

Panaseer wins Australian Achiever Award

Australian Achiever Award for telecommunications services confirms Panaseers excellence in customer service

Sydney, February 4, 2002: Australian-owned specialist telecommunications services provider Panaseer, has won an Australian Achiever Award for excellence in customer service in telecommunications services. The Awards, which are based on customer feedback in seven customer service categories, ranked Panaseers service as highly commendable, with a score of 89.41%.

The Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from businesses customers. Panaseers score of 89.41% was based on assessment and rating in the following areas:

Time related service

Client needs

Care and attention

Value

Communication

Overall perception

According to Noel Robertson, managing director, Panaseer, This Australian Achiever Award recognises the high level of customer service we consistently deliver. It is very pleasing to Panaseer that the award comes as a direct result of the opinions of our customers. As a service organisation, we strive to maintain and continually improve our service levels and an award such as this shows us were on the right path.

Panaseer is in a strong growth phase, despite the current economic conditions. We continue to win new business around Australia in our target market of medium-sized corporates, and many of our customers are also expanding their current contracts. This can be attributed to the strength of our offerings and the high-level of our customer service.

ENDS

Background

Panaseer is an Australian-owned telecommunications service provider established in October 1999 as part of the Techniche group (ASX:TEH 96.01%).

Panaseer is focused on providing Australian corporates with tailored, integrated voice, data and Internet telecommunications solutions at lower cost.

Panaseer has expertise developed from over 13 years of telecommunications hardware, service and industry experience. This experience includes providing telecommunications solutions for over 1,200 businesses, with over 7,000 offices and sites networked nationwide.

Recognising the increasing complexity associated with designing and operating a telecommunications network, Panaseer simplifies the choice for Australian corporates by packaging the companys products, expertise, and services under a portfolio of managed services.

Panaseer is derived from panacea meaning cure for many things, and seer being farsighted and wise.

The company headquarters is in Ryde, Sydney, NSW and it has offices around Australia in mainland capital cities.