

## Interim Customer Update



Firstly IPSTAR would like to thank you for your patience over the last few weeks.

Our previous press releases about this matter can be found on our website at:

[www.ipstar.com.au](http://www.ipstar.com.au)

### **So, what are the next steps for you?**

IPSTAR will continue the 30 day free interim service for longer (beyond the initial 30 day offer) while we work through connecting you to a permanent solution.

### **What does this mean?**

Over the next few weeks, IPSTAR will be contacting users by these means:

- IPSTAR will update our special helpme website (<http://helpme.ipstar.com.au>) for you to review the offer online and allow you to automatically setup your permanent connection if you so choose, we call this self-service;
- You may choose to have an IPSTAR staff member call you to discuss the offer if you have difficulty with the special website or have questions;
- Further more detailed information will be provided by this special helpme website.

No matter your choice, the free interim service will continue until the whole permanent solution process has completed for you.

***Special Note:** Make sure you inform other family members or friends who use IPSTAR to check this special website next week onwards.*

### **How will you know that we have started doing this?**

Check our website [www.ipstar.com.au](http://www.ipstar.com.au) and <http://helpme.ipstar.com.au> from time to time from the 4th of November 2008 for the next two weeks as we'll be making our announcements via our website for this self-service setup.

IPSTAR has also added this update to our website as some users may not be able to retrieve email via previous means. Please pass this on to your family, friends and neighbours who may not receive this email.

Please do not reply to this email.

Kind regards,

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