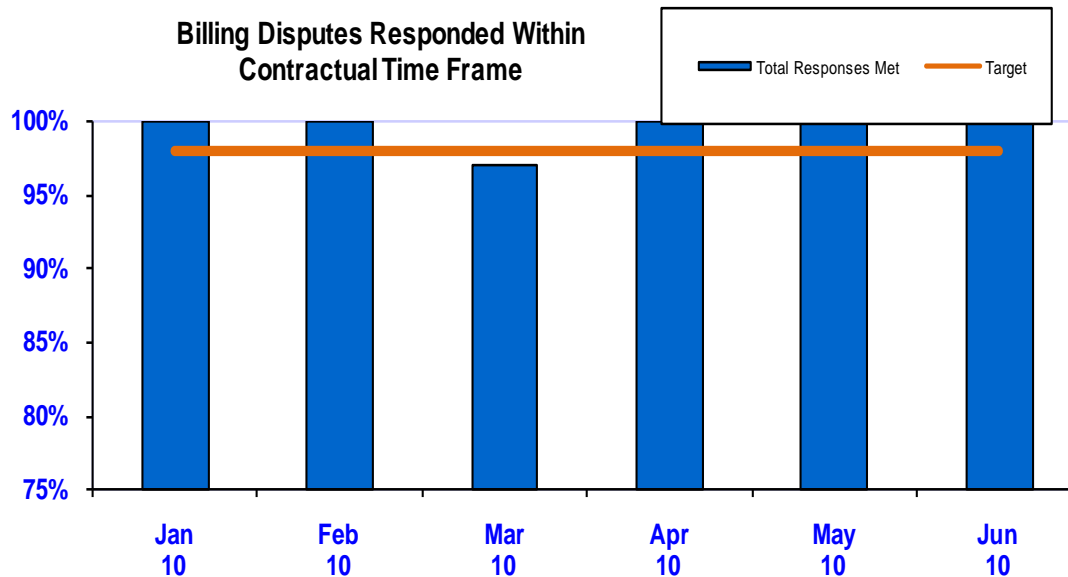


Billing Disputes

The way billing disputes are handled is described in the Customer Agreement, which covers prescribed maximum timeframes for the determination of billing disputes.

	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10
No. of Billing Disputes determined						
Within timeframe	57	30	33	32	53	47
Outside timeframe	0	0	1	0	0	0
Total	57	30	34	32	53	47
% within timeframe	100%	100%	97%	100%	100%	100%



Root cause analysis is carried out on every Dispute received within Telstra Wholesale, and a continuous process improvement program has been developed to reduce the level of Disputes generated by Wholesale customers.