

Wholesale Informer

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KEEPING OUR CUSTOMERS IN THE LOOP



Telecom offers credit for WBS Cabriolet

What's happening?

We have identified an issue with how internet traffic has been managed on the WBS Cabriolet plan. In light of this, we are reinstating the previously grandfathered WBS Explorer and WBS Adventure plans, so you can offer end-users an alternative service as we conduct a review of the WBS Cabriolet plan. In addition, we are offering a credit to wholesale customers who have taken up the WBS Cabriolet plan.

What's the detail?

The WBS Cabriolet plan includes traffic management applied to certain heavy data and media-specific applications, but since December, the traffic management process has also affected other activity.

We are currently reviewing the WBS Cabriolet plan and will not accept new connection requests for the service until the internal review is complete. We will advise you of further developments as they happen. All other WBS plans are not affected by this issue and are unchanged.

In the meantime, you have the option to move your WBS Cabriolet end-users on to other plans or keep them on the WBS Cabriolet service with the updated traffic management policy. To provide additional plan alternatives we are reinstating WBS Explorer and WBS Adventure as follows:

<i>Plan</i>	<i>Speed</i>	<i>Data Caps</i>	<i>Price for Zone 1</i>	<i>Price for Zone 2</i>
WBS Explorer	FS/128Kb	5Gb	\$45.60	\$39.78
WBS Adventure	FS/128Kb	10Gb	\$53.95	\$47.07

Prices indicate monthly charges and exclude GST. Prices in the Wholesale Services Price Book prevail.

To move end-users to other plans, please use the normal plan change on Online Ordering & Tracking.

If you have taken up the WBS Cabriolet plan, your Telecom Wholesale account manager will be in touch with you shortly to discuss details of the automatic credit.

Who do I contact?

If you need more information, please contact your Telecom Wholesale account manager.