



Westnet brings award winning customer service to satellite broadband market

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Westnet's new two-way satellite broadband plans will waive basic set-up fees for eligible customers that usually cost up to \$2,750.

The free basic set-up offer for eligible households is made possible as part of the Federal Government's Australian Broadband Guarantee scheme to encourage the uptake of high-speed internet services throughout regional Australia.

Through an agreement with IPSTAR, the satellite broadband wholesaler, Westnet will now provide high speed satellite services to households in regional areas, in addition to certain locations in metropolitan centres not served by ADSL and Wireless.

Two-way satellite broadband is a significantly more reliable and stable service than previous one-way satellite broadband technologies, and no phone line is required.

Speeds will be comparable to ADSL services in metropolitan centres, with plans offering download speeds ranging from 512Kbps up to 2Mbps.

The Australian Broadband Guarantee program means there will be no basic upfront costs for most customers to get started.

"Feedback from previous satellite broadband customers revealed the cost and complexity of installation plus sub-standard reliability, connection speeds and customer service were common negative associations with satellite services. The fact that Westnet can now offer free basic set-up for eligible customers, coupled with our award-winning customer service is a huge win for the consumer." said Westnet Managing Director Peter Brown.

Westnet was also a highly active participant in the Australian Government's previous Broadband Connect and HiBIS initiatives, which aimed to drive the uptake of broadband services through regional Australia.

"Our company has a long history of outstanding customer service and commitment to internet services in regional areas. By entering the two-way satellite broadband market with this kind of offer, we hope we can make a difference with low cost initial set up, combined with premium customer service." said Brown.

About Satellite Broadband

The service uses a satellite modem and dish installed outside the home which communicates with a satellite positioned thousands of kilometres in space above the Australia/Asia Pacific region. The service is reliable and fast and the installation and set-up is completed by a technician, making it easy for customers to connect to the service.

Following an application, Westnet arranges a time convenient to the member where a qualified technician will come to install the equipment and ensure the customer is successfully connected to the service.

Households interested in connecting to satellite broadband can find out if their premises qualify for the service and free set-up incentive by using a Broadband Service Locator which will be accessed via the DCITA website (www.dcita.gov.au/).

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After entering the required information, individuals will be advised if they are eligible. If so, they will receive a reference number and an eligibility attestation form which must be completed and provided to Westnet to enable the service installation and free set-up. If customers are not eligible, the system will indicate this.

A step-by-step guide to applying for the Westnet Satellite Broadband service at the www.westnet.com.au

About Westnet

- Westnet is one of Australia's largest privately owned telecommunications service providers with a business model driven by customer service.
- 70% of Westnet's 450 total staff occupy customer facing roles.
- Westnet currently serves approximately 200,000 members.
- Westnet was recently rated best Australian ISP for customer service for the 4 th year running in Whirlpool's 2006 Australian Broadband User Survey.

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