

Mr. Russell Gillon.
XXXXXXXXXXXX, Palmerston,
Australian Capital Territory, 2913.

Wednesday, 16th September 2009.

Attention: The Carrier Relations Manager.
Level 3 132 Grenfell St, Adelaide,
South Australia, 5000.

Dear Mr. John Lindsay,

I would like to take this opportunity to bring to your attention the performance and congestion issues being experienced in North Canberra by Internode customers. It concerns the level of service provided to your company and its clients by your wholesale Internet provider.

I have raised a number of support calls with your Service Desk which are still open and unresolved. The earliest of these Incident tickets was raised on the 13th May 2009, over four months ago. I know this to be the case as your organisation has sent me SMS updates as recently as 8th September 2009, which indicate the issues have not been resolved.

The primary issue experienced relates to the inadequate capacity and facilities within Crace exchange to support the users within the exchange area.

Each time I have contacted your organisation I have been informed that a congestion fault exists with the service provided by your wholesale Internet provider. As you are the Manager for Carrier Relations, I expect that you are responsible for managing Internodes relationship with its wholesale providers.

I have written this letter to formally register my complaint with the level of service provided by your organisation and your wholesale provider. As a customer of your organisation, I rely on you to manage all wholesale and subcontracted services offered under the Internode brand. I have difficulty justifying what value I gain from the \$1,000.00 per annum I pay Internode, based on the severity and duration of the performance issues.

I am well aware of a number of limiting factors which make the provision of services in North Canberra difficult for Internode. I am aware of factors that limit the ability of many service providers to deploy and manage their own infrastructure. I am also aware of other technology limitations that restrict your choice wholesale providers to a single option.

I invite you to visit my website, <http://www.actbroadband.net> which documents my experiences with Internet services in North Canberra. I will be using this (and other social networking tools) to gather community support to address the congestion and performance issues in my area.

I await your response in order to understand what actions you are currently taking and any timeframes you may have from your wholesale provider to rectify the issues.

Yours respectfully,

Russell Gillon.