

Why Pacific Wireless?

Established & Experienced

We are a privately owned company that owns, operates and manages a wireless broadband network providing first class 'last-mile' connectivity for VPN, Voice and Internet. The executive directors of the business are the majority shareholders, which means that when you do business with Pacific Wireless you are doing business with the owners.

We are one of Australia's first licensed Telecommunications Carriers of its type after government deregulation. We've survived then thrived in difficult times and have proven that we are here for the long-term.

We have one of the oldest and most mature fixed wireless networks of its type in Melbourne and we are one of the most experienced fixed wireless providers in Australia.

We know our place in the market and only want that part. Our focus is aimed on providing 'First Class' business grade fixed wireless services.

Value for money

Our wireless service is true business grade, offering fibre-like performance without the cost. The symmetrical nature of our service allows you to upload as fast as you can download. This is vital if your business relies on performance critical business applications and services.

We provide the optimum balance of quality, affordability, availability and scalability from 512Kbs to 10Mbps. This makes our service many times faster than DSL options being offered today, without the constraints of distance to the DSL enabled exchange.

Ethical & Honest

We believe in strong business ethics when dealing with our customers and partners, and we won't jeopardise this for short-term gains.

We will tell honestly what we can and cannot do and we will not make service delivery promises that we can't keep.

Network

We own and operate a carrier grade low-latency wireless network that is fully meshed with 1+1 redundancy for high availability. All tower network points have fully redundant power via battery strings. Our network has dual backbone links either by way of Fibre Optic or Licensed Trunk Microwave.

Inter-connection with other Carriers is by way of multiple Fibre Optic circuits for Internet connections and On-Network VPN's.

We secured Melbourne's premier transmission sites and have exclusivity ensured in class-licensed frequencies at those sites.

For the last mile, we manage a mix of licensed and class-licensed links (depending on customer needs). Commonly we utilise proprietary 5.8Ghz equipment in line with IEEE standard 802.16, but are not bound to any particular technology. This allows us to take advantage of new developments such as WiMax, without being limited by certification or interoperability issues.

We have carried out extensive research and invested heavily in our best of breed carrier grade infrastructure to ensure we achieve the highest levels of availability.

Our high standards of technical excellence will ensure the continued reliability and performance of our network infrastructure both now and in the future. Each end-point is designed from the ground up with only large fade margins acceptable to withstand any unforeseen problems.

We will not just 'stick it up and see if it works'.

In the unlikely event of a problem, the buck stops with us as the network is entirely in our hands and control.

Coverage

Our 15 tower sites give excellent coverage of Melbourne and surrounding metropolitan suburbs, with an estimated 97% of business areas covered.

We offer true national coverage, with our carrier partners providing service where we don't.

Visibility & Support

Our C.O.N.S.O.L.E. portal gives you real-time monitoring of Internet and data usage plus online reporting of voice calls.

Our network management systems and staff proactively monitor your services and answer your call 24x7.

Product Offering

We have developed a range of products to meet the needs of our customers and channel partners.

Wireless Connect - All of our services are focused around our core access method, **Wireless Connect**. Speeds available range from 512Kbs to 10Mbps with Plans starting at low cost entry Light and progressing up to Medium, Heavy and Capped depending on your typical usage. **Wireless Connect** competes with traditional last mile connectivity such as Fibre, Frame Relay and DDS, as well as DSL. **Wireless Connect** will provide you with access to our following services:

Managed VPN - Our Managed VPN service is a fully managed private IP network for your exclusive use, created virtually within the greater Pacific Wireless network and completely secured from all other networks.

Managed VLAN - Our fully managed private Layer-2 Ethernet service for your exclusive use, created virtually within the greater Pacific Wireless network and completely secured from all other networks.

Internet - Our premium quality gateway service that connects your sites to both local Internet destinations on our network and to destinations on the greater Internet via un-restricted peering points maintained with our national and international carrier partners.

Managed Firewall - Our fully managed firewall service for your exclusive use created virtually within the Pacific Wireless network and configured to your specification to secure your internal network from unwanted traffic and untrusted networks.

Voice Connect - Our both-way (inbound and outbound) voice access product to connect your site to the Public Switched Telephone Network (PSTN), presented as Primary Rate ISDN or multiple two-wire analogue POTS lines.

DSL Connect - Our business grade DSL IP network access service designed for small and medium sized enterprises with a requirement for high-speed connectivity to the Pacific Wireless network or the Public Internet delivered in conjunction with our wholesale partner **PowerTel**.

Fail-Over Connect - Our Fail-Over Connect service backs up your primary wireless link, so that in the unlikely event of a failure of this service, customer traffic is automatically re-routed over the secondary carriage way.

Carrier Connect - Our access service specifically designed for facility-based carriers, service providers and integrators to extend the reach of their own data products to their customer base using the best wireless network in Melbourne.

Target Market

We target mid to large sized businesses with a requirement for scalable, carrier grade Ethernet service with very high availability and reliability. Customers in the target market will be relatively sophisticated users of bandwidth and will require capacity in the range 2Mbps – 10Mbps to support mission critical applications. Given the nature of the product offering, customers typically employ in excess of 50 staff with operations spread across several facilities.

Service Level Guarantee

In order to differentiate our offering from claimed "equivalent" wireless products, we have invested heavily in a robust network architecture that provides reliability and scalability guaranteed by our unique Service Level Guarantee unmatched in our sector.

We have one of the best SLG's in the business with 99.95% service availability as well as guarantees against packet loss and latency. This enables us to meet the demanding needs of business critical applications and communication for customers.

Dedicated Account Management

We provide all of our customers and channel partners with a dedicated Account Manager or Partner Development Manager, who will work with you and help you plan for your current and future requirements. Your Account Manager/Partner Development Manager is also your main point of contact with Pacific Wireless.

Level 1
10 Jamieson Street
Cheltenham VIC 3192

Tel: (03) 9584 8966
Fax: (03) 9584 6155

www.pacificwireless.com.au
info@pacificwireless.com.au

About us:

Pacific Wireless is a leading provider of fixed wireless broadband solutions for the medium and large enterprise market. We deliver high-speed Internet access, voice & data services using wireless technologies instead of the more traditional fibre optic cable. As a licensed telecommunications carrier, Pacific Wireless operates a wholly owned microwave network and is progressively building out national coverage.

We provide 'Carrier Grade' solutions for organisations requiring high reliability and high bandwidth. The service is ideal in situations where fibre optic cable is either not available or is prohibitively expensive. We offer a range of value added services, including Voice Connect, DSL Connect, Internet, VLAN, VPN, Managed Firewall and Fail-Over Connect.

Pacific Wireless pursues a policy of continuous development of its products and services. This document is for guidance only and does not form part of any contract. It is subject to change without notice. 27/04/06