

Interim Customer Update For the 7th of Nov 2008



Firstly IPSTAR would like to thank you for your patience over the last few weeks. We've been busy in the background preparing for our systems in readiness for helping you next week.

Our previous press releases about this matter can be found on our website at: www.ipstar.com.au

IPSTAR wanted to inform interim users of the following update:

For those users who reach the "helpme ipstar" website via the IP address, please note a change to that address this evening. (Both below addresses go to the same site):

The "helpme" website can be reached as of 7pm today (7th Nov 2008) via:

<http://helpme.ipstar.com.au> (that remains the same) and
<http://122.129.128.153> (this is the new IP address)

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 and <http://helpme.ipstar.com.au> next week.

Kind regards,

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