| People Telecommunications Ltd (t&i)               | 1,341        | 148       | 58             | 79                | 152              | 20            | 18     | 4       | 15        | 96    | 590             | 101     | 270       | 18             | 146              | 0             | 15     | 22      | 1     | 573          | 59      | 30        | 4              | 47               | 9             | 14     | 13        | 2     | 178            |
| Prime Telecoms Pty Ltd (t)                        | 83           | 17        | 3              | 20                | 18               | 2             | 6      | 0       | 0         | 16    | 82              | 0       | 1         | 0              | 0                | 0             | 0      | 0       | 1     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 0              |
| Primus Online Pty Ltd (t & i)                     | 134          | 5         | 0              | 2                 | 1                | 0             | 3      | 0       | 0         | 1     | 12              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 31           | 13      | 0         | 33             | 6                | 28            | 10     | 1         | 122   |                |
| Primus Telecommunications Pty Ltd (t&i) (c)       | 6,591        | 1,119     | 302            | 251               | 1,389            | 142           | 675    | 30      | 256       | 389   | 4,553           | 18      | 3         | 10             | 37               | 2             | 5      | 0       | 4     | 79           | 449     | 238       | 68             | 626              | 52            | 275    | 227       | 24    | 1,959          |
| Red Media Solutions Pty Ltd (t & i)               | 62           | 14        | 1              | 23                | 16               | 0             | 0      | 0       | 2         | 6     | 62              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 0              |
| Reward Mobile Pty Limited (t)                     | 140          | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 60      | 20        | 10             | 42               | 2             | 5      | 1       | 0     | 140          | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 0              |
| RSL COM Business Communications Pty Ltd (t&i)     | 121          | 17        | 16             | 35                | 29               | 4             | 1      | 6       | 1         | 6     | 115             | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 5            | 1       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 6              |
| Saunders Properties (l)                           | 112          | 2         | 0              | 0                 | 4                | 2             | 3      | 2       | 0         | 0     | 13              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 29           | 17      | 4         | 21             | 1                | 24            | 3      | 0         | 99    |                |
| SIMplus Mobile Pty Limited (t)                    | 2,718        | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 778     | 597       | 284            | 810              | 32            | 151    | 27      | 39    | 2,718        | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 0              |
| Skytel Pty Limited (t)                            | 29           | 14        | 0              | 4                 | 8                | 0             | 0      | 0       | 1         | 2     | 29              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 0              |
| Southern Cross Telco Pty Ltd (l)                  | 402          | 41        | 28             | 64                | 60               | 3             | 8      | 150     | 1         | 30    | 385             | 5       | 1         | 2              | 6                | 0             | 1      | 1       | 0     | 16           | 1       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 1              |
| Southern Phone Company (t)                        | 362          | 26        | 21             | 67                | 81               | 1             | 11     | 136     | 0         | 5     | 348             | 1       | 2         | 0              | 2                | 0             | 0      | 0       | 1     | 6            | 3       | 1         | 0              | 3                | 0             | 1      | 0         | 0     | 8              |
| Star Alliance Communications Pty Ltd (t)          | 49           | 7         | 0              | 21                | 12               | 1             | 3      | 1       | 1         | 2     | 48              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 1            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 1              |
| Tel.Pacific Pty Ltd (l)                           | 109          | 13        | 0              | 0                 | 8                | 1             | 0      | 0       | 1         | 18    | 41              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 16           | 22      | 1         | 9              | 0                | 18            | 1      | 1         | 68    |                |
| Telkom Pty Ltd (t)                                | 44           | 18        | 0              | 6                 | 4                | 0             | 0      | 1       | 3         | 11    | 43              | 0       | 1         | 0              | 0                | 0             | 0      | 0       | 1     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 0              |
| Telstra Big Pond (l)                              | 7,997        | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 1,801        | 1,246   | 259       | 2,543          | 121              | 970           | 951    | 106       | 7,997 |                |
| Telstra Corporation (t) (c)                       | 34,739       | 5,201     | 3,027          | 858               | 5,314            | 370           | 2,189  | 954     | 1,487     | 1,831 | 21,231          | 4,292   | 2,038     | 1,825          | 3,268            | 90            | 1,668  | 77      | 250   | 13,508       | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 0              |
| TPG Internet Pty Ltd (l)                          | 835          | 0         | 0              | 0                 | 3                | 0             | 3      | 0       | 0         | 0     | 6               | 0       | 0         | 0              | 1                | 0             | 0      | 0       | 0     | 1            | 204     | 166       | 10             | 231              | 25            | 124    | 64        | 4     | 828            |
| TransACT Capital Communications Pty Ltd (t&i) (c) | 286          | 56        | 7              | 34                | 60               | 5             | 4      | 5       | 14        | 37    | 222             | 5       | 0         | 0              | 0                | 0             | 0      | 0       | 5     | 10           | 9       | 2         | 20             | 2                | 5             | 11     | 0         | 59    |                |
| Unwired Australia Pty Ltd (t & i)                 | 65           | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 13           | 1       | 0         | 24             | 1                | 25            | 1      | 0         | 65    |                |
| Veridas Communications (l)                        | 72           | 2         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 4     | 6               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 16           | 6       | 1         | 18             | 2                | 14            | 3      | 6         | 66    |                |
| Veritel Australia Pty Ltd (l)                     | 77           | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 19           | 3       | 1         | 31             | 0                | 17            | 1      | 5         | 77    |                |
| Virgin Mobile (Australia) Pty Ltd (t)             | 519          | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 143     | 68        | 42             | 156              | 7             | 85     | 8       | 10    | 519          | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 0              |
| Vodafone Australia Limited (t) (c)                | 5,003        | 0         | 0              | 0                 | 0                | 0             | 0      | 0       | 0         | 0     | 0               | 2,177   | 359       | 458            | 1,332            | 42            | 451    | 84      | 92    | 4,995        | 4       | 1         | 0              | 1                | 0             | 1      | 1         | 0     | 8              |
| Voicetalk Pty Ltd (t)                             | 100          | 5         | 6              | 46                | 13               | 0             | 0      | 25      | 0         | 3     | 98              | 0       | 0         | 0              | 0                | 0             | 1      | 1       | 2     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 0              |
| WestNet Pty Ltd (l) (c)                           | 220          | 3         | 0              | 5                 | 3                | 0             | 0      | 1       | 1         | 0     | 13              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 55           | 43      | 1         | 56             | 11               | 19            | 18     | 4         | 207   |                |
| Wild Technologu Pty Ltd (t & i)                   | 221          | 11        | 0              | 5                 | 19               | 3             | 2      | 0       | 5         | 5     | 50              | 0       | 0         | 0              | 2                | 0             | 0      | 0       | 0     | 2            | 44      | 32        | 4              | 42               | 7             | 29     | 9         | 2     | 169            |
| World Tel (Aust) Pty Ltd (t)                      | 59           | 15        | 1              | 12                | 12               | 0             | 0      | 3       | 0         | 16    | 59              | 0       | 0         | 0              | 0                | 0             | 0      | 0       | 0     | 0            | 0       | 0         | 0              | 0                | 0             | 0      | 0         | 0     | 0              |
| Your Telecom Pty Limited (t)                      | 62           | 19        | 2              | 10                | 10               | 0             | 3      | 11      | 2         | 2     | 59              | 0       | 1         | 0              | 1                | 0             | 0      | 0       | 0     | 2            | 0       | 0         | 0              | 1                | 0             | 0      | 0         | 0     | 1              |

# Complaints against TIO Members by Level (non-standarised)

1 July 2005 - 30 June 2006 (includes members that received 25 or more complaints in 2005/06)

(t) = telephone service provider (i) = internet service provider (o) = other (c) = holds carrier licence

| Member Name   | Total number of complaints | % Level 1 | % Level 2 | % Level 3 | % Level 4 |
|---|----------------------------|-----------|-----------|-----------|-----------|
| 1410 Communications Pty Ltd (t)                           | 212                        | 93.40%    | 4.72%     | 1.89%     | 0.00%     |
| 1800 Reverse Pty Ltd (t)                                  | 40                         | 97.50%    | 2.50%     | 0.00%     | 0.00%     |
| aaNet Communications Pty Ltd (i)                          | 65                         | 80.00%    | 12.31%    | 7.69%     | 0.00%     |
| AAPT Ltd (t&i) (c)  | 5,187                      | 94.79%    | 4.41%     | 0.79%     | 0.00%     |
| ACN Pacific Pty Ltd (t & i)                               | 26                         | 80.77%    | 19.23%    | 0.00%     | 0.00%     |
| ADAM PTY. LTD (i)   | 98                         | 95.92%    | 3.06%     | 1.02%     | 0.00%     |
| Amnet IT Services Pty Ltd (i)                             | 27                         | 88.89%    | 11.11%    | 0.00%     | 0.00%     |
| Astracom Pty Ltd (t)                                      | 40                         | 97.50%    | 2.50%     | 0.00%     | 0.00%     |
| AstraTEL Pty Ltd (i)                                      | 64                         | 90.63%    | 7.81%     | 1.56%     | 0.00%     |
| Astron Communication and Information Services Pty Ltd (t) | 115                        | 97.39%    | 2.61%     | 0.00%     | 0.00%     |
| Aurora Energy AAPT Pty Ltd (t&i)                          | 153                        | 85.62%    | 11.76%    | 2.61%     | 0.00%     |
| AUSTAR United Mobility Pty Ltd (t)                        | 74                         | 93.24%    | 6.76%     | 0.00%     | 0.00%     |
| Australia Internet Solutions Pty Ltd (i)                  | 29                         | 82.76%    | 10.34%    | 6.90%     | 0.00%     |
| Australia On Line Pty Ltd (i)                             | 27                         | 96.30%    | 3.70%     | 0.00%     | 0.00%     |
| Australian Communications Network Pty Limited (t&i)       | 103                        | 93.20%    | 5.83%     | 0.97%     | 0.00%     |
| Australian Star Communications (t)                        | 287                        | 77.35%    | 17.07%    | 5.57%     | 0.00%     |
| Axis Telecoms Pty Ltd (t)                                 | 221                        | 76.92%    | 16.29%    | 6.79%     | 0.00%     |
| B Digital Ltd (t)   | 1,256                      | 90.92%    | 7.96%     | 1.11%     | 0.00%     |
| Beyond Telecom Australia Pty Ltd (t)                      | 199                        | 97.99%    | 2.01%     | 0.00%     | 0.00%     |
| Blue Ridge Telecom Systems, LLC (t)                       | 30                         | 96.67%    | 3.33%     | 0.00%     | 0.00%     |
| Bordnet Internet Pty Ltd (i)                              | 148                        | 83.78%    | 12.84%    | 3.38%     | 0.00%     |
| Budget Telecom Pty Ltd (t&i)                              | 232                        | 91.38%    | 6.47%     | 2.16%     | 0.00%     |
| Budgetel Pty Ltd (t&i)                                    | 68                         | 79.41%    | 13.24%    | 7.35%     | 0.00%     |
| Bytecard Pty Ltd (i)                                      | 72                         | 59.72%    | 20.83%    | 13.89%    | 5.56%     |
| Call Australia Pty Ltd (t)                                | 146                        | 89.04%    | 9.59%     | 1.37%     | 0.00%     |
| CardCall Pty Ltd (t&i)                                    | 47                         | 89.36%    | 8.51%     | 2.13%     | 0.00%     |
| Chariot Internet Ltd (i) (c)                              | 28                         | 92.86%    | 7.14%     | 0.00%     | 0.00%     |
| Clear Networks Pty Ltd (t & i)                            | 52                         | 86.54%    | 11.54%    | 1.92%     | 0.00%     |
| Commander Australia Ltd (t&i)                             | 205                        | 80.00%    | 14.63%    | 5.37%     | 0.00%     |
| CommodiTel (Australia) Pty Ltd (t)                        | 41                         | 97.56%    | 2.44%     | 0.00%     | 0.00%     |
| Concert Telecom Pty Ltd (t)                               | 29                         | 86.21%    | 10.34%    | 3.45%     | 0.00%     |
| Curl Internet Solutions Pty Ltd (i)                       | 40                         | 92.50%    | 7.50%     | 0.00%     | 0.00%     |
| CyberOne Pty Ltd (i)                                      | 106                        | 95.28%    | 2.83%     | 1.89%     | 0.00%     |
| Digiplus Pty Ltd (t&i)                                    | 467                        | 93.79%    | 5.78%     | 0.43%     | 0.00%     |
| Direct Telecoms Pty Limited (t)                           | 70                         | 84.29%    | 11.43%    | 4.29%     | 0.00%     |
| Dodo Internet Pty Ltd (i)                                 | 1,592                      | 95.98%    | 3.71%     | 0.31%     | 0.00%     |
| Dual Phone Centre Pty Ltd (t & i)                         | 32                         | 71.88%    | 21.88%    | 6.25%     | 0.00%     |
| Edirect Pty Ltd (t)                                       | 98                         | 74.49%    | 18.37%    | 7.14%     | 0.00%     |
| EFTel Pty Ltd (i)   | 73                         | 84.93%    | 12.33%    | 2.74%     | 0.00%     |
| eSTAR Telecom Pty Ltd (t)                                 | 35                         | 88.57%    | 11.43%    | 0.00%     | 0.00%     |
| eTelecommunications Pty Ltd (t&i)                         | 92                         | 85.87%    | 9.78%     | 4.35%     | 0.00%     |
| Exetel Pty Ltd (i)  | 93                         | 91.40%    | 6.45%     | 2.15%     | 0.00%     |
| Global Networks (Aust) Pty Ltd (t)                        | 205                        | 82.93%    | 9.27%     | 7.80%     | 0.00%     |
| G0Talk Australia Pty Ltd (t)                              | 535                        | 96.26%    | 3.36%     | 0.37%     | 0.00%     |
| Hotkey Internet Services Pty Ltd (i)                      | 53                         | 79.25%    | 15.09%    | 5.66%     | 0.00%     |
| Hutchison 3G Australia Pty Ltd (o) (c)                    | 7,667                      | 92.16%    | 6.76%     | 1.07%     | 0.01%     |
| Hutchison Telecoms (Aust) Pty Ltd (t&i) (c) (inc Orange)  | 1,446                      | 93.43%    | 5.53%     | 1.04%     | 0.00%     |
| ihug Pty Ltd (t&i)  | 58                         | 81.03%    | 15.52%    | 3.45%     | 0.00%     |
| iiNet (OzEmail) Pty Ltd (t&i)                             | 573                        | 92.50%    | 6.46%     | 1.05%     | 0.00%     |
| iiNet Ltd (i)   | 983                        | 92.47%    | 6.92%     | 0.61%     | 0.00%     |
| Internode Systems Pty Ltd (i)                             | 46                         | 97.83%    | 2.17%     | 0.00%     | 0.00%     |
| Kooee Communications Pty Ltd (t&i)                        | 742                        | 94.74%    | 4.99%     | 0.27%     | 0.00%     |
| Lime Australia Pty Ltd (t & i)                            | 26                         | 96.15%    | 3.85%     | 0.00%     | 0.00%     |
| M2 Telecommunications Pty Ltd (t)                         | 116                        | 81.90%    | 12.07%    | 6.03%     | 0.00%     |
| m8 Telecom Pty Ltd (o)                                    | 784                        | 89.16%    | 9.31%     | 1.53%     | 0.00%     |
| Macquarie Telecom Group Limited (t)                       | 32                         | 71.88%    | 12.50%    | 15.63%    | 0.00%     |
| Max Telecom Pty Ltd (t & i)                               | 82                         | 76.83%    | 15.85%    | 7.32%     | 0.00%     |
| NationTel Pty Ltd (t)                                     | 38                         | 78.95%    | 15.79%    | 5.26%     | 0.00%     |
| Netspace Online Systems Pty Ltd (i)                       | 143                        | 81.82%    | 15.38%    | 2.80%     | 0.00%     |
| NEW Tel Services Pty Ltd (t)                              | 52                         | 94.23%    | 5.77%     | 0.00%     | 0.00%     |
| Open Telecom Australia Pty Ltd                            | 383                        | 97.65%    | 2.09%     | 0.26%     | 0.00%     |
| Optus Broadband Pty Ltd (i)                               | 1,708                      | 92.45%    | 6.44%     | 1.11%     | 0.00%     |
| Optus Mobile Pty Ltd (t) (c)                              | 7,178                      | 92.10%    | 6.84%     | 1.04%     | 0.01%     |
| Optus Networks Pty Ltd (t) (c)                            | 7,066                      | 93.02%    | 5.75%     | 1.20%     | 0.03%     |
| Orion Telecommunications Australia Limited (t)            | 285                        | 96.14%    | 3.51%     | 0.35%     | 0.00%     |
| Pacific Internet Australia (i)                            | 66                         | 86.36%    | 9.09%     | 4.55%     | 0.00%     |
| People Telecommunications Ltd (t&i)                       | 816                        | 75.12%    | 16.05%    | 8.82%     | 0.00%     |
| Prime Telecoms Pty Ltd (t)                                | 53                         | 75.47%    | 16.98%    | 7.55%     | 0.00%     |
| Primus Online Pty Ltd (t & i)                             | 92                         | 86.96%    | 8.70%     | 4.35%     | 0.00%     |
| Primus Telecommunications Pty Ltd (t&i) (c)               | 4,328                      | 92.58%    | 6.22%     | 1.18%     | 0.02%     |
| Red Media Solutions Pty Ltd (t & i)                       | 45                         | 91.11%    | 8.89%     | 0.00%     | 0.00%     |
| Reward Mobile Pty Limited (t)                             | 93                         | 90.32%    | 9.68%     | 0.00%     | 0.00%     |
| RSL COM Business Communications Pty Ltd (t&i)             | 86                         | 87.21%    | 9.30%     | 3.49%     | 0.00%     |
| Saunders Properties (i)                                   | 71                         | 88.73%    | 9.86%     | 1.41%     | 0.00%     |
| SIMplus Mobile Pty Limited (t)                            | 1,677                      | 90.94%    | 7.93%     | 1.13%     | 0.00%     |
| Skytel Pty Limited (t)                                    | 27                         | 59.26%    | 22.22%    | 18.52%    | 0.00%     |
| Southern Cross Telco Pty Ltd (i)                          | 320                        | 97.50%    | 2.50%     | 0.00%     | 0.00%     |
| Southern Phone Company (t)                                | 285                        | 97.54%    | 2.46%     | 0.00%     | 0.00%     |
| Star Alliance Communications Pty Ltd (t)                  | 35                         | 94.29%    | 2.86%     | 2.86%     | 0.00%     |
| Tel.Pacific Pty Ltd (i)                                   | 81                         | 92.59%    | 6.17%     | 1.23%     | 0.00%     |
| Telkom Pty Ltd (t)  | 28                         | 75.00%    | 14.29%    | 10.71%    | 0.00%     |
| Telstra Big Pond (i)                                      | 5,347                      | 89.71%    | 8.81%     | 1.46%     | 0.02%     |
| Telstra Corporation (t) (c)                               | 24,643                     | 89.17%    | 8.78%     | 1.92%     | 0.13%     |
| TPG Internet Pty Ltd (i)                                  | 556                        | 86.15%    | 11.15%    | 2.70%     | 0.00%     |
| TransACT Capital Communications Pty Ltd (t&i) (c)         | 200                        | 89.00%    | 7.50%     | 3.50%     | 0.00%     |
| Unwired Australia Pty Ltd (t & i)                         | 46                         | 93.48%    | 6.52%     | 0.00%     | 0.00%     |
| Veridas Communications (i)                                | 55                         | 94.55%    | 3.64%     | 1.82%     | 0.00%     |
| Veritel Australia Pty Ltd (i)                             | 44                         | 81.82%    | 11.36%    | 6.82%     | 0.00%     |
| Virgin Mobile (Australia) Pty Ltd (t)                     | 368                        | 94.29%    | 5.16%     | 0.54%     | 0.00%     |
| Vodafone Australia Limited (t) (c)                        | 3,758                      | 96.38%    | 3.35%     | 0.24%     | 0.03%     |
| Voicetalk Pty Ltd (t)                                     | 80                         | 90.00%    | 7.50%     | 2.50%     | 0.00%     |
| WestNet Pty Ltd (i) (c)                                   | 146                        | 88.36%    | 10.27%    | 1.37%     | 0.00%     |
| Wild Technologu Pty Ltd (t & i)                           | 128                        | 82.81%    | 13.28%    | 3.13%     | 0.78%     |
| World Tel (Aust) Pty Ltd (t)                              | 34                         | 88.24%    | 8.82%     | 2.94%     | 0.00%     |
| Your Telecom Pty Limited (t)                              | 48                         | 95.83%    | 4.17%     | 0.00%     | 0.00%     |

### **ACCC (Australian Competition and Consumer Commission)**

The government body responsible for administering price caps related to Telstra and for regulating competition policy, anti-competitive conduct or unfair business practices and enforcing the *Trade Practices Act 1974* (Cth).

### **ACIF (Australian Communications Industry Forum)**

An independent body established by industry to manage telecommunications self-regulation. A primary function of ACIF is to develop industry and consumer codes of practice. In August 2006, ACIF merged with the Service Providers Association Inc (SPAN) to become the Communications Alliance.

### **ACMA (Australian Communications and Media Authority)**

In March 2005, the Federal Parliament passed legislation merging the Australian Communications Authority (which regulated many aspects of the telecommunications industry) and the Australia Broadcasting Authority (which regulated radio, television and the internet) to create ACMA. ACMA, which came into existence on 1 July 2005, is responsible for regulation of broadcasting, radio communications, telecommunications and online content.

### **ADMA (Australian Direct Marketing Association)**

The Australian Direct Marketing Association is the peak trade association representing the direct marketing industry. ADMA's members include direct marketing users and direct marketing providers. Direct marketing users may market their products and services via telephony, advertising mail and other print media such as catalogues and magazines, direct-response television and radio, the internet and other new interactive media. ADMA maintains a Do Not Contact list for consumers who wish to be taken off the marketing lists of ADMA members. Further information is available at [www.adma.com.au](http://www.adma.com.au).

### **ADR (Alternative Dispute Resolution)**

Any means of settling disputes outside of the courtroom. The TIO is an ADR body.

### **ADSL (Asymmetric Digital Subscriber Line)**

A type of xDSL service, ADSL is technology that allows for internet and voice to be used simultaneously via an ordinary phone line (a copper pair).

### **AMTA (Australian Mobile Telecommunications Association)**

The national body representing the mobile telecommunications industry in Australia.

### **board**

The TIO scheme, a company limited by guarantee, is accountable to its board of directors. The board has corporate governance responsibilities, including risk management, financial management of the scheme, strategic affairs, budgeting and ensuring compliance with the TIO's Memorandum and Articles of Association and its Constitution.

### **broadband**

Broadband is a general term that refers to high-speed connections such as cable, ADSL and satellite. For broadband services, internet access is not time-based as it is an "always on" connection, the exception being the uplink for satellite.

### **Broadband Connect**

Broadband Connect is an \$878 million initiative of the Australian Government to provide registered internet service providers with incentive payments to supply higher bandwidth services in regional, rural and remote areas at prices comparable to those available in metropolitan areas.

Broadband Connect builds on the success of the previous Higher Bandwidth Incentive Scheme (HiBIS) and is part of the Government's \$1.1 billion Connect Australia package.

### **carrier**

An organisation that holds a carrier licence as defined by the *Telecommunications Act 1997* (Cth). In very general terms, a carrier provides the physical infrastructure used to supply carriage services to the public.

**CDMA (Code Division Multiple Access)**

A type of digital mobile service that differs from GSM digital. CDMA replaced the analogue service.

**churn**

The process of transferring customer accounts between service providers.

**CND (Calling Number Display)**

A service that allows a caller's number to be viewed by the person receiving the call.

**Codes**

Performance standards set by ACIF and the telecommunications industry. While compliance with codes is voluntary, once a company is a signatory to a code it is bound by the standards set in that code. ACMA has the power to direct a provider to comply with a registered code even where the company is not a signatory to the code. The TIO gathers data on code compliance for ACIF and ACMA.

**Complaint**

Expression of dissatisfaction or grievance with a telecommunications service or product.

**Complaint levels**

The TIO's classification to distinguish complaints based on complexity or severity. Level 1 complaints are the simplest, Levels 3 and 4 the most complex.

**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.

**council**

The TIO Council is comprised of an independent chairman and an equal number of representatives from TIO members and consumer interest groups. Council provides advice to the Ombudsman on policy and procedural matters and ensures that complaint handling procedures are effective.

**CSG (Customer Service Guarantee)**

A set of performance requirements placed by 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 consumers to a set scale of compensation payments if the standards are not met.

**CSP (carriage service provider)**

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 *Telecommunications Act 1997* (Cth).

**Determination/direction**

Where a complaint cannot be conciliated so that a fair and reasonable outcome is achieved, the TIO may make a "determination" or give a "direction". Decisions involving amounts up to \$10,000 are legally binding on members. Where the amount involved is greater than \$10,000, the TIO can issue a "recommendation" up to a maximum of \$50,000.

**DIST benchmarks**

In 1997 the Department of Industry Science and Tourism, produced benchmarks for industry-based customer dispute resolution schemes. These benchmarks were developed in consultation with industry dispute resolution schemes, consumer organisations, government and regulators. The purpose of the benchmarks was to guide industry in developing and improving industry alternative dispute resolution schemes. 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 the "Benchmarks for Industry-Based Customer Dispute Resolution Schemes". This benchmark sets out key ADR practices, within the principles of accessibility, independence, fairness, accountability, efficiency and effectiveness.

**DSLAM (digital subscriber line access multiplexer)**

A DSLAM is a piece of infrastructure at the exchange that allows for ADSL and a standard phone service to be provided on the same line.

**dumping**

The term used to describe the process by which, as a result of clicking on a link or downloading certain software from a website, an internet user's modem is disconnected from the local ISP without their knowledge and directly connected to an international or premium-rate number.

**enquiry officer**

TIO staff member who handles Level 1 complaints, both written and oral.

**GSM (global system for mobiles)**

A digital mobile phone system.

**investigation officer**

TIO staff member who handles written and oral enquires and Level 1 complaints in addition to investigating and resolving higher level complaints.

**ISP (internet service provider)**

A company that provides internet access services to the public. All ISPs are required to be members of the TIO. ISPs represent by far the largest group of TIO members.

**Issue**

The matter about which a complainant has contacted the TIO. A single complaint may involve several issues. While the TIO charges its members by number of complaints, it reports on the basis of number of issues raised. The TIO groups similar issues into categories, such as billing, faults and privacy.

**Member**

A telecommunications service provider that is a member of the TIO scheme. The *Telecommunications Act 1997* (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 Constitution, 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.

**MNP (mobile number portability)**

MNP was introduced in Australia on 25 September 2001. It allows mobile customers to keep their existing mobile telephone number when they change service providers.

**pair gain**

Digital technology that allows a single phone line to be split into two or more lines at the exchange. Also known as "RIM" technology.

**porting**

The process by which a customer's telephone number is transferred to another carrier's network.

**resolution**

The fair and reasonable settlement of a complaint between a customer and a provider with the assistance of the TIO.

**scheme**

The TIO scheme is a company limited by guarantee and is accountable to its board of directors.

**(SFOA) Standard Form of Agreement**

A document setting out the terms and conditions of the supply of telecommunications goods and/or services where an individual contract has not been agreed between the customer and the CSP

**spam**

Unsolicited marketing e-mail and SMS messages to mobile phones.

**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.

**3G**

Third-generation mobile phone networks allow for internet access and data delivery to mobile phones with moving colour images, audio and sophisticated internet services.

**TTY (teletypewriter)**

The teletypewriter (TTY) allows people who are deaf or hearing impaired to communicate by telephone. The deaf/hearing impaired person types their message on the TTY keyboard and the message is sent via the telephone line.

**USO (universal service obligation)**

A government requirement for the provision of equitable access to standard telephone services for all Australians. Telstra is currently the universal service provider and must generally provide a first phone service upon request. Details of how Telstra fulfils the USO are set out in its USO Policy Statement and Marketing Plan available at <http://www.telstra.com.au/universalservice/index.htm>.

The USO is complemented by the CSG.

## TIO member list

TIO Member List at 30 June 2006

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

| Member Category                         | Total        | %     |
|---|--------------|-------|
| Internet service provider               | 719          | 61.5% |
| Other                                   | 51           | 4.4%  |
| Telephone and internet service provider | 225          | 19.2% |
| Telephone service provider              | 175          | 15.0% |
| <b>Total</b>                            | <b>1,170</b> |       |

### Internet service provider

|   | Date joined TIO |   |            |
|---|-----------------|---|------------|
| #1 Computer Services Pty Ltd                    | 04/04/2000      | Analyst Programmers Pty Ltd                         | 22/07/1999 |
| 123-easyDSL.com                                 | 29/09/2003      | ANS Communications Pty Ltd                          | 02/04/1998 |
| 154 Collins Street Pty Limited                  | 09/03/2004      | APJ Net Pty Ltd                                     | 23/05/2003 |
| 1990 Multiline BBS Pty Ltd                      | 08/09/1998      | Appleby, Graeme Phillip                             | 26/04/2006 |
| 2000 Computers and Networks Pty Ltd             | 27/01/2006      | Arachnet Pty Ltd                                    | 24/08/1998 |
| 2Bwise Pty Ltd                                  | 19/07/2005      | Arcadia Technology                                  | 10/12/1997 |
| A.J Wilson & O.A Wilson                         | 21/09/2004      | Ardebil Pty Ltd                                     | 21/07/1998 |
| A.K. Boening & S.C. Cooney t/as Monkey Internet | 19/08/2004      | Argonaut Internet Service                           | 21/07/2000 |
| AAA Communications Pty Ltd                      | 06/06/2002      | Armadillo Applied Computer Technologies Pty Ltd     | 02/09/2005 |
| aaNet Communications Pty Ltd                    | 06/11/2003      | Asia Global Crossing Australia Pty Ltd              | 11/09/2001 |
| Access Blue Lagoon Internet Services Pty Ltd    | 09/12/1998      | AstraTEL Pty Ltd                                    | 08/12/2004 |
| Access Internet                                 | 01/07/1997      | Auction Classifieds Pty Ltd                         | 10/09/2002 |
| Access IT Services Pty Ltd                      | 16/02/2006      | Ausnet Pty Ltd                                      | 03/05/2004 |
| Access Net Internet Services Pty Ltd            | 25/05/2002      | Aussie Paradise Designs                             | 11/06/2002 |
| Access Only Pty Ltd                             | 14/04/2003      | Aussie Rent Pty Ltd                                 | 02/03/2005 |
| Access Plus Pty Ltd                             | 24/04/2001      | Austar United Broadband Pty Ltd                     | 10/11/2003 |
| Access Providers Operations Pty Ltd             | 06/01/2003      | Australia Connect Pty Ltd                           | 21/07/1998 |
| Accsoft Computer Technology Pty Ltd             | 27/10/1997      | Australia Internet Solutions Pty Ltd                | 13/10/1997 |
| Accsys IT Pty Ltd                               | 21/02/2002      | Australia On Line Pty Ltd                           | 25/03/1998 |
| Ace Internet Services Pty Limited               | 01/09/1997      | Australian Bowhunters Journal Pty Ltd               | 15/10/1998 |
| Ace Online Pty Ltd                              | 21/07/1998      | Australian Corporate Technology Pty Ltd             | 18/08/2005 |
| Acenet Internet Services                        | 18/01/1999      | Australian Inland                                   | 21/03/2003 |
| ActewAGL Retail                                 | 07/06/2001      | Australian Internet Billing Pty Ltd                 | 21/04/2004 |
| Activ Australia Pty Ltd                         | 20/10/1998      | Australian Private Networks Pty Ltd                 | 18/01/2006 |
| Acure Technology Pty Ltd                        | 01/06/2004      | Australian Regional Technology Information Services | 21/11/2002 |
| Adam Pty Ltd                                    | 15/10/1997      | AustraliaNet IT Pty Ltd                             | 14/03/2000 |
| Admac Nominees Pty Ltd                          | 26/04/2002      | Austrasoft Pty Ltd                                  | 18/05/2004 |
| Adnet Holiday Coast Internet                    | 07/08/1998      | Auzynet Pty Ltd                                     | 01/02/2002 |
| Advanced Internet Services Pty Ltd              | 21/07/1997      | Avon Global Communications                          | 21/07/1998 |
| Advatel Wireless Pty Ltd                        | 15/04/2004      | AW Communications Pty Ltd                           | 11/03/2003 |
| Airweb Connect Pty Ltd                          | 18/03/2005      | Awebit Pty Ltd                                      | 26/02/2004 |
| Albury Local Internet Pty Ltd                   | 30/11/2000      | Azure Wireless Pty. Ltd.                            | 14/07/2005 |
| All IP Services Pty Ltd                         | 16/02/2004      | Banana Shire Council                                | 17/05/1999 |
| Allegro Networks Pty Ltd                        | 03/02/2006      | Barcode Solutions Pty Ltd                           | 23/09/1999 |
| Alpha Dot Net Australia Pty Ltd                 | 31/10/1997      | Barden, Paul William                                | 01/03/2006 |
| Alphalink Australia Pty Ltd                     | 01/07/1997      | Barimanet Pty Ltd                                   | 22/08/2003 |
| Alphawest Pty Ltd                               | 09/07/1998      | Barnetwork Pty Ltd                                  | 07/10/2003 |
| Alphernet Pty Ltd                               | 26/06/1998      | BBIT Pty Ltd  | 27/08/1998 |
| Always Online Pty Ltd                           | 29/01/2001      | Be Communications Pty Ltd                           | 28/10/2004 |
| Amisoft   | 13/11/1997      | Beagle Internet Pty Ltd                             | 09/06/2004 |
| Amnet IT Services Pty Ltd                       | 30/03/2004      | Beratung Pty Ltd                                    | 11/10/2005 |
|   |                 | Betem Pty Ltd                                       | 16/11/2004 |
|   |                 | Betterlink Pty Ltd                                  | 21/12/1998 |

## TIO member list

|  |            |  |            |
|--|------------|--|------------|
| Beyond Net Pty Ltd                                 | 02/05/2002 | Communicat Pty Ltd                             | 01/07/1997 |
| Big Button Pty Ltd                                 | 14/01/1998 | Community Information Strategies Australia Inc | 22/11/2004 |
| BigAir Group Limited                               | 25/11/2002 | Compass Net                                    | 09/07/1998 |
| Bigdy Pty Limited                                  | 20/12/2004 | Computers Now Pty Ltd                          | 09/08/2002 |
| BIT net Pty Ltd                                    | 29/11/2004 | Comstar Internet Services Pty Ltd              | 12/02/2003 |
| Bizyweb Internet Services                          | 25/07/2002 | Comstech Systems                               | 23/04/2003 |
| BKB Internet Pty Ltd                               | 05/02/2004 | Conceptual Internet Australia Pty Ltd          | 03/07/2000 |
| Blitzwave Pty Ltd                                  | 11/07/2005 | Connect West Pty Ltd                           | 22/10/2004 |
| BLR Investments Pty Ltd                            | 31/10/2002 | Contal Information Technology Pty Ltd          | 12/06/1998 |
| Blue Net Pty Ltd                                   | 19/11/2002 | Corinthian Engineering Pty Ltd                 | 06/04/1998 |
| Blue Wire Technologies Pty Ltd                     | 17/10/2003 | Cornish Business Solutions                     | 11/09/2003 |
| Bluefire Corporation Pty Limited                   | 28/06/1999 | Corpita Pty Ltd                                | 15/04/2003 |
| Bluegum Communications Pty Ltd                     | 24/09/2004 | Coscom Technology                              | 16/04/1999 |
| Bluemaxx Communications Pty Ltd                    | 26/07/2005 | Country Energy                                 | 09/12/2002 |
| BluIce Technology                                  | 31/01/2000 | CQ Net Pty Ltd                                 | 22/03/2002 |
| Bon Media Pty Ltd                                  | 30/06/2005 | Creagh McGlasson Pty Ltd t/as Rural Systems    | 29/03/2004 |
| Bordnet Internet Pty Ltd                           | 23/06/2003 | Cross Link Pty Ltd                             | 28/05/2002 |
| Bribie Island Internet Pty Ltd                     | 07/04/2004 | Crowther, John Alfred Owen Tobin               | 13/08/2004 |
| Broadband Phone Pty Ltd                            | 07/12/2005 | CSI Holdings Pty Ltd                           | 18/07/1997 |
| Broadband Wireless Pty Ltd                         | 09/01/2006 | Curl Internet Solutions Pty Ltd                | 19/11/2003 |
| BroadbandNet Pty Ltd                               | 11/01/2006 | Cyberlink Network                              | 28/06/1999 |
| Broadcast Engineering Services (Australia) Pty Ltd | 19/09/2002 | Cybernet Internet Services                     | 02/10/2000 |
| Broadway Web (Internet) Services                   | 15/03/2004 | CyberOne Pty Ltd                               | 03/09/1997 |
| Bucan Holdings Pty Ltd                             | 01/07/1997 | Cyberwizards Group Pty Ltd                     | 27/09/2000 |
| Buijk Finance Pty Ltd                              | 02/11/2005 | D & M Technologies Pty Ltd                     | 02/04/2001 |
| Burnett.net.au Pty Ltd                             | 07/07/2003 | D.J Hooton & Kingtone Pty Ltd & B.P Randall    |            |
| Bushcom Pty Ltd                                    | 08/10/2004 | & M.J Sweet                                    | 02/08/2005 |
| Bytecard Pty Ltd                                   | 11/12/1997 | D.S.B.S. Pty Ltd                               | 05/10/2004 |
| C.J Scafe & S Scafe                                | 26/06/2003 | Dart Global Pty Ltd                            | 23/10/2003 |
| C.S. Sutherland Corporation Pty Ltd                | 08/09/2003 | Data FX Online Pty Ltd                         | 18/06/2003 |
| C1 Consulting Pty Ltd                              | 18/10/2002 | Datalan Australia Pty Ltd                      | 16/06/2003 |
| Cairnsnet Pty Ltd                                  | 22/01/2001 | Davis, Catherine Marie                         | 24/06/2005 |
| Callvale Pty Ltd                                   | 07/05/2004 | Daytec Australia Pty Ltd                       | 20/02/2000 |
| Caloundra Internet Services Pty Ltd                | 03/06/2005 | DBGUG Information Technology Pty Ltd           | 07/05/2004 |
| CanDo Internet Pty Ltd                             | 17/11/2004 | DCS Internet                                   | 15/10/1997 |
| CBIT Pty Limited                                   | 22/11/2005 | DDA Pty Ltd                                    | 07/12/1999 |
| Central Coast Internet Pty Ltd                     | 13/11/1997 | Depot IT Pty Limited                           | 23/08/2004 |
| Central Data Pty Ltd                               | 03/11/2000 | Design Online                                  | 31/03/2000 |
| Central Online Pty Ltd                             | 10/09/2001 | Desiin Pty Ltd                                 | 27/04/1998 |
| Cerum Pty Ltd                                      | 01/08/2002 | Diggy Australia Pty Ltd                        | 13/09/1999 |
| CGK Consultants International Pty Ltd              | 27/09/2004 | Digimedia Pty Ltd                              | 30/08/2002 |
| Channel Communications Pty Ltd                     | 14/03/2006 | Digital River Pty Ltd                          | 23/11/2005 |
| Charanda Systems Pty Ltd                           | 26/07/2004 | Digital Technologies & Telecommunications      |            |
| Chariot Ltd  | 30/10/1997 | Pty Ltd  | 01/01/2006 |
| Charter Resources Security Solutions Pty Ltd       | 21/09/2005 | Direct Internet Pty Ltd                        | 22/12/2003 |
| Cherry Technology Pty Ltd                          | 08/06/1999 | Domain Business Network Systems                | 23/05/2003 |
| Chilli Internet Solutions Pty Ltd                  | 26/03/1998 | Domain Link                                    | 02/09/1999 |
| China Motion (Australia) Pty Limited               | 27/06/2005 | Dot Communications Pty Ltd                     | 02/10/1997 |
| Christian ISP                                      | 15/05/2003 | Dot CX Limited                                 | 26/03/2001 |
| Ciphertel Pty Ltd                                  | 21/04/2005 | DotAussie.com                                  | 01/04/2003 |
| Cirrus Communications Pty Ltd                      | 18/05/2005 | DoveNetQ                                       | 15/08/1997 |
| Citisystems (Aust) Pty Ltd                         | 07/05/1999 | Down Under Consultants Pty Ltd                 | 12/05/1998 |
| Citylink Technology Pty Ltd                        | 04/08/1999 | Dragnet Internet Services Pty Ltd              | 26/11/1997 |
| ClariNET Internet Solutions Pty Ltd                | 25/07/1997 | E-Sharp Technology Pty Ltd                     | 06/08/2002 |
| Clockwork ISP Pty Ltd                              | 31/03/2003 | E-Vision Internet Services                     | 08/11/1999 |
| Clover Computing                                   | 10/06/1998 | Easemail.net Pty Ltd                           | 26/04/2005 |
| Club Australasia Pty Ltd                           | 09/11/2001 | Eastcoast Internet                             | 10/07/1999 |
| ClubNet International Pty Ltd                      | 18/01/1999 | Eastern Wireless Pty Ltd                       | 20/06/2005 |
| Cmon.com.au Pty Ltd                                | 15/12/2003 | Easy Internet Services Pty Ltd                 | 03/10/2003 |
| CNN Internet Pty Ltd                               | 29/06/2000 | Easynet Pty Ltd                                | 28/11/1997 |
| Coastal IT Pty Ltd                                 | 08/07/2003 | EasyTel Communications Pty Ltd                 | 14/06/2006 |
| Colour City Computers & Internet Services          | 08/10/2003 | Echobreeze Pty Ltd                             | 20/01/2003 |
| Comaxes Corporation Pty Ltd                        | 29/06/1999 | ECN Pty Ltd                                    | 13/03/2003 |
| ComCen Pty Ltd                                     | 17/07/1997 | Ecopost Pty Ltd                                | 04/08/1997 |
| Come On Aussie Internet Services                   | 27/04/2004 | Eftel Radio Pty Ltd                            | 06/05/2002 |
| Commerce Australia Pty Ltd                         | 03/04/1998 | Elders Telecommunications Pty Ltd              | 16/06/2006 |
| Commslogic Pty Ltd                                 | 28/06/2005 | Elmtree Consulting Services Pty Ltd            | 28/05/1999 |

|  |            |  |            |
|--|------------|--|------------|
| Elu Information Systems Pty Ltd                  | 27/10/1997 | Highlands Internet Pty Ltd                     | 21/12/1997 |
| Emerge Technologies Pty Ltd                      | 15/11/1999 | Highlevel Innovations Pty Ltd                  | 11/03/1998 |
| Encom Pty Ltd                                    | 11/02/2004 | Highway Internet Services Pty Ltd              | 03/07/2001 |
| Enhanced Design And Information Technology Group | 04/01/2003 | Hislora Pty Ltd                                | 02/10/2000 |
| Ensyst Pty Limited                               | 13/05/2005 | Hissey & Associates Pty Ltd                    | 06/01/2003 |
| Enter Net Australia Pty Ltd                      | 12/06/1998 | Hitech Support Pty Ltd                         | 23/06/2002 |
| EON Technology Pty Ltd                           | 18/05/1998 | Horizen Enterprises Pty Ltd                    | 08/09/1999 |
| Escape Communications Pty Ltd                    | 09/08/2002 | Hosting Technologies Pty Ltd                   | 26/08/2003 |
| Escape.Net                                       | 12/01/1998 | Hot-Link DDS                                   | 15/07/1999 |
| EtherTech Pty Ltd                                | 02/06/1999 | Hotkey (Bendigo) Internet Services             | 19/12/2002 |
| ETT Access Pty Ltd                               | 19/03/2002 | Hotkey Glen Waverley Pty Ltd                   | 07/05/2003 |
| Evanscorp Pty Ltd                                | 02/11/2001 | Hotkey Internet Services Pty Ltd               | 29/10/1997 |
| Evolve Connect Communicate                       | 11/06/2004 | Hotkey West Pty Ltd                            | 08/05/2003 |
| Exceed Systems Integration Pty Ltd               | 14/03/2000 | Hotline Support Pty Ltd                        | 12/02/2004 |
| Exetel Pty Ltd                                   | 21/04/2004 | Hotspotzz Pty Ltd                              | 01/07/2005 |
| Export Mission Information Systems Pty Ltd       | 10/01/2000 | HTML Net                                       | 09/07/1998 |
| Express Publications Pty Ltd                     | 23/02/2000 | Hudson Data                                    | 02/03/1999 |
| Extentia Corporation Pty Limited                 | 24/03/2004 | Hussain, Dawud Ameen                           | 04/05/1998 |
| Eyenet Communications Pty Ltd                    | 11/04/2006 | Hylinx   | 09/01/2003 |
| EZ Call Pty Ltd                                  | 12/12/2005 | Hyper-Drive Technologies Pty Ltd               | 15/09/2000 |
| Ezylink  | 19/01/1999 | Hyperlink Pty Ltd                              | 11/09/2003 |
| F1 (Formula One) Internet Services               | 18/01/1999 | Hypermax Holdings Pty Ltd                      | 20/10/2004 |
| F1 Computer Services                             | 16/06/1999 | HyperOz  | 15/04/2004 |
| Fibre Pty Ltd                                    | 23/10/2003 | I Benefit Pty Ltd                              | 20/08/2003 |
| Firestorm Computing Pty Ltd                      | 21/01/2004 | I&TC Solutions Pty Ltd                         | 28/07/2000 |
| First Link Internet Service Pty Ltd              | 01/07/1997 | I-Connect Internet Pty Ltd                     | 31/07/2003 |
| Fish Telecom Pty Ltd                             | 01/07/2002 | I-magnet.com Pty Ltd                           | 21/03/2001 |
| Fleet Broadband Holdings Pty Ltd                 | 09/05/2003 | Ideal Internet Pty Ltd                         | 13/07/2001 |
| Flexinet Pty Ltd                                 | 14/06/2006 | IDXNET Computing Pty Ltd                       | 03/12/1997 |
| Flownet Access                                   | 29/08/2000 | iForm  | 21/07/1997 |
| Foundation IT Services Pty Ltd                   | 22/07/2002 | Independent Computer Retailers                 | 11/01/2000 |
| Fox All Service Pty Ltd                          | 24/08/1998 | Independent Service Providers Pty Ltd          | 14/09/2001 |
| Freemate Networks                                | 01/09/1999 | Infinite Networks Pty Ltd                      | 27/10/2003 |
| Freenet Australia Pty Ltd                        | 06/08/1999 | Information Systems Technology Network Pty Ltd | 15/05/2000 |
| Frog Net Australia Pty Ltd                       | 24/08/1999 | Informed Technology                            | 28/08/1998 |
| Frontier ISP Pty Ltd                             | 06/04/2001 | inspired net                                   | 07/05/1998 |
| Fujitsu Australia Ltd                            | 07/01/1998 | Integrated Community Networks Pty Ltd          | 09/06/2005 |
| Futureweb Pty Ltd                                | 09/07/1998 | Integrated Data Labs Pty Ltd                   | 01/09/1999 |
| Gameexpress Glen Waverley Pty Ltd                | 21/06/2002 | Integrity Network Solutions Pty Ltd            | 21/02/2003 |
| Geecko   | 21/05/2002 | Intek Pty Ltd                                  | 21/08/2000 |
| Gel Works Pty Ltd                                | 22/07/1999 | Intelogy Pty Ltd                               | 19/05/2003 |
| Genisyst Pty Limited                             | 01/07/1997 | Interact Computer Centre                       | 15/10/1998 |
| Geo Media Broadband Pty Ltd                      | 26/04/2006 | Interactive Globalnet (IGN) Pty Ltd            | 10/11/1997 |
| Geocel Pty Ltd                                   | 16/02/2006 | InterDomain Pty Ltd                            | 01/01/1998 |
| GeoNet Pty Ltd                                   | 26/04/2006 | InterNet Australis                             | 01/02/2000 |
| GetOnIt Pty Ltd                                  | 22/09/2003 | Internet on the Coast Pty Ltd                  | 01/07/1997 |
| GKY Distributors Pty Ltd                         | 01/07/1997 | Internet Plus Pty Ltd                          | 11/11/1997 |
| Global Dial Pty Ltd                              | 03/05/2000 | Internet Service Providers Pty Ltd             | 01/07/1997 |
| Global Solutions Network Pty Ltd                 | 25/08/2003 | Internet Victoria Pty Ltd                      | 28/10/1997 |
| Global Wire Internet Pty Ltd                     | 05/07/2000 | Internet Whitsunday Pty Ltd                    | 19/03/2003 |
| GoBush Broadband Pty Ltd                         | 26/04/2006 | InternetWA Pty Ltd                             | 16/06/1998 |
| GoConnect Australia Pty Ltd                      | 25/11/1999 | InterNex Australia Pty Ltd                     | 10/03/1998 |
| Golden IT Pty Ltd                                | 12/12/2003 | Internode Systems Pty Ltd                      | 01/07/1997 |
| Golden Orb Technologies Pty Ltd                  | 19/12/1997 | Intertask Pty Ltd                              | 06/06/2003 |
| Goldlink Internet Services Pty Ltd               | 26/01/2002 | Interwerks Pty Ltd                             | 07/12/2001 |
| Goldweb Internet                                 | 14/01/2003 | Intrapower Pty Ltd                             | 29/07/1998 |
| Goulburn Internet Pty Ltd                        | 14/11/2003 | IntraPower Satellite Pty Ltd                   | 23/05/2005 |
| GPC Pty Ltd                                      | 30/11/1998 | IPN Operations Pty Ltd                         | 27/02/2003 |
| GPM Internet Pty Ltd                             | 03/04/2003 | IQ Connect Pty Limited                         | 05/01/2004 |
| Gratesand Pty Ltd                                | 20/11/1998 | Isage  | 07/06/1999 |
| GreenBay Communications Pty Ltd                  | 17/04/2003 | IspOne Pty Ltd                                 | 01/04/2003 |
| Greenhatch Nominees Pty Ltd                      | 17/06/1999 | Issa, Michael                                  | 18/04/2006 |
| Hande Pty Ltd                                    | 01/04/2003 | IT Systems Management Pty Ltd                  | 21/05/2003 |
| Hanod Investments Pty Ltd                        | 29/08/2001 | ITD Group Pty Ltd                              | 14/09/2004 |
| HAQ IT Pty Ltd                                   | 24/03/1999 | iwireless                                      | 10/10/2003 |
| HarbourIT Pty Ltd                                | 16/01/2006 | J C McInerney Pty Ltd & Cabeat Pty Ltd         | 18/01/1999 |
| Hermes Internet                                  | 24/07/1997 | Jackar Australia Pty Ltd                       | 02/03/2006 |

## TIO member list

|  |            |  |            |
|--|------------|--|------------|
| Jaspar Solutions   | 19/01/2001 | Monaro IT Pty Ltd                              | 11/11/2004 |
| JaziNET  | 07/01/2004 | Monkeybong Enterprises                         | 23/07/2002 |
| Jigsaw Technology Pty Ltd                                  | 20/04/1998 | Motile Pty Ltd                                 | 16/02/2005 |
| Jumba Interactive Group Pty Ltd                            | 03/11/2005 | MPV Technologies Pty Ltd                       | 07/01/2004 |
| JWC Internet Services                                      | 15/07/2002 | Multibase Web Australis                        | 01/07/1997 |
| K.J Hickey & R.B Hickey                                    | 13/05/2005 | Multie Technology Distribution Pty Ltd         | 29/12/1997 |
| Karratha Internet Support Services                         | 14/01/2000 | My ISP Australia Pty Ltd                       | 28/02/2003 |
| Kenneth E Harvey t/as NetJunction Internet                 | 01/10/2004 | My Wisp Pty Ltd                                | 27/04/2006 |
| Keterridge, Peter Walter                                   | 13/04/2004 | MyInternet Ltd                                 | 01/07/1997 |
| Kevin Thompson & Kim Richardson t/as Alias Internet        | 06/02/2002 | MyLink Wireless Pty Ltd                        | 28/05/2004 |
| Key Point Pty Ltd  | 01/07/1997 | Nanoetek Pty Ltd                               | 30/04/2003 |
| King Island Internet Service                               | 12/08/1999 | Nareg Internet Pty Ltd                         | 30/08/2001 |
| Kingfisher Pty Ltd   | 24/10/2003 | NEC Australia Pty Ltd                          | 02/08/2002 |
| Kowolski, Robert   | 02/02/1999 | Neon Internet                                  | 14/02/2003 |
| L.I.S.P Pty Ltd (Local Internet Service Provider)          | 08/01/1998 | Net Solutions Pty Ltd                          | 16/07/1999 |
| LANcare IT Pty Ltd   | 29/12/2004 | Net Unlimited Pty Ltd                          | 02/09/2003 |
| LastMileAccess Pty Ltd                                     | 04/03/2004 | Net2000 Pty Ltd                                | 14/07/1998 |
| Launch Pty Ltd   | 01/07/1997 | Netbay Internet Pty Ltd                        | 02/01/2001 |
| LB & GL Rodda Pty Ltd t/as Quik Internet NNSW              | 13/11/2003 | Netcall ISPs Pty Ltd                           | 04/05/2005 |
| Leading Edge Computers Kempsey                             | 21/12/1999 | NetCentral.com.au Pty Ltd                      | 14/08/2000 |
| Leading Edge Internet Pty Ltd                              | 02/07/2001 | Netcomm Broadband Pty Ltd                      | 01/08/2001 |
| Legion.com.au Pty Ltd                                      | 29/09/2005 | Netcomplete Pty Ltd                            | 25/10/2001 |
| Link Innovations Pty Ltd                                   | 28/11/2003 | Netcore Pty Ltd                                | 01/07/1997 |
| Linkit Internet Services                                   | 10/11/1998 | Netforce Pty Ltd                               | 14/12/2001 |
| Linknet Communications NSW Pty Ltd                         | 16/03/1999 | Netmagic Internet                              | 25/07/2002 |
| Linux Consultants Pty Ltd                                  | 18/01/1999 | Netmail Access Pty Ltd                         | 07/06/1999 |
| Lismore Internet Services                                  | 01/07/1997 | Netmastery Pty Ltd                             | 23/08/1999 |
| Locall Pty Ltd   | 27/05/2002 | Netpacket Pty Ltd                              | 01/12/1998 |
| Lockyer Internet Pty Ltd                                   | 02/12/2002 | Netracom                                       | 11/02/1999 |
| LoginDSL   | 09/12/2002 | NetServ Pty Ltd                                | 01/12/1998 |
| Longford Internet  | 13/07/1999 | Netspace Networks Pty Ltd                      | 13/09/2002 |
| M Alvanos & P Alvanos t/as Unique Results                  | 03/11/2003 | Netspace Online Systems Pty Ltd                | 01/07/1997 |
| M.W Frahn & A.J Stevens t/as Copper Wire                   | 08/01/2004 | Netway Technologies Pty Ltd                    | 13/05/1998 |
| Mackay Computer Services Pty Ltd                           | 11/02/2000 | Network Computer Training Pty Ltd              | 15/11/2000 |
| MACTL Pty Ltd  | 21/11/2003 | Network Synergy Corporation Pty Ltd            | 11/05/2006 |
| Madec  | 09/03/2001 | Network Technology (Aust) Pty Ltd              | 20/05/2002 |
| MainLink Internet Services                                 | 27/10/1999 | Networks Multimedia Pty Ltd                    | 26/03/2001 |
| Matilda Internet Pty Ltd                                   | 17/09/1998 | netXP  | 08/10/2002 |
| Maurie Fountain & Sons Pty Ltd                             | 07/07/2003 | NetYP  | 10/11/1998 |
| Maxi Internet Services Pty Ltd                             | 23/04/2002 | New Approach Systems & Software                | 24/11/1998 |
| Mazda Australia Pty Limited                                | 23/09/2003 | New Millennium Networking                      | 19/02/2001 |
| McCullagh Family Trust                                     | 23/09/2005 | Nexacom Pty Ltd                                | 16/07/1999 |
| McGregor Australia Pty Ltd                                 | 24/05/2002 | Nexon Asia Pacific Pty                         | 11/09/2003 |
| McPherson Media Pty Ltd                                    | 21/01/1998 | Nicholas Childs t/as GoCentral                 | 26/04/2004 |
| MedEmail Pty Ltd   | 18/05/2000 | Nissen Technologies Pty Ltd                    | 27/08/2004 |
| Megalink Australia Pty Ltd                                 | 29/04/2003 | No More Wires.com Pty Ltd                      | 31/10/2000 |
| MEL Productions Pty Ltd                                    | 15/11/1999 | Nomad Networks Pty Ltd                         | 20/06/2006 |
| Melbourne PC User Group Inc                                | 13/10/1997 | Nornet Enterprises Pty Ltd                     | 29/08/2002 |
| Melbourne Wireless Incorporated Association                | 02/12/2005 | North East Telecommunications Co-operative Ltd | 24/01/2003 |
| Mercury Connect Pty Ltd                                    | 14/06/2006 | North Industries Pty Ltd                       | 10/10/2003 |
| Merday Pty Ltd   | 16/01/2004 | Northern Exposure Technologies Pty Ltd         | 10/12/1997 |
| Merlin Internet Services                                   | 11/04/1999 | Northern Rivers Gateway                        | 01/07/1997 |
| Metro Net Corporation Pty Ltd                              | 28/03/2001 | Northern Technology Holdings                   | 24/07/2003 |
| Michael Parnell Pty Ltd                                    | 10/09/1999 | Notunseen Pty Ltd                              | 15/05/2002 |
| Microed Pty Ltd  | 01/06/1999 | NT Technology Pty Ltd                          | 27/08/1998 |
| Micronet Internet Pty Ltd                                  | 21/03/2003 | NTT Australia Pty Ltd                          | 31/03/1998 |
| Micronica  | 30/04/1998 | Nvision Pty Ltd                                | 27/08/1999 |
| Microsystems Support                                       | 18/12/1997 | Ocean Broadband Ltd                            | 22/03/2005 |
| Mightynet.com  | 21/08/2002 | OCTEC Incorporated                             | 11/02/1999 |
| Mikka International Pty Ltd                                | 23/07/1997 | Odyssey World Pty Ltd                          | 17/06/1998 |
| Mindvision Interactive Pty Ltd                             | 20/08/1997 | Officelink Plus Pty Ltd                        | 17/03/2003 |
| Minerva Micro Pty Ltd                                      | 02/04/1998 | Offis Pty Ltd                                  | 20/11/1998 |
| Minopher Pty Ltd   | 31/12/1997 | Omninet  | 14/07/1998 |
| MJ Anderson & AM Batrouni & KP Fuessel<br>t/as Shiftreload | 11/02/2004 | Omninet Wireless Pty. Ltd.                     | 24/06/2005 |
| Modern Pty Ltd   | 16/11/1999 | On The Net Pty Ltd                             | 31/10/1997 |
| Momentum Internet Pty Ltd                                  | 13/04/2006 | Online 2000                                    | 03/05/1999 |
|  |            | Online Connect Pty Ltd                         | 15/05/2003 |

|   |            |   |            |
|---|------------|---|------------|
| Openshaw, Vanessa Anne                                | 21/07/2005 | Relax Internet Enterprises Pty Ltd            | 12/06/1998 |
| OPOC Solutions Pty Ltd                                | 18/08/2003 | Request Business Solutions Pty Ltd            | 07/10/2003 |
| Optic Fibre & Wireless Pty Ltd                        | 24/02/2004 | Restless Online Services                      | 17/09/1998 |
| Optus Broadband Pty Ltd                               | 29/06/2000 | Retnet Internet Services                      | 21/05/1999 |
| Orion Online  | 06/04/1998 | Reverence Earthlink Internet Services         | 02/01/2001 |
| Orli-Tech Pty Ltd                                     | 20/04/1999 | Rex Communications Pty Ltd                    | 25/07/1997 |
| Ossini Pty Ltd  | 27/03/2000 | Reynolds & Reynolds Pty Ltd                   | 12/05/2000 |
| Our Haven Pty Ltd                                     | 17/06/2002 | Reynolds Technology Pty Ltd                   | 23/07/2001 |
| Outback Digital Network Ltd                           | 11/09/2002 | RGTechnologies Pty Ltd                        | 15/06/1999 |
| Output DSJ Pty Ltd                                    | 27/06/2003 | RickSure Pty Ltd                              | 16/02/2001 |
| Outside the Square Services Pty Ltd                   | 01/09/2003 | Rimway Holdings Pty Ltd                       | 21/11/2002 |
| Overflow Internet Services                            | 17/06/1998 | Ripnet  | 25/05/1999 |
| Oxnee Pty Ltd   | 18/11/1999 | RO Computer Services Pty Ltd                  | 17/11/1997 |
| Oz Web Internet Providers Pty Ltd                     | 25/03/1999 | Robert Michael Barker                         | 22/09/2005 |
| OzConnect Internet                                    | 28/04/2003 | ROK Technology Pty Ltd                        | 20/01/2000 |
| OzForces Pty Ltd                                      | 12/03/2003 | Rubix Computers Pty Ltd                       | 14/05/1999 |
| OzGuide   | 15/06/1999 | Rural & Peninsula Disability Support Inc      | 15/09/2003 |
| Ozhost Internet and Electronics                       | 11/06/2002 | Rural Business Machines Pty Ltd               | 03/02/1998 |
| OzISP Pty Ltd   | 18/11/2002 | Saints PC Pty Ltd                             | 31/05/2002 |
| Ozinet Pty Ltd  | 01/04/2003 | Salient Enterprises Pty Ltd                   | 14/05/2003 |
| Ozzieweb Pty Ltd                                      | 11/07/2001 | Satellite Navigator Pty Ltd                   | 29/05/2003 |
| P.G. Brown Services Pty Ltd t/as One Bite             | 07/04/2004 | Saunders Properties Pty Ltd                   | 31/07/2002 |
| Pacific Internet Australia Pty Ltd                    | 30/04/1999 | Savvis Australia Pty Ltd                      | 22/10/1999 |
| Pacific Wireless Australia Pty Ltd                    | 19/03/2002 | ScoastNet Pty Ltd                             | 15/10/1997 |
| Panorama Development Pty Ltd                          | 11/03/1999 | SCS Enterprises Australia Pty Ltd             | 10/02/2000 |
| Paragon Systems Pty Ltd                               | 10/12/2002 | Sebastopol College                            | 10/08/1999 |
| Patash Pty Ltd  | 14/10/1997 | SecureTelecom Pty Ltd                         | 18/05/2000 |
| PC Technologies Aust Pty Ltd                          | 25/11/2003 | SELTEK Australia Pty Ltd                      | 10/01/2000 |
| Peevee Software Solutions Pty Ltd                     | 07/08/2002 | Sentrum Pty. Ltd.                             | 24/11/2005 |
| Personal Broadband Australia Limited                  | 18/12/2003 | Shane Chrisp t/as 2000 Computers and Networks | 22/04/2004 |
| Perth international Exchange ATF the Perth IX Trust   | 18/04/2006 | Shopsafe Pty Ltd                              | 30/05/2003 |
| Perthnet  | 16/07/2003 | Silicon Crafts Pty Ltd                        | 18/11/1997 |
| Peter Walter Ketteridge t/as Icon Information Systems | 13/01/2005 | SIS Group Pty Ltd                             | 12/03/2003 |
| Petersen's Online Services                            | 04/12/1998 | Sixty Second Crater Pty Ltd                   | 15/08/2005 |
| Pivot Pty Ltd   | 27/05/2005 | Skymesh Pty Ltd                               | 10/06/2005 |
| Plan B Internet Services Pty Ltd                      | 30/03/1999 | Smart Apartments Pty Ltd                      | 08/04/2004 |
| Planet Ozi Pty Ltd                                    | 14/03/2006 | SmartyHost Pty Ltd                            | 22/06/2006 |
| Platform Computing Pty Ltd                            | 09/03/2000 | Smith, Alwyn Laurence                         | 16/12/2005 |
| Porternet.com.au                                      | 11/12/2000 | SMV & GJ Bambrick                             | 01/09/2003 |
| Positronic Pty Ltd                                    | 19/06/2002 | Sneaker Net                                   | 07/07/2000 |
| Powerband Networks Pty Ltd                            | 28/07/2003 | Snowball Internet Pty Ltd                     | 20/08/2002 |
| Powernet Communications Pty Ltd                       | 29/06/2006 | Snowsports Interactive Pty Ltd                | 05/04/2006 |
| Precision Internet Services                           | 14/10/2002 | South Sydney Junior Rugby League Club Ltd     | 12/11/2001 |
| Precisium   | 12/05/1999 | South West Communications Company Pty Ltd     | 08/01/2004 |
| Preferred Internet Provider                           | 26/11/1997 | Southern Aurora Web Designs                   | 08/07/2002 |
| Primebase Pty Ltd                                     | 14/12/2004 | Southern Matrix International Pty Ltd         | 17/06/1999 |
| Project Eclectic R&D (SA) Pty Ltd                     | 20/10/2005 | Southern Star Communications Pty Ltd          | 01/07/1997 |
| Pteryx Productions Australia                          | 22/10/2002 | Spacelink Communications Pty Ltd              | 25/07/2002 |
| PTMe Pty Ltd  | 09/07/2004 | Speednet Communications Pty Ltd               | 27/07/1999 |
| Q Online Internet Services                            | 11/03/2003 | Spencer Gulf Telecasters Ltd                  | 20/09/2002 |
| QLDWIDE.NET.AU  | 19/01/2000 | Spiderweb Access                              | 14/07/1998 |
| Quicknet Internet Provider Pty Ltd                    | 17/12/1997 | Spin Internet Services Pty Ltdp               | 20/04/1998 |
| Quik Internet Australia Pty Ltd                       | 13/11/2003 | Spitfire Internet Services Pty Ltd            | 18/04/2000 |
| Quintessa Holdings Pty Ltd                            | 05/07/1999 | Stead, Jason David                            | 27/06/2005 |
| Qwest Australia Pty Ltd                               | 06/05/2002 | Steal Internet Pty Ltd                        | 31/01/2006 |
| Rabbit International                                  | 04/02/1999 | Sublime IP Pty Ltd                            | 11/08/1998 |
| Radcomp Pty Ltd                                       | 07/12/2005 | Sun Corporation Pty Ltd                       | 27/05/2003 |
| RAJA Computers Pty Ltd                                | 17/07/2003 | Surf-Net City Australia                       | 13/11/2002 |
| Ram Network Services Pty Ltd                          | 08/05/1998 | Swiftel Communications Pty Ltd                | 07/08/2000 |
| Rapid Telecom Pty Ltd                                 | 11/05/2006 | SwiftNet Pty Ltd                              | 13/05/1999 |
| Rascal Internet Pty Ltd                               | 29/10/2003 | Switch.Com Pty Ltd                            | 14/07/1998 |
| RBE Internet Services                                 | 10/11/1998 | Sympac Computing Pty Ltd                      | 03/06/1998 |
| RDT Holdings Pty Ltd                                  | 03/07/2003 | syners  | 07/03/2003 |
| Redgum Software & Support Pty Ltd                     | 17/09/2000 | Taccom Pty Ltd                                | 23/03/1999 |
| Regional Broadband Services Pty Ltd                   | 11/02/2004 | Tasmanet Pty. Ltd.                            | 27/10/2005 |
| Regional Internet Australia Pty Ltd                   | 08/03/2006 | TCSI Pty Ltd                                  | 22/09/2003 |
|   |            | Tech 2U Pty Ltd                               | 10/08/1999 |

## TIO member list

|   |            |   |            |
|---|------------|---|------------|
| Tech Info Pty Ltd   | 16/06/1999 | Web Prophets Pty Ltd                      | 22/10/2003 |
| Technical Aid to the Disabled Inc                           | 13/10/2005 | Webcentral Pty Ltd                        | 30/06/2003 |
| Techno Access   | 12/05/1998 | Webdata Pty Ltd                           | 25/08/1999 |
| Techsus Pty Ltd   | 18/08/2005 | Webresource Internet Technology Pty Ltd   | 04/04/2001 |
| Teklogik Pty Ltd  | 08/02/2006 | Webzone Holdings Pty Ltd                  | 21/03/2003 |
| Teksupport Pty Ltd  | 03/10/1997 | Wellington Communications Pty Ltd         | 25/07/2000 |
| Tel.Pacific Pty Ltd   | 06/01/1998 | Westconnect Pty Ltd                       | 08/09/1998 |
| Telco Talk Communications Pty Ltd                           | 02/05/2006 | Western Internet Services                 | 15/06/1999 |
| Telenet Australia Pty Ltd                                   | 24/03/2004 | Western Webtec                            | 10/10/2002 |
| Tellurian Pty Ltd   | 06/01/2005 | Westvic Broadband Pty Ltd                 | 06/08/2004 |
| Telstra Big Pond  | 01/07/1997 | Westway Nominees Pty Ltd                  | 14/07/2005 |
| Teragen International Pty Ltd                               | 23/10/2003 | WFJ & KA Abel t/as Kissme Internet        | 14/10/2003 |
| Terra Tech Computers Pty Ltd                                | 29/03/2005 | Wicom Solutions                           | 13/05/2003 |
| Tetraplex Pty Ltd   | 20/03/1998 | Wide Blue Ocean Pty Ltd                   | 23/08/2004 |
| The Australian Internet Company Pty Ltd                     | 01/07/1997 | Wilkinson Business Trust t/as Internet    |            |
| The Boss Group Pty Ltd                                      | 24/03/2006 | Tasmania Pty Ltd                          | 22/01/2004 |
| The Emery Corporation Pty Ltd                               | 14/07/1998 | Windspeed                                 | 29/04/1999 |
| The Friendly Giant Pty Ltd                                  | 28/10/1999 | Winshop Internet Pty Ltd                  | 01/07/2002 |
| The I.T. Group Pty Ltd                                      | 17/02/2004 | Wired Sky Pty Ltd                         | 02/05/2006 |
| The Info Xchange Inc  | 03/12/1997 | Wireless Broadband Services (NQ) Pty Ltd  | 11/10/2004 |
| The Murray Pioneer Pty Ltd                                  | 09/12/1997 | Wireless Systems Australia Pty Ltd        | 25/08/2004 |
| The Trustee for Cynergic Unit Trust                         | 07/05/2004 | Wireless Works Pty Ltd                    | 11/05/2006 |
| The Trustee for WireFree Networks                           | 06/09/2004 | Wizz Pty Ltd                              | 14/06/2006 |
| Tisgroup  | 16/01/2004 | Wobygong Pty Ltd                          | 03/12/2002 |
| Tnet.Com.Au   | 20/08/1998 | Wood Dragon Pty Ltd                       | 18/12/2002 |
| Tokyo Network Computing Pty Ltd                             | 03/03/2003 | World.Net Services Pty Ltd                | 20/03/2000 |
| Tope Holdings Pty Ltd                                       | 13/02/2002 | Worldwide Internet                        | 02/09/1998 |
| Topgun Internet Services                                    | 20/08/2002 | Worth IT                                  | 02/04/2003 |
| TouchTV Pty Ltd   | 26/02/2004 | Xceltek Internet Services Pty Ltd         | 24/01/2003 |
| Tourist Facilities Pty Ltd                                  | 29/07/2002 | Xiong, Xiao                               | 13/02/2006 |
| Tower Computer Aid Pty Ltd                                  | 19/08/2004 | XYZed Pty Ltd                             | 21/07/2000 |
| TPG Internet Pty Ltd  | 01/07/1997 | Yates, Daniel Alan                        | 22/10/1997 |
| True North Consulting Pty Ltd                               | 09/01/1998 | Yea Computing Services                    | 23/09/1999 |
| Trumpnet Pty Ltd  | 16/12/1997 | Yless4U Pty Ltd                           | 23/05/2006 |
| Turbonet Pty Ltd  | 13/06/2003 | Your ASP Pty Ltd                          | 27/05/2002 |
| TVMate Australia Pty Limited                                | 23/04/2003 | Zhong Huan Pty Ltd                        | 01/09/1997 |
| TX Communications Pty Ltd                                   | 23/11/1998 | Zion Internet Services                    | 10/02/2003 |
| Ubiquoss ISP Pty Ltd  | 16/08/2004 | Zip World Pty Ltd                         | 26/10/1998 |
| UnitedIP Pty Ltd  | 29/11/2004 |   |            |
| University of Queensland Information<br>Technology Services | 17/06/1998 | <b>Other</b>                              | <b>51</b>  |
| URN Technologies Pty Ltd                                    | 30/04/2003 | Air Portal Pty Ltd                        | 05/12/2000 |
| Van Den Eynde Robert Frank & Denise Joan                    | 11/04/2006 | Amcom Telecommunications Pty Ltd          | 10/09/1998 |
| Vector Networks Pty Ltd                                     | 19/08/2002 | Australia-Japan Cable (Australia) Limited | 02/02/2001 |
| Velocity Internet Pty Limited                               | 25/08/2003 | Boeing Australia Limited                  | 24/01/2001 |
| Veridas Communications Pty Ltd                              | 29/10/2003 | Broad IP Pty Ltd                          | 20/03/2006 |
| Veritel Australia Pty Ltd                                   | 14/11/2003 | Broadband Anywhere Pty Ltd                | 19/07/2005 |
| Vertical Telecoms Pty Ltd                                   | 08/02/2001 | Broadband Telco Pty Ltd                   | 28/06/2006 |
| Victoria's Network: VICNET                                  | 26/03/1998 | C.J Scafe & S Scafe                       | 04/04/2006 |
| Victory Internet Services                                   | 27/10/2003 | C10 Communications Pty Ltd                | 18/04/2006 |
| Vintek Consulting Pty Ltd                                   | 24/05/2001 | Card & Go International Pty Ltd           | 21/03/2006 |
| Virtual Communities Ltd                                     | 07/04/2003 | Central Exchange Ltd                      | 14/06/2000 |
| Virtual Computers Pty Ltd                                   | 03/11/1997 | Clarinet Australia Pty Ltd                | 08/12/2005 |
| Virtualcity Pty Ltd   | 22/03/2004 | Coretel Communications Pty Ltd            | 08/09/2000 |
| Visiontek Pty Ltd   | 17/09/1997 | D.J BLACKER & M.J BLACKER                 | 23/05/2005 |
| W Connect Pty Ltd   | 08/04/2004 | Dialogue Communications Pty Ltd           | 30/08/2004 |
| WA Telecentre Exmouth Inc.                                  | 21/07/1998 | Digital Distribution Australia Pty Ltd    | 12/02/2001 |
| Wackado Communications Pty Ltd                              | 22/07/2005 | ETSA Utilities                            | 15/01/2001 |
| Wally's Internet Caf                                        | 04/05/2001 | FaktorTel Pty Ltd                         | 24/03/2006 |
| Ward Enterprises Pty Ltd                                    | 10/06/1998 | Fibrelite Networks Pty Ltd                | 11/05/2006 |
| Warianne Investments Pty Ltd                                | 02/09/2003 | Hutchison 3G Australia Pty Ltd            | 20/08/2002 |
| Warick Grubb t/as Ozsell                                    | 04/08/2004 | Ipera Communications Pty Ltd              | 20/03/2000 |
| Waterfront Internet Service                                 | 11/01/1999 | Kazatky, Samuel Joshua                    | 06/12/2005 |
| WBS by CBD Pty Ltd  | 22/03/2004 | m8 Telecom Pty Ltd                        | 11/03/2003 |
| We Solve It Pty Ltd   | 28/04/2004 | Mobif Australia Pty Ltd                   | 27/09/2004 |
| Web Ace   | 21/12/1998 | New Skies Satellites Australia Pty Ltd    | 02/01/2006 |
| Web Australis Pty Ltd                                       | 01/07/1997 | Nextgen Networks Pty Ltd                  | 14/02/2001 |

|   |            |   |            |
|---|------------|---|------------|
| Office Advisors Pty Ltd                       | 11/03/2004 | Chime Communications Pty Ltd                      | 31/08/2000 |
| OMNIconnect Pty Ltd                           | 18/09/1997 | City Telecom (Australia) Pty Ltd                  | 01/07/1999 |
| One Village Pty Ltd                           | 13/02/2006 | Clarkson McLaren Corporate Communications Pty Ltd | 06/05/2004 |
| Open Telecom Australia Pty Ltd                | 09/09/2005 | Clear Networks Pty Ltd                            | 19/04/2005 |
| Opentec Pty Ltd                               | 26/07/2000 | Clove.net.au                                      | 30/01/2004 |
| Optus Vision Pty Ltd                          | 08/12/1997 | Clublinks Telco Pty Ltd                           | 14/02/2006 |
| Oz Telecom Pty Ltd                            | 15/04/1998 | Clublinks Utilities Pty Ltd                       | 04/08/2005 |
| Oziplex Pty Ltd                               | 27/09/2002 | Commander Australia Ltd                           | 21/08/2003 |
| Powercor Australia Telecommunications Pty Ltd | 12/09/2002 | Communicomm Pty Ltd                               | 30/05/2006 |
| Powertec Telecommunications Pty Ltd           | 09/02/2006 | Community Solutions Australia Pty Ltd             | 10/10/2003 |
| PowerTel Ltd                                  | 01/07/1997 | Community Telco Australia Ltd                     | 22/10/2003 |
| Quantum Multimedia Communications Pty Ltd     | 30/08/2002 | ComSelect Communications Pty Ltd                  | 19/01/2006 |
| Request Broadband Pty Ltd                     | 18/07/2000 | Comvergence Pty. Ltd.                             | 14/11/2005 |
| Sky Quantum Pty Ltd                           | 18/07/2005 | Connect Essential Services Pty Ltd                | 07/04/2005 |
| Smart Charge Australia Pty Ltd                | 11/05/2006 | Convergent ComCo Pty Ltd                          | 31/01/2005 |
| Soul Pattinson Telecommunications Pty Ltd     | 05/05/1999 | Corporate Telecom Pty Limited                     | 04/10/2005 |
| Suretek Pty Ltd                               | 08/04/2004 | Country Telecommunications Pty Ltd                | 26/07/2005 |
| Suretel Pty Ltd                               | 10/11/2004 | Crave Communications Pty Ltd                      | 30/05/2006 |
| Telstra Multimedia Pty Ltd                    | 16/07/1997 | Creative Telcom Pty Ltd                           | 20/07/2005 |
| The Trustee for The Kwietniak Family Trust    | 01/03/2006 | D. Seeto Nominees Pty Limited                     | 22/04/2005 |
| Verizon Australia Pty Limited                 | 26/06/1998 | Datafast Telecommunications Limited               | 17/02/2000 |
| Vernet Pty Ltd                                | 30/05/2006 | Daykin Pty Ltd                                    | 16/11/2004 |
| Windytide Pty Ltd                             | 28/09/1998 | Dedicated Services Pty Ltd                        | 25/02/2006 |
| World Without Wires                           | 19/06/2006 | Destra Corporation Ltd                            | 22/02/2006 |
| Xantic B.V.                                   | 17/02/2003 | Digiplus Pty Ltd                                  | 03/07/2002 |

## Telephone and internet service provider 225

|   |            |  |            |
|---|------------|--|------------|
| 1410 Communications Pty Ltd                       | 18/09/2002 | Dodo Australia Pty Ltd                         | 10/09/2001 |
| AAPT Ltd  | 01/07/1997 | Dow Telecom Pty Ltd                            | 02/09/2005 |
| Aardvark Internet Pty Ltd                         | 16/07/2003 | Down Under Communication Pty Limited           | 02/05/2005 |
| Ace Communications Group Pty Ltd                  | 17/04/2003 | Dual Phone Centre Pty Ltd                      | 30/11/2004 |
| ACN Pacific Pty Ltd                               | 22/03/2006 | E-Tel Communications Pty Ltd                   | 08/04/2004 |
| Aeon Group Pty Ltd                                | 16/03/2006 | Ecomtel Pty Ltd                                | 13/07/1999 |
| Airtime Pty Ltd                                   | 24/06/2004 | EFtel Pty Ltd                                  | 02/01/2001 |
| All2Connect Pty Ltd                               | 28/10/2004 | EHW Technology Pty Ltd                         | 14/06/2006 |
| Alpha Network Shop Pty Ltd                        | 31/05/1999 | Empcom Pty Ltd                                 | 17/02/2003 |
| Alphanet Pty Ltd                                  | 06/10/1997 | Entertainment Media & Telecoms Corporation Ltd | 12/06/2001 |
| AmityOne Network Pty Ltd                          | 13/05/2003 | Esmonde, David John                            | 25/07/2005 |
| Answer Plus Communications (Aust) Pty Ltd         | 25/03/2003 | ETB Qld Pty Ltd                                | 27/04/2004 |
| Arcon Communications Pty. Ltd.                    | 05/10/2005 | Evertel Communications Pty Ltd                 | 02/12/2004 |
| Asian Pacific Telecommunications Pty Ltd          | 13/07/2000 | Evolution Telecom Pty Ltd                      | 03/12/2004 |
| Aspark Pty Ltd                                    | 01/08/2005 | Fergunn Communications Pty Ltd                 | 11/10/2005 |
| Astron Business Services Pty Ltd                  | 17/08/2005 | First Reach Pty Ltd                            | 17/05/2004 |
| Auritel Australia Pty Ltd                         | 22/11/2004 | Freecall Connect Pty Ltd                       | 16/02/2006 |
| Aurora Energy AAPT Pty Ltd                        | 21/05/2001 | GC Telecom Pty Ltd                             | 03/03/2006 |
| Australian Communications Consortium Limited      | 23/05/2006 | Gday.net Pty Ltd                               | 12/09/2003 |
| Australian Community Telecommunications Pty Ltd   | 16/03/2004 | Global Connect Communications Pty Ltd          | 23/08/1999 |
| Australian Specialist Infotech Operations Pty Ltd | 26/08/1998 | Global Net Media Pty Ltd                       | 09/03/2006 |
| Australian Technology Partnerships Pty Ltd        | 12/02/2004 | Global Qi Alliance Pty Ltd                     | 12/07/2004 |
| B Digital Ltd                                     | 26/05/1999 | Gould, Simon David                             | 01/06/2004 |
| Ballarat Community Enterprise Limited             | 18/04/2005 | Have-A-Chat                                    | 01/07/2004 |
| Basejump Pty Ltd                                  | 13/05/2005 | Highway 1 (Australia) Pty Ltd                  | 21/07/1998 |
| BEACHLEY, PHILIP PAUL                             | 23/06/2003 | HomeLinX Pty Ltd                               | 07/04/2004 |
| Bendigo Community Telco Ltd                       | 15/09/2000 | Hub Business Services Pty Ltd                  | 20/12/2004 |
| Better Telecom Pty Ltd                            | 07/02/2006 | IF Com Pty Ltd                                 | 12/10/2005 |
| BlueSky Communications (Aust) Pty Ltd             | 06/01/2003 | ihug Pty Ltd                                   | 03/11/2003 |
| Bright Telecommunications Pty Ltd                 | 16/06/2006 | iiNet (OzEmail) Pty Ltd                        | 10/03/2005 |
| Broadband Access Pty Ltd                          | 24/07/2000 | iiNet Ltd                                      | 25/08/1998 |
| Budget Telecom Pty Ltd                            | 23/02/2005 | In-Tech Telecommunications Pty Ltd             | 28/08/1998 |
| Bushtel   | 07/04/2004 | Infinity Plus Communications Pty Ltd           | 01/04/2005 |
| Business Services Direct Pty Ltd                  | 27/10/2005 | Innoveight Pty Ltd                             | 15/09/2005 |
| Buzz Broadband Pty Limited                        | 25/05/2005 | Inspired Island Pty Ltd                        | 05/08/2005 |
| Bwired Group Pty Ltd                              | 05/07/2005 | Integrity Automation Pty Ltd                   | 11/08/2005 |
| Callplus Australia Pty Limited                    | 27/05/2004 | IP Systems Pty Ltd                             | 10/12/2003 |
| Cameron Pty Ltd                                   | 30/05/2006 | iSnap Pty Ltd                                  | 11/04/2006 |
| CardCall Pty Ltd                                  | 18/09/1997 | ISP Networks Pty Ltd                           | 25/10/2005 |
|   |            | Isphone Australasia Pty Ltd                    | 26/07/2005 |
|   |            | iTEL Community Telco Ltd                       | 14/11/2002 |

## TIO member list

|  |            |   |            |
|--|------------|---|------------|
| itXpress Pty Ltd                                       | 23/08/2004 | Servcorp Digital Strategy Pty Ltd   | 31/10/2001 |
| J.W Dawson & L Dawson                                  | 16/11/2005 | Silver Communities Pty Ltd  | 29/03/2005 |
| Jaminca Pty Ltd  | 23/02/2006 | Sirius Telecommunications Ltd   | 01/02/2002 |
| JKR Holdings Pty Ltd t/as 2Easynet                     | 19/07/2004 | SkyNetGlobal Limited  | 10/12/2001 |
| Joytel Pty Ltd   | 30/12/2002 | Skywave Communications Australia Pty Ltd  | 08/03/2005 |
| Justified Communications Group Pty Ltd                 | 02/05/2002 | Skyways Internet Services Pty Ltd   | 04/12/2003 |
| KDDI Australia Pty Ltd                                 | 11/02/1999 | Snoopa Systems Pty Ltd  | 05/03/2004 |
| Kern Internet Pty Ltd                                  | 18/05/2004 | Soft Telcom Pty Ltd   | 02/06/2005 |
| Kesher Communications Pty Ltd                          | 09/06/2005 | Spectrum Networks Pty Ltd   | 12/05/2000 |
| Kia Communications Pty Ltd                             | 27/07/2004 | Spinosa-Catella, Richard David  | 10/05/2005 |
| KJT Holdings Pty Ltd                                   | 31/12/2004 | Spirit Telecom (Australia) Pty Ltd  | 24/05/2005 |
| Knowledge By Design Pty Ltd                            | 01/07/1997 | Spungold Nominees Pty Ltd   | 06/09/2004 |
| Kooee Communications Pty Ltd                           | 09/05/2005 | ST Telecom Pty Ltd  | 05/02/2002 |
| Leading Edge Group Limited                             | 02/08/2001 | Staticcom Pty Ltd   | 11/02/2004 |
| Liberty Telecoms Pty Ltd                               | 16/05/2006 | STI Communications Pty Ltd  | 11/09/2002 |
| Lime Australia Pty Ltd                                 | 28/11/2005 | Sunshine Coast Community Enterprises Ltd  | 24/02/2005 |
| Logitel Communications Pty Ltd                         | 20/03/2002 | Sydney Internet Exchange (SIX) Pty Ltd  | 14/10/2004 |
| Lucidity Enterprises Pty Ltd                           | 21/07/2005 | Tanguinya Pty Ltd   | 23/05/2005 |
| Mach Technology Group Pty Ltd                          | 15/09/2005 | Telarus Pty Ltd   | 12/02/2004 |
| Macquarie Telecom Network Carrier Services Pty Limited | 22/12/2000 | Telco Plus Pty Ltd  | 04/08/2004 |
| Managed Solutions Pty Ltd                              | 30/03/2000 | Telco Talk Communications Pty Ltd   | 01/12/2004 |
| Many Rivers Administrative & Legal Services Ltd        | 11/05/2006 | Telcoinbox Australia Pty Ltd  | 25/08/2003 |
| Max Telecom Pty Ltd                                    | 03/08/2005 | Telefa Pty. Limited   | 12/11/2004 |
| MBV Ltd  | 16/05/2006 | TellStar Pty Ltd  | 07/11/2005 |
| Message Stick Telecommunications Pty Ltd               | 11/02/2004 | Terra Nova Solutions Pty Ltd  | 27/07/2004 |
| Meucci Pty Ltd   | 09/07/2004 | The Access Solutions Group Pty Ltd  | 18/08/2005 |
| Miracom Telecommunications Pty Ltd                     | 22/09/2005 | The Mercuri Group Pty Ltd   | 01/08/2005 |
| Morrstel Pty Ltd                                       | 06/09/2005 | The SIV Group Pty Ltd   | 18/06/2003 |
| Multelink Australia Limited                            | 14/02/2000 | The Trustee for Diamond Telecom Unit Trust  | 17/01/2006 |
| Murray, Terry Joy                                      | 30/05/2006 | The Trustee for THE MOFFAT FAMILY DISCRETIONARY TRUST t/as North Queensland Telecom | 24/11/2004 |
| My Net Fone Pty Ltd                                    | 13/02/2006 | The Trustee for THE TELECOMMUNICATIONS TRUST  | 03/05/2005 |
| My Telecom Pty Ltd                                     | 24/09/2002 | The Trustee for Vtree Trust   | 16/02/2006 |
| NC Cable Pty Ltd                                       | 15/05/2000 | Trans Pacific Communications Pty Ltd  | 24/05/2005 |
| Neoinvent Pty Ltd                                      | 01/03/2006 | TransACT Capital Communications Pty Ltd   | 22/09/2000 |
| Net2Phone Global                                       | 15/10/1999 | Trustee for JCPNet Trust  | 11/11/2004 |
| Netscapade Pty Ltd                                     | 26/08/2004 | Uecomm Ltd  | 01/07/1997 |
| Network Company Australia Pty Ltd                      | 27/06/2005 | Unwired Australia Pty Ltd   | 19/09/2002 |
| New Telecom Pty Ltd                                    | 12/01/2004 | US Telecom Pty Ltd  | 29/06/2006 |
| Next Business Telecommunications Pty Ltd               | 16/01/2006 | V8 Telecom Pty Ltd  | 10/10/2005 |
| Optus Networks Pty Ltd                                 | 01/07/1997 | VDV Communications Pty Ltd  | 31/03/2005 |
| Orion Satellite Investments Pty Ltd                    | 16/06/2006 | Vocal Pty Ltd   | 08/06/2004 |
| Orion Satellite System Pty Ltd                         | 02/07/2003 | Voxcom Pty Ltd  | 11/05/2006 |
| Outside Edge Australia Pty Ltd                         | 19/10/2005 | VT Investments Pty Ltd  | 18/02/2005 |
| Ozetel Pty Ltd   | 23/09/2005 | Walsh and Marshall Pty Ltd  | 09/12/2004 |
| People Telecommunications Ltd                          | 13/12/2000 | Westnet Pty Ltd   | 14/07/1998 |
| Perracom Pty Ltd                                       | 10/11/2005 | Wideband Networks Pty Ltd   | 10/05/2004 |
| Pipe Networks Limited                                  | 10/07/2002 | Widelinx Pty Ltd  | 17/01/2006 |
| Polyfone Pty Ltd                                       | 03/08/2001 | Wild Internet & Telecom Pty Ltd   | 11/02/2004 |
| Powercom Pacific Pty Ltd                               | 19/04/2004 | Woody Group Pty Ltd   | 26/02/2004 |
| Prime Call (Australia) Pty Ltd                         | 21/06/2005 | Yodial Pty Ltd  | 24/08/2004 |
| Primus Online Pty Ltd                                  | 08/08/2003 | Your Local Telecom Trust  | 25/07/2005 |
| Primus Telecommunications Pty Ltd                      | 01/07/1997 | Yourtility Pty Ltd  | 07/02/2006 |
| PTC Communications Pty Ltd                             | 24/05/1999 | Z & K Investments Pty Ltd   | 30/08/2005 |
| Q. Corporation Pty Ltd                                 | 02/08/2001 |   |            |
| Quantum Telecom Pty Limited                            | 13/10/2005 | <b>Telephone Service Provider</b>   | <b>175</b> |
| R.J Hicks & B.D McIntosh & N Somner                    | 13/07/2005 | 0014 Pty Ltd  | 01/11/2000 |
| Red Media Solutions Pty Ltd                            | 24/02/2006 | 1300 Words Pty Ltd  | 11/07/2005 |
| Regional Telecoms Pty Ltd                              | 21/01/2003 | 1800 Reverse Pty Ltd  | 02/01/2001 |
| Richard A & Elizabeth J Monty                          | 27/04/2006 | 1800Mumdad Pty Ltd  | 25/02/2004 |
| Royle Holdings (Aust) Pty Ltd                          | 05/09/2005 | 1World Telecommunications Pty Ltd   | 17/06/2003 |
| RSL COM Business Communications Pty Ltd                | 21/08/2003 | 7Star Communications Pty Ltd  | 28/10/2004 |
| RSL COM Business Solutions Pty Ltd                     | 21/08/2003 | ABG Group Pty Ltd   | 29/06/2004 |
| Saands Marketing Australia Pty Ltd                     | 06/11/2003 | ADI LIMITED   | 19/08/2002 |
| SC Communications Pty Ltd                              | 03/03/2005 | Advanced Future Technology Pty Ltd  | 25/01/2003 |
| Schade, Stuart Reginald                                | 18/04/2006 | Agile Pty Ltd   | 08/09/1998 |
| SecureTel Pty Ltd                                      | 25/11/2002 | Alfa Micro Systems Pty Ltd  | 11/01/2005 |

|   |            |   |            |
|---|------------|---|------------|
| Alphawise Solutions Pty Ltd                           | 25/11/1999 | M2 Telecommunications Pty Ltd               | 11/12/2001 |
| Arakan Trading Co Pty Ltd                             | 18/05/2006 | Macquarie Telecom Group Limited             | 01/07/1997 |
| Asia Telco Investments Pty Ltd                        | 24/06/2005 | Market Maze Communications Pty Ltd          | 15/10/2003 |
| Aspire Telecom Services Pty Ltd                       | 16/03/2006 | Mavenlink Pty Ltd                           | 08/04/2004 |
| Astracom Pty Ltd                                      | 15/01/2003 | MCI WorldCom International, Inc             | 21/07/1998 |
| Astron Communication and Information Services Pty Ltd | 16/07/1997 | McMillan, Alan Jackson                      | 08/11/2005 |
| AT&T Communications Services Australia Pty Ltd        | 01/07/1997 | Message Community Telephone Company Pty Ltd | 28/01/2004 |
| AT&T Global Network Services Australia Pty Ltd        | 28/02/2000 | Mibroadband Pty Ltd                         | 23/09/2004 |
| Atex Pty Ltd  | 02/02/2004 | Michael & Keiran Stefans                    | 08/10/2004 |
| AUSTAR United Mobility Pty Ltd                        | 10/11/2003 | Mobicom Communication Services Pty Ltd      | 20/04/2004 |
| Australia IP Telecom Pty Ltd                          | 18/04/2005 | Mobiles2go Pty Ltd                          | 11/10/2005 |
| Australia Star Communications Pty Ltd                 | 21/08/2003 | Multelink Services Pty Ltd                  | 21/10/2004 |
| Australian Communication Exchange Ltd                 | 01/07/1997 | Mytel Voice & Data Pty Ltd                  | 04/10/2005 |
| Australian Telecommunications Pty Ltd                 | 18/03/2002 | NationTel Pty Ltd                           | 29/05/2003 |
| Axis Telecoms Pty Ltd                                 | 11/07/2003 | New Tel Ltd                                 | 12/03/1999 |
| B&K Holdings (Qld) Pty Ltd                            | 11/02/2004 | New Tel Services Pty Ltd                    | 21/08/2003 |
| B33hive Pty Ltd                                       | 24/05/2004 | NorthVoice Communications Pty Ltd           | 07/07/2000 |
| Bareena Holdings Pty Ltd                              | 12/09/2002 | Omni Plus Pty Limited                       | 19/12/1997 |
| Beyond Telecom Australia Pty Ltd                      | 28/10/2003 | Online IT Services Pty Ltd                  | 16/04/2003 |
| Bloomberg L.P., Australia Branch                      | 28/03/2002 | Opera Telecom Pty Ltd                       | 03/06/2006 |
| Blue Call Pty Ltd                                     | 17/03/2004 | Optus Mobile Pty Ltd                        | 01/07/1997 |
| Blue Ridge Telecom Systems, LLC                       | 16/07/2004 | Orion Telecommunications Australia Limited  | 15/04/2005 |
| Boost Tel Pty Ltd                                     | 26/11/2003 | Oz Tele Communications Pty Ltd              | 04/05/2004 |
| Broad Investments Limited                             | 01/07/1997 | Ozicom Solutions Pty Ltd                    | 12/11/2001 |
| BT Australasia Pty Ltd                                | 30/07/1997 | P.F Basso & C.L Goldsmith                   | 11/07/2005 |
| Buana Australia Pty Ltd                               | 02/01/2002 | Pacific Telco Australia Limited             | 22/01/2001 |
| Budgetel Pty Ltd                                      | 11/02/2000 | PayTel Australia Pty Ltd                    | 15/12/2003 |
| Bugal Pty Ltd   | 24/11/2004 | Pegasus Telecom Pty Ltd                     | 03/08/2005 |
| Call Australia Pty Ltd                                | 26/08/2003 | Phone Business Pty Ltd                      | 15/04/2004 |
| Callsave Pty Ltd                                      | 14/11/2001 | Phone Free                                  | 15/03/2004 |
| ccgIT Pty Ltd   | 13/05/2005 | Pivotel Group Pty Limited                   | 27/03/2003 |
| Cellularvoice Pty Ltd                                 | 26/02/2002 | Premier Technologies Pty Ltd                | 23/05/2006 |
| Chi Telecom Pty Ltd                                   | 04/01/2002 | Prime Telecoms Pty Ltd                      | 13/12/2005 |
| Chinwag (Australia) Pty Ltd                           | 17/06/2004 | Proactive Communication Solutions Pty Ltd   | 29/06/2004 |
| Clearfone Pty Ltd                                     | 28/03/2006 | Projection Plus (Australia) Pty Ltd         | 10/09/2004 |
| Commander Express Telecommunication Solutions Pty Ltd | 08/04/2004 | Protel Communications International Pty Ltd | 21/05/2004 |
| CommodiTel (Australia) Pty Ltd                        | 11/08/2004 | PSR Group Pty Ltd                           | 01/07/1997 |
| Communico Australia Pty Ltd                           | 29/03/2005 | Reward Mobile Pty Limited                   | 07/02/2005 |
| Concert Telecom Pty Ltd                               | 11/12/2002 | River Media Group Pty Ltd                   | 29/10/2002 |
| Direct Telecoms Pty Limited                           | 26/03/2001 | Saise Telecommunications Pty Ltd            | 19/07/1999 |
| E-Tone Corporation Australia Pty Ltd                  | 10/01/2005 | Savvy Telecommunications Pty Ltd            | 07/03/2006 |
| Eclipse Telecommunications Pty Ltd                    | 01/07/1997 | SIMplus Mobile Pty Limited                  | 07/12/2001 |
| Edirect Pty Ltd                                       | 23/05/2006 | Skytel Pty Limited                          | 09/07/1998 |
| eSTAR Telecom Pty Ltd                                 | 25/09/2003 | Solutions International Pty Ltd             | 02/01/2001 |
| ExpressTel Pty Ltd                                    | 13/01/2005 | Southern Cross Mobile Pty Ltd               | 20/02/2001 |
| Eztel Communications                                  | 22/05/2001 | Southern Cross Telco Pty Ltd                | 25/09/1997 |
| Ford, Thomas David                                    | 02/02/2006 | Southern Phone Company Ltd                  | 17/01/2003 |
| Fortconnect Pty Ltd                                   | 12/12/2005 | Spatial Broadband Telephony Pty Ltd         | 17/07/2003 |
| Freshtel Pty Ltd                                      | 30/07/2004 | Speed Communications Pty Ltd                | 28/07/2004 |
| Global Card Services Pty Ltd                          | 08/01/2003 | Sprint International Australia Pty Ltd      | 25/07/2000 |
| Global Networks (Aust) Pty Ltd                        | 31/01/2003 | Star Telecom Australia                      | 09/07/2004 |
| GlobalCom (Aust) Pty Ltd                              | 28/06/2002 | Switch Mobile Pty Ltd                       | 07/11/2005 |
| Globalstar Australia Pty Limited                      | 28/04/2003 | Synergy Australia Pty Ltd                   | 23/07/2003 |
| Globaltel Pty Ltd                                     | 18/01/2006 | Systel.Com Pty Ltd                          | 06/08/2004 |
| Globe Telecom Pty Ltd                                 | 19/05/2003 | T.One Telecommunications Pty Ltd            | 13/08/1999 |
| G0talk Australia Pty Ltd                              | 08/01/2003 | T3 Communications Pty Ltd                   | 09/04/2002 |
| Hi Tech Telecom Pty Ltd                               | 03/05/2005 | TCI Australia Pty Ltd                       | 12/09/2003 |
| Hutchison Telecoms (Aust) Pty Ltd                     | 01/07/1997 | Telco Blue Pty Ltd                          | 21/03/2003 |
| J.M.D. Telecoms Pty Ltd                               | 20/10/2004 | Telco In A Box Pty Ltd                      | 09/01/2003 |
| Kiss Mobile Pty Ltd                                   | 29/07/2005 | Telcostar Ltd                               | 18/07/2001 |
| Korpcom Australia Pty Ltd                             | 25/07/2002 | Telecom Connect Pty Ltd                     | 23/02/2006 |
| LCR Telecom Pty Ltd                                   | 22/01/1998 | Telecom International Group                 | 24/03/2005 |
| Lifeline Telecommunications Pty Ltd                   | 18/07/2001 | Telecom One Pty Ltd                         | 06/05/2005 |
| Light Technologies Pty Ltd                            | 04/07/2002 | Telecorp Limited                            | 08/01/2003 |
| Lime Telecom Pty Ltd                                  | 30/08/2004 | TeleOne Services Pty Ltd                    | 21/03/2002 |
|   |            | Telesaver Pty Ltd                           | 07/09/1997 |
|   |            | Telkom Pty Ltd                              | 09/08/2004 |

|  |            |
|--|------------|
| Telstra Corporation                          | 01/07/1997 |
| Tenex Pty Ltd                                | 19/06/1998 |
| Time Telecom Pty Ltd                         | 05/09/2005 |
| Times Telecom (Australia) Pty Ltd            | 21/10/2003 |
| Tritel Australia Pty Ltd                     | 22/09/1999 |
| Tritel Telecommunications Pty Ltd            | 31/03/2006 |
| True Telecom Pty Ltd                         | 03/03/2003 |
| Unidial Prepaid Communications Pty Ltd       | 26/11/2002 |
| Unison Mobile Services Pty Ltd               | 26/08/2004 |
| United Customer Management Solutions Pty Ltd | 01/07/1997 |
| United Wholesale Communications Pty Ltd      | 01/12/2003 |
| Universal One Communication Pty Ltd          | 12/12/2002 |
| Upgrade Technology Pty Ltd                   | 08/09/2003 |
| Valaiti Pty Ltd                              | 09/05/2005 |
| Viatel Communications Pty Ltd                | 26/04/2006 |
| Virgin Mobile (Australia) Pty Ltd            | 11/09/2000 |
| Vodafone Australia Limited                   | 01/07/1997 |
| Voicetalk Pty Ltd                            | 18/05/2005 |
| Voicetek Pty Ltd                             | 03/12/2001 |
| VOIP Networks Pty Ltd                        | 01/02/2005 |
| Voise Pty Ltd                                | 04/07/2005 |
| VRoam Australia Pty Ltd                      | 23/12/2002 |
| Welcome Telecom Pty Ltd                      | 04/07/2005 |
| Western Communication Solutions Pty Ltd      | 14/10/1997 |
| Widetalk Pty Ltd                             | 13/02/2002 |
| World Tel (Aust) Pty Ltd                     | 19/04/2005 |
| World Telecom Pty Ltd                        | 10/07/2003 |
| WorldPacific Communications Pty Ltd          | 06/01/2000 |
| Xirion (Australia) Pty Ltd                   | 25/07/2005 |
| Your Telecom Pty Limited                     | 19/02/2001 |
| Zintel Communications (Australia) Pty Ltd    | 05/12/2003 |
| Zoo Telecom Pty Ltd                          | 05/02/2003 |

**Total** **1170**