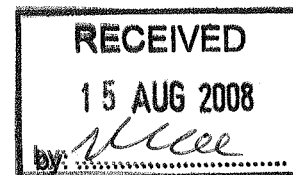




15 August 2008

Ms Belinda Neal, MP
Chair, Standing Committee on Communications
PO Box 6021
House of Representatives
Parliament House
CANBERRA ACT 2600



Dear Ms Neal,

INQUIRY INTO INTERNATIONAL MOBILE ROAMING

I am writing in response to the recent call for submissions for the inquiry into international mobile roaming.

As you note, AUSTAR provides international mobile roaming services. However, as a resale partner of Optus Wholesale, AUSTAR does not set or influence the international mobile roaming rates charged to our customers. We are therefore not able to comment on the extent to which retail international voice and data roaming charges reflect the underlying costs to operators of supplying the service. Similarly, we are not able to make a well informed comment on the impact of new and emerging technologies and commercial initiatives that may reduce international mobile roaming charges for users or provide a substitute for international roaming services.

On commencement of the service, AUSTAR Mobile customers are not automatically provisioned with international roaming capability. To activate international roaming, customers must first call the AUSTAR Contact Centre and speak with an AUSTAR Mobile Customer Service Specialist (CSS).

During the activation call, the CSS will refer the customer to the [Optus website](#) for international mobile roaming rates. This process ensures that all customers are aware of the current charges for their particular destinations and preferred usage patterns. Through this process AUSTAR believes that adequate information on roaming charges is made available to consumers.

Yours sincerely

A handwritten signature in cursive script, appearing to read "Deanne Weir".

Deanne Weir
Group Director, Corporate Development and Legal Affairs