

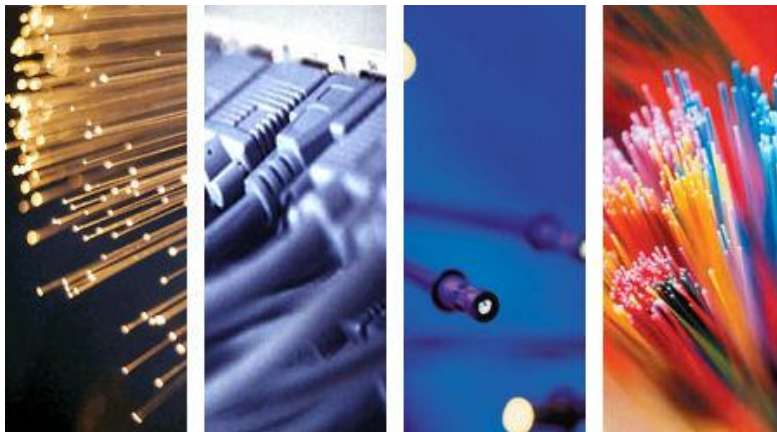
# **UltraFast**

*Communications  
Solutions*

## Corporate Profile & Product Overview

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## What sets us apart?

The difference is **SERVICE**. Many companies place technology at the centre of their proposals to potential customers. Anyone can provide technology. We provide "industry best products", delivered with a single minded focus on customer service and we back that up with unrestricted access to our technical team as well as an account manager specifically allocated to your business.



We also concentrate solely on the business market place. Without the distractions and production line mentality of the residential market, our corporate clients get our undivided attention.

UCS will provide a level of reliability and contactability far exceeding your expectations and certainly far above the levels provided by other service providers. If you're not completely satisfied with the services we've provided, we offer a full money back guarantee in the first 30 days.

## About UltraFast Communications Solutions

UltraFast Communications was established in 1998, initially as a domain hosting and web design company. The level of reliability we offered, along with our attention to detail, resulted in UltraFast becoming the wholesale hosting provider for Hotkey Internet Services in 2000.

Our customers responded positively to our service levels and began to ask us if we could provide them with other services, such as broadband Internet access and Private IP VPN's.

In August 2005, 1R Computer Solutions and UltraFast Communications merged and became UltraFast Communications Solutions. This merger came about because we lacked the ability to provide a complete on site service to our clients. It also allowed us to provide computer hardware and software. As we introduced these new products, we found our service levels were more important than ever and there was a real value in being able to offer customers a "one stop shop".

It was a logical progression to introduce telephony to our product suite. Inbound calling with 13, 1300 and 1800 numbers were our first foray into telephony. As customers realised the value that UltraFast could provide, outbound services soon became part of our product offering as well.

We have built our reputation on customer service that is second to none and will continue to provide "industry best" products to our customers nationally.

## Our Services

UltraFast provides a comprehensive suite of products aimed at the small to medium enterprise. Our clients range in size from micro businesses through to large multi-site organisations with up to 300 employees.

These services include:

- Business Grade DSL
- Private IP VPN's
- Quality of Service (QoS)
- Permanent Dialup Connections
- Inbound Telephony (13,1300 and 1800 numbers)
- Outbound Telephony (Override Services)
- Outbound Telephony (ISDN Services)
- Domain Hosting
- Network, Computer and Software Services



### Business Grade DSL

At UltraFast, our Business Grade DSL service is exactly that; Business Grade, with blistering download speeds, backed by a 99.9% uptime guarantee. That was something that we saw as crucial to our business customers. Most service providers offer residential DSL service and then add a couple of little features so they can offer a "Business" product to their corporate customers on a "best effort" performance level.

At UltraFast, we believe that's not compatible with a business class service and therefore, not good enough. Make sure you ask your current, or intended, provider if they offer an uptime guarantee before you commit your business to a second rate service.

As well as the ADSL service, we also offer a Synchronous DSL service (SHDSL), for firms that transfer large amounts of data between offices, which means that the upload and download speeds are identical.

### Private IP VPN

Private IP VPN's are the fastest growing sector in Internet solutions. Businesses of all sizes have a need to improve their communication, whether it be locally, interstate or internationally. They're the ideal way to pass confidential data from site to site. In their many derivations, VPN's are emerging as the major business-to-business communications solution.

Sensitive information can be transferred with confidence. Security has been quoted as the number one concern of businesses that rely heavily on the Internet. Our Private IP VPN solution, which we implement across the PowerTel network, is the only one of its kind to achieve the sought after AS/NZS 7799.2 security certification.

It's infinitely scalable to your future needs. You're not going to find yourself outgrowing something you've bought. You don't even need to know how it works. We manage all the hardware, the monitoring of the VPN and, if necessary, upgrades to the system. Our 99.9% uptime guarantee applies to our VPN services as well. You also have access to our VPN Monitoring tool as part of your service.

### Quality of Service

Quality of Service is about ensuring that time-sensitive applications get priority during congestion while enabling all applications to work effectively within the available bandwidth.



The best Quality of Service solution will never be able to compensate for too little bandwidth. Generally, any service running consistently (1 hour/day) at 80% plus average utilisation will suffer a noticeable performance problem. Lesser utilisation can degrade applications, depending on the particular situation.

We offer three levels of QoS; Bronze, Silver and Gold.

- Bronze QoS is really only specified in the router. There is no network configuration for this option and data is prioritised on a "best effort" basis.
- Silver QoS is applied on the network and is an excellent choice for SHDSL services. It's also a good choice for VoIP solutions
- Gold QoS is the best choice for Mission Critical applications. More prioritising of data packets is available with Gold QoS. Especially suited to VoIP solutions

Our dedicated Interstate links are available with QoS enabled, allowing truly unfettered performance for voice, video and other applications requiring bandwidth certainty.

### Permanent Dialup Connections

In some instances, xDSL may not be available. We are able to offer dial up connections to our clients for the cost of a local call from anywhere in Australia. A fixed IP address is also available if you require one for an emergency connection for server applications.

### Inbound Telephony (13,1300 and 1800 numbers)

Our inbound voice services help businesses improve customer service, help track sales and marketing campaigns, make you more accessible to customers and gives you a national presence.

Businesses that appear more substantial impart a higher level of confidence to their customers. A 13,1300 or 1800 number gives your business that advantage

### Outbound Telephony (Override Services)

You don't have to have 100 phone lines to get better pricing on your phone calls. We can provide lower costs on your calls with a simple modification to your PABX or switchboard. If you only have a couple of lines, all you need to do is remember to insert a 4 digit code before you dial the number and you'll save serious money on your calls



### Outbound Telephony (ISDN Services)

Keep your existing numbers and get access to great call rates to anywhere in the country. This service is also very easy to configure for a Disaster Recovery plan or even to reconfigure in an emergency.

### Domain and Website Hosting

A domain name allows you to brand your email to your business eg, john@mydomain.com.au instead of john@my-isp.net.au. This also means that if you change Internet providers, your email address doesn't have to change, and you don't need to go through the hassle and cost of re-printing all of your stationery.

We provide an extensive range of website and email hosting packages, available across multiple platforms. Our plans begin at entry level websites, right through to full e-commerce and database functionality.

### Network, Computer and Software Services

As you probably know from personal experience, there's nothing worse than having to ring a number of people when you have a problem with your email. The network consultant says it's an Internet problem; the Internet provider says it's a network problem. With UltraFast providing all your services, you'll only ever have to make one call.

## Client Support

### Account Management

We assign an account manager to every corporate client to be your main point of contact. We also have an emergency contact number available for you in the rare event that you need to use it.

### Service Level Agreement

Our business grade broadband and telephony services are covered under PowerTel's Service Level Agreements, which provide a 99.9% uptime guarantee. Those agreements are available from us for your perusal.

### Invoicing

Invoices are sent electronically via email in PDF format.

All monthly broadband and telephony plans are invoiced in advance, with call charges and any excess traffic charges invoiced in arrears.

Terms of payment are 7 days from the invoice date. The preferred payment method is direct deposit into our bank account. Other options include credit card payment and cheque.

### Satisfaction Guarantee

It's a reinforcement of the way we do business.....



**If you're not completely happy with your broadband service in the first 30 days, we'll refund your money in full!!**