



MEDIA RELEASE

We are aware that the issue of the March Telecom invoices has been poorly executed and has caused concern and distress within the Community, particularly as some customers have received invoices that belong to other account holders. We are also aware that certain customers have not yet received their invoice and that others have received multiple emails enclosing their own account and other emails that are undecipherable.

We apologise for what has happened and accept that it is not good enough. We are working with our provider to assess the cause of the problem with a view to taking remedial action to make sure it never happens again.

We expect to be able to provide a further update by the end of the day.

Once again we apologise for any inconvenience or concern caused by this matter.

Paul Martin
Manager Corporate and Finance
14 April 2023

Simon Peapells
Team Leader Telecom
14 April 2023