

Request announces more attractive VPN and alternative access options to its broadband network

Request Broadband Pty Ltd (Request), a leading Australian broadband services provider, has announced enhancements to its RequestVPN Lite product and has also launched its ISDN Alternative Access solution to enable sites to secure access to its RequestVPN product where DSL is unavailable. Request's RequestVPN Lite, was launched six months ago and features a price point that meets the communications needs of teleworkers, low volume users and small retail outlets needing to access a company network securely. [RequestVPN Lite contains all the security and privacy advantages of RequestVPN, but is designed to specifically target lower volume users.] The three packaged options are summarised in the table below. The All you can eat VPN access, during a generous after hours period of 6.00 pm to 8.00 am, is a standard product feature. RequestVPN Lite 1 and 2 now includes 500Mb of free bundled usage during business hours prior to this, only the after hours access was free of charge. RequestVPN Lite 3 remains at 1 Gb but has attracted a price reduction of 10 per cent and continues to be the more cost effective alternative for low-medium volume users. The internet component of RequestVPN Lite has also been restructured to fit more closely with Request's SoHo product - RequestSoHo. The new RequestVPN Lite restructure applies to all RequestVPN Lite services ordered from the 21st October 2003 and will be retro-fitted to all existing RequestVPN Lite services from this date. These enhancements reflect what our channel partners are telling us the market is demanding and reacting positively to, said Mark Di Iorio, Request Product Manager. Our partners are already telling us they are confident that they will be satisfying a larger number of businesses providing remote access to employees, teleworkers and small businesses undertaking after hour network applications with the newly restructured RequestVPN Lite. Request has also announced the release of RequestVPN ISDN Alternative Access and RequestVPN ISDN Diversity. ISDN Alternative Access allows client sites secure national access to the RequestVPN product where DSL is unavailable by utilising ISDN or PSTN infrastructure, said Di Iorio. This is of enormous assistance to organisations with widely dispersed sites results in the inability to access the Request network due to remoteness or lack of appropriate exchanges. The RequestVPN ISDN Diversity offering is designed for mission critical services. By having an ISDN diversity connection, DSL VPN clients are ensured of continuous service even if the primary RequestVPN DSL connection becomes unavailable. This service is important for head-office productivity where all users rely on the organisations connection to be always available. About Request Request is an infrastructure-based broadband applications and services company delivering flexible and innovative broadband solutions to small and medium enterprises (SMEs) throughout Australia. Request's broadband services are sold in all capital cities and major regional centres through over 160 Request Service Providers. Delivering on the need for multi-site customer networking Request's Next Generation broadband IP Network architecture specifically supports business evolution to high performance IP-centric internet and e-business applications. Core products include RequestVPN, RequestXpress, RequestSoHo and RequestVoice. In choosing Request, companies are able to quickly and cost effectively establish high-speed internet access, private networks between multiple office locations, voice over IP, video over IP, remote access to corporate networks over the same broadband link without the need for additional infrastructure. September 2003 saw the company win the ATUG Telecommunications 2003 award for Excellence in Telecommunications. In August 2003, Request achieved the highly prestigious CommsWorld Telecomms 2003 industry award for Broadband Wholesale Carrier of the Year. Other awards include the 2003 ATUG Industry award for Best Communications Solution - SME for its RequestVPN solution and Carrier of the Year 2002 ATUG award. Request investors include, among others, Telecom Venture Group (TVG) and Pilbara Mines. For more information on Request, visit www.request.com.au.