

## **MEDIA RELEASE:**

### **Vocus launches 'burstable' multiple port billing**

*Sydney 27 October, 2009:* Building on its reputation for industry leading customer service, Vocus has announced the launch of a distributed burstable IP transit product.

The new product gives unrivalled flexibility and slashes IP costs, offering a single bill for aggregated use across multiple ports in different cities or countries.

"A customer can take IP ports in Sydney, Melbourne and Auckland and share usage across all three as needed.

They receive a single bill for aggregate usage of the ports. Traditionally a customer would be shackled to three inflexible contracts and unable to aggregate usage," explained James Spenceley, Vocus CEO.

"The product will provide much greater redundancy, allowing a customer to take two ports across diverse points of presence in the same city, ensuring that the customer is not reliant on a single datacenter, powergrid or location," he added.

The "burstable" product also gives customers the flexibility to vary bandwidth use without being penalised for exceeding their contracted usage level.

Despite sounding simple, the product has taken 6 months of development and testing.

"There are a number of issues we've faced in being able to poll, record and aggregate usage simultaneously on ports that could be across states, timezones or even located in different countries," said Spenceley.

The new product is the latest customer service initiative from Vocus.

"On top of fast provisioning, talented engineers and a genuine commitment to customer service, the flexibility of this product demonstrates our focus on delivering business enhancing services to our customers," he continued.

A recent independent survey by telecommunications research firm Market Clarity showed Vocus' customer service was rated higher than other providers due to the company's reputation, network quality and the level of support and technical proficiency of the team.

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#### **About Vocus ([www.vocus.com.au](http://www.vocus.com.au))**

Vocus Group provides wholesale Voice and IP transit to Telecommunications companies and ISPs across Australia, New Zealand and the USA.