



Communicate, Collaborate, Innovate

Australian
Telecommunications
Users Group

Media Release

ATUG congratulates the following Winners of ATUG 2009 Excellence Awards for their contribution to advancing communications services in Australia.

Communications Journalist of the Year – Luke Coleman, Communications Day

The issues that confront Communications end users are often technically complex and involve both business and regulatory issues. The Award recognises strong analytical skills, a depth of understanding built up over time and the ability to present balanced arguments.

ATUG Carrier of the Year - Optus

For their contribution to the telecommunications landscape in Australia, especially in the satellite space. Optus provides advanced communication services to specialist users in Antarctica. The satellite collects and distributes data on the Earth's weather, atmosphere, oceans, land and near space environment, improving weather forecasts, severe weather monitoring and detection of climate change. Feedback from end users has been exceptionally positive.

Best Communications Initiative - Small Business, Telarus

For the new Channel Bonding service which allows customers to get higher speed internet access where alternative options are not readily available. Telarus solution bonds a number of ADSL services to deliver significantly higher speeds of access, when the customer needs it and at a reasonable cost. Feedback from Telarus customers is strongly positive.

Best Communications Initiative – Regional, Aurora Energy

For their fibre to the premises network in Tasmania, which allows residents and business access to reliable high-speed broadband and promotes competition within Tasmania. Aurora partnered with the Tasmanian government and TasTel to construct a “brown fields” fibre-to-the-premises network. Customers on this network have experienced significant savings and increased service quality - “being on the Aurora network has changed the way we do business, we couldn't be happier.”

Best Communications Initiative - Large Business, Telstra Countrywide

For their fibre optic rollout in the Northern Territory in partnership with the Northern Territory Government, Rio Tinto Alcan and the Northern Land Council, the \$34million - Broadbanding the Top Project – delivered in late 2008. Over 10000 people in Arnhem Land now have access to high-speed internet. video-conferencing can now be available for medical and educational applications. The opportunities for indigenous Australians, schools, local business, the mining community and health care centres are significant. Traditional owners said the project “was actually the best ever any white people has done on Aboriginal land.”

Excellence in Communications Management Award – Ben Creevey

Ben recently led a project which delivered a world first in the field of Unified Communications integrating Cisco products across 3 separate companies. Ben is a Director on the ATUG Board and has been Network Telecommunications Manager for Theiss Pty Ltd and Fone Zone Pty Ltd.

Innovations in Communications Award - DGiT Consultants

For their telecommunications provisioning software, TelFlow which has been designed to allow customers to manage better responses from their carriers. Users experience increased automation and increased speed to market. Customers of companies using TelFlow report very high end user satisfaction levels and shorter lead times.

ATUG Chairman's Award - Teresa Corbin, CEO of CTN

In May 2008, the Minister Stephen Conroy brought together a group of stakeholders to discuss ways of improving outcomes for end users of communications services in Australia, with a particular focus on residential and consumer groups. Teresa's leadership and negotiating skills enabled the formation of the Australian Communications Consumer's Action Network some 6 months later. ATUG looks forward to working with ACCAN to represent the interests of end users across the board as Australia continues to innovate and introduce advanced communications services.

Charles Todd Medal winner for Communicator of the Year - Stephen Conroy, Minister for Broadband, Communications and the Digital Economy.

ATUG has appreciated the Minister's focus on engagement with end users:

- seeking input from "feisty and fearless friends",
- improving levels of customer service by guiding and working with industry,
- developing Australia's digital economy,
- working through the platforms, the policies, the opportunities and the obstacles,
- supporting ATUG's Roam Fair Campaign- taking the initiative in APECTEL, the OECD and the ITU to secure fairer outcomes for end users.

The awards were presented to the winners at ATUG's Gala Networking Evening on the 12th of March at the Australian Technology Park

ATUG 2009 Excellence Awards partners are:



ATUG Media contact: Rosemary Sinclair 0413 734490

www.atug.com.au