



Bringing People Together

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Press Release

GOVERNMENT CONTROLLED BTL THREATENS SABOTAGE

---**November 18th 2009**--- On Friday, November 13th 2009 the government owned and controlled Telemedia served notice on Speednet that it would be terminating the circuits that carry its outgoing international voice and roaming services as of November 20th, 2009. The effect of terminating these circuits without reasonable notice and without first negotiating and putting in place a viable alternative service will mean the loss of international voice and roaming services to over 90,000 customers. Requests for clarification from Telemedia have resulted in a statement that in fact no alternative service will be proposed and made available to Speednet.

Speednet has requested that the Public Utilities Commission (PUC) intervene by instructing Telemedia to refrain from terminating the circuits until alternative arrangements have been put in place for the provision of international services which are acceptable to Speednet.

Smart would like to urge its customers and the public at large to lodge a complaint with the Public Utilities Commission and their Area Representative. To this effect, Smart will allow its customers to call the PUC **Toll Free** to lodge their complaints regarding this very serious matter.

Smart is committed to providing the best possible service to our loyal customers and the thousands of new customers who have joined the Smart family during our “make the right switch” promotion.

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