

internetWATCH

THE LEADING WEEKLY NEWSLETTER ON AUSTRALIAN eBUSINESS

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The Stock Watch
Week ended January 24

Company	ASX code	End of week	Start of week
Adult Shop	ASC	Suspended	
→ Ambition	AMB	0.25	0.25
↓ BMCMedia	BMC	0.022	0.025
↓ Cape Range	CAG	0.03	0.031
↓ Catuity	CAT	3.60	3.75
↓ CBD Energy	CBD	0.011	0.012
↓ Chaosgroup	CHS	0.062	0.069
↓ CommSecure	CMS	0.045	0.046
↑ Destra	DES	0.04	0.03
↑ Ecorp	ECP	0.54	0.53
→ Emitch	EMI	0.043	0.043
→ eSec	ESX	0.035	0.035
↑ eServ	ESV	0.16	0.15
↑ Estar	EST	0.051	0.042
↓ E*Trade	ETR	0.355	0.37
↓ FlowCom	FLO	0.025	0.035
↑ GoConnect	GCN	0.10	0.095
↑ GPS Online	GPO	0.026	0.025
↓ HarvestRd	HRD	0.085	0.09
↑ Health Com	HCN	0.63	0.61
↓ Hostworks	HWG	0.105	0.11
↓ ICSGlobal	ICS	0.50	0.51
↑ IT&e	ITE	0.105	0.092
→ IWL	IWL	0.21	0.21
↓ Jumbo	JUM	0.017	0.019
↑ Keycorp	KYC	1.28	1.27
↓ LookSmart	LOK	0.27	0.275
↓ Melbourne IT	MLB	0.39	0.40
→ Multiimedia	MUL	0.01	0.01
↑ NetComm	NTC	0.071	0.07
→ PieNetworks	PIE	0.02	0.02
↓ Powerlan	PWR	0.047	0.048
↑ Powertel	PWT	0.063	0.062
↓ Pracom	PCO	0.04	0.046
↓ Prophecy	PRO	0.15	0.18
↓ QPSX	QPX	0.39	0.415
↓ QuikTrak	QTK	0.029	0.033
↑ Realestate	REA	0.34	0.32
↑ Sanford	SFD	0.215	0.205
↓ SecureNet	SNX	1.02	1.03
↓ Senetas	SEN	0.097	0.11
↑ SingTel	SGT	1.32	1.30
→ SkyNetGlobal	SKG	0.019	0.019
↓ SMS M&T	SMX	0.265	0.27
↓ SofCom	SOF	0.069	0.07
↑ Solution 6	SOH	0.385	0.365
↓ SP Telecom	SOT	0.77	0.78
↓ Stratatel	STE	0.085	0.09
↑ Swiftel	SWT	0.065	0.06
Swish	SWG	Administration	
→ Tech One	TNE	0.28	0.28
↓ Telecom NZ	TEL	4.25	4.28
↓ Telstra	TLS	4.61	4.66
↓ Tennyson	TNY	0.56	0.57
→ Thin Tech	TTL	0.16	0.16
↓ Travel.com	TVL	0.12	0.13
↓ Uecomm	UEC	0.145	0.15
↓ UXC (ex DVT)	UXC	0.57	0.59
↑ Volante eBus	VGL	1.07	1.03
→ Wavenet	WAL	0.22	0.22
↓ Webjet	WEB	0.064	0.07
↓ Webspy	WSY	0.034	0.035
→ World.Net	WNS	0.33	0.33

Australian company wins grant from Singapore for wired homes

Australian company Portus is a member of a consortium that has been selected to develop and trial solutions under the Connecting the Home Program set up by the Infocomm Development Authority of Singapore. Five groups consisting of a total of 32 international and Singaporean companies have been awarded monetary grants to help them test their solutions in more than 400 households. The grant to Portus' group was worth A\$800,000.

Tim Lindquist, managing director of Portus, said a connected home is one in which computers, security systems, video surveillance, utility metering, energy management, and entertainment systems, among other things, are linked and can be controlled centrally via the Internet. "The Portus system uses broadband access, wireless networking, and device connectivity to bring together the separate systems

"We believe a connected home has the potential to enhance the way Singaporeans play, learn, work, and stay connected, anytime, anywhere"

Khoong Hock Yun of the IDA

of a home into one integrated, easy-to-use unit that can be remotely accessed by homeowners via a secure, Web-based Interface," Lindquist explained. "The Connected Homes Program will allow us to test the Portus system in new condominium housing projects in Singapore and gauge consumer response," he added.

The tests in Singapore will also help pave the way for a release of the technology in Australia. "Portus is seeking alliances with telcos, utility companies, and security service providers that will allow us to offer the system to Australian consumers later this year." Details from www.portus.com.au

Technisyst to build NSW wireless ambulance net

Queensland company Technisyst Computing has won a A\$20 million contract for the provision of a mobile data communications network for the NSW Ambulance Service. The system will be based on Technisyst's Mobile Data Radio Service, which is used by the Queensland Ambulance Service, and will use Ericsson's Mobitex Network. Ericsson and ADT Wireless will also be involved in the five-year contract.

Bill Delaney, CEO of Technisyst, said the system requires each ambulance to be fitted with a mobile data terminal, which allows text communications between the vehicles and a communication centre. In addition, operators are able to pinpoint the location of all ambulances in the fleet and to dispatch the closest vehicle to an emergency, Delaney explained. The NSW contract will involve more than 300 ambulances and is expected to be operational within 12 months.

Delaney claimed the system can expand to cope with additional requirements and also has the capacity to enable other emergency services and government agencies to share the infrastructure. Further details from www.technisyst.com.au

Online people on the move

Andrew Robertson has announced that he will leave Tradegate Australia at the end of this month. He has been CEO of the company since its inception in 1989. A replacement has not yet been appointed.



Phil Kerrigan has left Fujitsu Australia, where he had been CEO for three years. Until a replacement can be appointed Nori Karasuda, Fujitsu's group vice president of the Asia-Pacific sales group, will take over the CEO's job.

Kerrigan was also chairman of the Australian Information Industry Association.



Billy Aldea-Martinez has been appointed sales manager of technology publisher Jupitermedia. Previously he was CEO of a software developer he had founded.



Alex Zaharov-Reutt has been appointed online editor for NetAlert. He previously edited NetGuide magazine.

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Portal to combine public service documents

The Australian Public Service Commission (APSC) intends to combine all of its information and applications together in a single Web platform that will be built on the Plumtree Corporate Portal. Mike Jones, corporate strategy and support team leader at the APSC, said that the collaborative portal will help the commission manage its information flow by bringing together documents such as reports, manuals and guidelines from a range of sources into a searchable document directory. www.plumtree.com

Plumtree's Crawler Web Services components will be used to scan repositories for documents to index, to deliver up-to-date information to the document directory, and to publish updates of information from the directory direct to users to save time-consuming searches.

The portal will include enterprise applications, such as SAP's R/3 application and Microsoft's Exchange e-mail and calendar, as well as an existing intranet. "This is a long-term investment for us and one that is enabling us to Web-enable our entire organisation," Jones said.

Web opens sales opportunities to manufacturer

Simba Systems, a small Victorian textile manufacturer, has implemented a system that allows it to exploit the power of the Web to make sales of customised towels direct to retail customers. In its initial stages the system can fulfil orders for as few as 24 items, but it is expected to be able to handle single items before the end of this year.

The system was developed by Business Integration Solutions, which provided the hardware and networking, and SolNet, which developed the Web and business software. BIS also hosts the system for Simba.

A spokesman explained that there had been two technical challenges to the system's developers: developing a production process that could weave, pack and deliver orders of a single towel; and creating a purchasing channel that would keep the cost of a single towel to an acceptable level. SolNet's software provides both Internet communications as well as the communications between the ordering system and the automated looms, the spokesman said. Further details from www.solnet.com.au

"Made-to-order is the future of manufacturing in first world economies"

Hiten Somaia MD of Simba Systems

Transfield to keep Telstra on top of its network

Transfield Services has been appointed prime contractor for the job of replacing Telstra's cable plant records system. The five-year contract, which is valued at A\$83 million, involves the creation of a new system to record and report information about Telstra's wireline network and its geographic location. A Transfield spokesman said the system is critical because it enables Telstra to manage its network in terms of planning, design, construction, enhancement, and fault-rectification activities.

The new system will be based on a Physical Network Inventory software application supplied by GE Network Solutions. Other suppliers involved in the contract will include IBM Global Services Australia and Westaff.

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Online wheeling and dealing

Content management solutions developer Presence Online has changed its name to bring it in line with its well-known product suite. The company is now known as Apatrix. www.apatrix.com



CommSoft Group postponed a meeting that was due to be held last week to seek shareholder approval for the sale of intellectual property in its Brains, CallMaster, NetMaster and CellMaster products to Beacon IT Australia. The delay came after the company's board received another offer to buy the IP.



Local Telecom & Internet moved a step closer to offloading its ISP business assets when inet reported last week that it had satisfactorily completed due diligence. Local Telecom will now call an extraordinary general meeting to gain shareholder approval for the sale.



Amnet's Chongqing HaiLan University in China will begin offering the RMIT English Worldwide course as the result of an agreement between Amnet and RMIT.



Beyond Online is offering free access to the RedKarpnet.tv, Endeavor.tv, and TheCrunch.tv Internet channels that are normally exclusive to Telstra's BigPond broadband customers. The free offer will last until March. www.redkarpnet.tv etc.

SingTel to build regional network for Toyota

Singapore Telecommunications has won a contract to build and manage an Asia-Pacific telecommunications network for Toyota Motor Corporation. SingTel will base the network on its ConnectPlus IP-VPN offering, which is scalable and offers high security. "This will allow Toyota to communicate with multiple sites in real time and enable more active communication among its users in the Asia-Pacific region," a spokesman explained. "In addition to data communications, SingTel will provide Toyota with international voice services over the same network."

Recent upgrading of SingTel's ConnectPlus IP-VPN network has incorporated Australia, Hong Kong and Japan as network hubs in addition to Singapore.

Govts urged to stimulate broadband adoption

Governments must play an active role to stimulate the use of broadband communications technologies throughout the Australian community, according to a report released last week by the Federal Government's Broadband Advisory Group. The report, *Australia's Broadband Connectivity*, made 19 recommendations for government action.

The report's authors stressed that Australia should become a world leader in the availability and effective use of broadband to deliver enhanced outcomes in health, education, commerce, and government, and to realise the economic and social benefits of broadband connectivity. Steps should also be taken to ensure that broadband is available to all Australians at fair and reasonable prices, the report's authors said.

Education was identified as a vital sector, and the report recommended that all schools and educational institutions should be connected to broadband Internet services to facilitate research, support interactive learning, and provide access to innovative and varied curriculum content.

A number of industry stimulation measures were also recommended, including support for R&D in the application and design of interactive broadband technologies and content.

The report is available for download from the NOIE Web site at www.noie.gov.au/publications/NOIE/BAG/report/index.htm

"In short, broadband technologies can transform the way people live, work, and do business"

From Australia's Broadband Connectivity

Tenix sets world pace for high-level security

Australian company Tenix Datagate expects to become this year the first company in the world to have had a security product granted the highest EAL7 level of accreditation. According to Peter Croft, the company's executive general manager, the accreditation will give Tenix Datagate a significant boost as it tries to break into commercial markets.

The Tenix Datagate products had their foundation in defence security applications, as DSTO's Starlight program, but methodologies that were previously being used solely for military security and secrets are now finding their way into the commercial world. "It's very much a business decision now," Croft noted. www.tenix.com



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Investments & alliances

NEC's NEXTEP Broadband service will begin offering broadband services right around Australia in February after adding coverage for South Australia, the Northern Territory, ACT, and Tasmania. The additional reach will be accompanied by two additional products: the PrivateNetwork wide area network service, and Teleworking Access for wide area networks that can include employees homes.



AOL/7 has introduced an employment service in partnership with SEEK. The Careers@AOL service offers users a range of career management tools and a listing of job vacancies to "take the leg work out of looking for a job", a spokeswoman claimed.



Direct marketing software developer Xpertcorp and the ABC Asia-Pacific — the broadcaster's new regional satellite TV service — have launched a question and answer service to provide information about Australia. A spokesman said the service gives people in the Asia-Pacific region a chance to learn about living, working, studying, travelling and doing business in Australia. Questions posed to the service will be answered by experts from leading finance and travel companies, as well as educational institutions. www.abcasiapacific.com/ask



QMAP, a British developer of business process mapping software, has enjoyed a solid start in Australia and NZ. In its first three months of operation, distributor ESP-QMAP sold the products to Fujitsu Australia, the University of Western Sydney, and the New Zealand Ministry of Social Development.

Watchdog considers information disclosure

The Australian Competition and Consumer Commission last week issued a report that spells out its views on the further release of telecommunications information. A spokesman explained that the commission can require the public disclosure of information collected by way of the telecommunications record-keeping rules, which have been used to develop a regulatory accounting framework. Major carriers Telstra, Optus, Vodafone, AAPT, and Primus report information regularly and the rules are used for specific purposes, such as monitoring the roll-out of ADSL services by Telstra.

"It would appear that release of this information would improve the transparency of ACCC decision making, the spokesman added. "This proposal would mean that a comprehensive industry-wide set of authoritative data about market developments would be publicly available," he added. The report is available on the commission's Web site at www.accc.gov.au

Slammer spreads even though patch available

The Slammer, a computer worm that spreads through Internet servers running Microsoft's SQL Server, caused a degree of havoc last week, reportedly slowing Internet access to a crawl in some parts of the world. Although the worm is not destructive to an infected host, it did generate a damaging amount of network traffic as it scanned for additional targets.

Yet, as virus protection companies were keen to explain, a patch for the vulnerability in Microsoft's software had been available since July 2002 and was also included in recent service packs.

MINTER ELLISON LAW WATCH

Microsoft settles class action in California

Microsoft announced on January 13 2003 that it had settled a protracted class-action lawsuit due to be heard in California next month. The class-action was a consolidation of 27 private lawsuits filed in that state contending that Microsoft harmed consumers by "acquiring and exploiting a software monopoly".

The lawsuits alleged that Microsoft had violated Californian antitrust laws by grossly overcharging for the sale of the Windows operating system and related software applications. Under the terms of the settlement, Microsoft agreed to pay up to US\$1.1 billion in hardware and software vouchers to consumers in California who had bought Microsoft products during the period 1995-2001.

Consumers will have a four-month period from the date the settlement takes effect to claim these vouchers. They can be used to purchase hardware and related software products from Microsoft or other vendors, and will be valid for four years. Two thirds of any money unclaimed will go to schools in underprivileged areas of California, and the remainder will be returned to Microsoft.

Similar class-action lawsuits are pending against Microsoft in 16 other US state courts. The Californian suit would have been particularly difficult for the software giant to defend, as Californian law allows indirect purchasers of software (consumers and businesses) to file lawsuits alleging unfair competition. Most other states allow only direct purchasers of Windows licences, namely computer manufacturers, to sue.

The proposed settlement now requires approval from the San Francisco Superior Court to take effect.

For any questions about legal issues contact Clark Butler at Minter Ellison. His e-mail address is clark.butler@minterellison.com

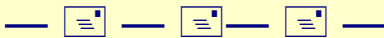
News packets from abroad

An online travel company in Menlo Park picked up a nice little earner last week when it was awarded a contract to handle airline, hotel, and car rental reservations for the US Army. The bookings through GetThere are expected to be worth more than US\$2.5 billion over the next five years!

To win the business the company had to promise to gain an average 20 per cent savings for the Army, just as it has for customers in the private sector.

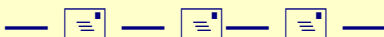


There were red faces aplenty in Norway last week when news broke that the country's Data Inspectorate had sent out an infected e-mail accompanying a newsletter on security. The e-mail was reportedly infected with the funLove virus.



A US judge has ruled that ISPs in the US must agree to demands from the music industry that they track down computer users who illegally download music. The ruling was made under the controversial Digital Millennium Copyright Act.

According to the judge the Act opens the way for music companies to force ISPs to uncover the name of a suspected pirate when subpoenaed without a judge's order.

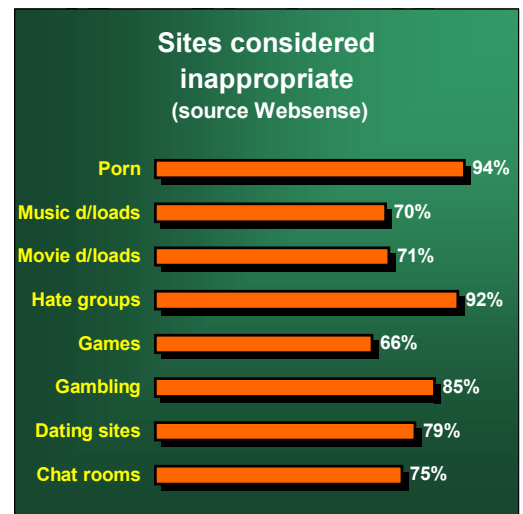


Microsoft and Macrovision both announced copy protection technologies last week, giving the struggling music industry some hope of finding a successful antidote to online file swapping. The technologies attempt to find a balance between a purchaser's legitimate copying and portability requirements, and the unauthorised copying and file swapping services like Kazaa.

Employers concerned about Web use at work

Australian employers are deeply concerned that their employees waste time accessing Web sites that are not related to their work. And their concerns appear to come from experience, as more than two out of three of them had reprimanded or disciplined employees for inappropriate use of the Web at work, and almost 20 per cent had laid off a worker for that misdemeanor, according to a survey by Websense in collaboration with Alstom IT and Digital Networks Australia. Employee Web surfing was reported to have caused security issues, such as unleashing viruses into corporate networks, at four out of 10 Australian companies surveyed.

The employers were mainly concerned about productivity problems (78 per cent), increased bandwidth costs (71 per cent), and security (60 per cent). Sites deemed to be inappropriate included personal e-mail pages, recruitment, pornography, gambling, dating and chat rooms.



Misfortunes in capital spark online activity

The bush fires in the Australian Capital Territory in mid-January were the stimulus for greatly increased activity at online information Web sites that could offer details such as the status of the fires, evacuation details, and the location of road closures. According to Hitwise, the Emergency Services Bureau's site (www.esb.act.gov.au) which had been established to protect the ACT community from a range of hazards, jumped 4532 places up the site rankings to become the 26th most visited Australian Web site, and the second most visited government Web site.

Canberra Connect (www.canberraconnect.act.gov.au) similarly jumped 2220 positions over three days to become the 32nd most visited Web site in Australia, and the fourth most popular government site.

Hitwise also found that 73.4 per cent of the traffic leaving the Canberra Connect site was directed back to the Emergency Services Bureau site.

Security becomes a very serious issue

Security is becoming one of the top investment priorities for chief information officers in the Asia-Pacific region, excluding Japan, according to industry analyst IDC. Some 56 per cent of organisations in the region spent fresh dollars on security issues last year, IDC's research showed.

"The flavour of investments in 2002 was clearly defensive — security, infrastructure and back office applications," an IDC spokesman explained. "Looking ahead at 2003, IDC expects much of this defensiveness to continue as global, political and economic uncertainties persist."

Despite the importance of security, CIO spending grew faster on enterprise portals and e-commerce applications. "Portals have been recognised as an effective platform for improving communications and personal productivity," the spokesman said. "E-commerce applications enable low cost sales and marketing channels to provide quick return on IT investments."

Wireless Watch

Listed telecommunications management company Stratatel has signed up the NSW Department of Agriculture and Cordiant to its MobileFleet service. The department has about 500 mobiles under management while Cordiant has 250.



Yahoo! has opened its Mail and Messenger services to access from Vodafone's TXT service. The new offering allows Vodafone customers to read and reply to messages from their Messenger and Mail accounts in Australia and NZ by way of TXT on their phones.



South Australian company Integrity Data Systems has released the AirMagnet wireless monitor that can be used to assess wireless networks to find weaknesses or rogue access points, and to pinpoint hoax entries. The device was built by US company AirMagnet. Details from www.integritydata.com.au



The Wi-Fi Alliance has for the first time given its approval to products based on the 802.11a standard. The approvals were granted to chipset reference designs, network interface cards, and WLAN access points from a number of manufacturers. Details from www.weca.net/OpenSection/ReleaseDisplay.asp?TID=4&ItemID=132&StrYear=2003&strmonth=1



LG Electronics has entered an agreement to manufacture and distribute base stations and wireless modems for the i-BURST Personal Broadband System developed by ArrayComm. The first implementation of i-BURST is being undertaken in Sydney for a trial system (*IW*, Jan 20, page 1).

MOBILE BUSINESS

Primus launches broadband wireless service

Primus Telecommunications has launched an Australian broadband wireless service that is offered through hot spots in the CBDs of Sydney and Melbourne. The service is based on 802.11 Wi-Fi technology and will enable subscribers to gain high-speed access to the Internet and corporate networks from public venues. The telco intends to extend the service to a range of new sites covering major businesses, hotels, restaurants and coffee houses, noted Campbell Sallabank, general manager of iPrimus

In looking at new sites Primus will be entering partnerships with owners of the locations. "Under this arrangement, Primus Telecom will provide the DSL structure, Internet access, hosting, and network access, while Azure Wireless will operate the network management," Sallabank explained. www.iprimus.com.au/broadband/wireless.asp

iTouch to provide SMS voting for soccer fest

The Australian broadcaster SBS has selected iTouch to operate an interactive SMS voting system for a six hour soccer session next September. The polling will let viewers of *The World Game* TV show, which will run in conjunction with a Web site, to have their say on an array of hot topics.

Five polls are to be offered during the six hours, and responses will be gathered and results announced before the program closes. Jo di Meglio of SBS noted that one SMS poll had been conducted during the World Cup and had worked very well. "It will be interesting to see how viewers respond to faster results on a wider range of issues," he noted.

- Motorola has launched its Moto Packs, which are bundles of images and polyphonic ring tones created by iTouch for the Australian market. The packs are marketing tools intended to encourage customers to upgrade their mobile phones to handsets with premium features.

Telstra runs trial of Aussie MMS service

Telstra has agreed to let its mobile customers use a multimedia messaging product developed by Australian company Ghameleon.com. A spokesman said the Snap Happy service allows users of photo-capable Sony Ericsson T300 or T68i mobile phones to take snapshots, animate them, and transmit them to multiple recipients.

"Telstra believes MMS experimentation, originality, and innovation are the key to stimulating and driving customer usage and growth"

Rick Wakeham, Telstra Mobile

Rick Wakeham, managing director of Telstra Mobile Products, said he believed the carrier was the first operator in the world to offer the trial to its customers.

Telstra extends reach of satellite coverage

REACH — a 50-50 joint venture between Telstra and PCCW — has bought access to the recently launched New Skies' NSS-6 satellite via a gateway in Hong Kong and will use it for the delivery of voice, video, data, and Internet services throughout the Asia-Pacific region. NSS-6 is claimed to cover more than two-thirds of the world's population and is due to become operational in the near future.

A spokesman for REACH said that access to the NSS-6 satellite provides a significant expansion of the company's Ku-band teleport service capability and will allow it to offer tailored voice, video, Internet, and data transmission services across Asia and around the world.

>> AIIA Business Briefing: Trends in 2003

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Speakers will look at the global, economic and ICT business directions for 2003 and beyond.

Speakers: *Chris Fell*, Managing Director, IDC

Andy Stoeckel, Executive Director, Centre of International Economics

Date: Thursday February 6, 2003

Time: 7.30–9.30am

Venue: Taronga Centre, Bradleys Head Road, Mosman

Cost: \$60 for AIIA members, their guests and government agencies, \$80 for Non AIIA members

To register: 6260 5472 or visit www.aiaa.com.au

>> AIIA Business Briefing: CIOS Priority Projects in 2003

CIOs will outline where they will be spending their money in 2003 and beyond.

Date: Thursday March 20, 2003

Time: 7.30–9.30am

Venue: Taronga Centre, Bradleys Head Road, Mosman

Cost: \$60 for AIIA members, their guests and government agencies, \$80 for Non AIIA members

To register: 6260 5472 or visit www.aiaa.com.au

Interviewed by distinguished journalist *Beverley Head*, experienced CIOs will outline their priorities, what challenges they face and what solutions they are looking for.

>> AIMIA Awards Night

This year's Awards ceremony will be hosted by NSW Department of Information Technology and Management.

Date: February 7, 2003 in Sydney

Cost: \$80 for AIMIA members and \$95 for non-members

Bookings: Tickets can be purchased from Emilia Lie:

Phone: (02) 8256 1713 Email: aimia@aimia.com.au

>> IIA Annual Gala Dinner

Date: Thursday February 13, 2003

Venue: Watersedge, Sydney

Keynote Speaker: Kim Williams, CEO, Foxtel

Cost: Members \$99 and Non-Members \$125

To register: call 6232 6900

>> ATUG 2003

Date: 5–6th March, 2003

Venue: Watersedge, Sydney

Streams will include: broadband, wireless, mobile, IP networks

Please visit www.atug.com.au for more information

>> 12th Annual Western Australian Information Technology & Telecommunications Award (WAITTA)

A Branch of the Australian Computer Society, the purpose of the WAITTA is to recognise outstanding performance & contributions by members of the IT&T community in Western Australia.

Date: March 28, 2003

Venue: Grand Ballroom, Burswood Resort, Convention Centre

To enter: Go to: www.waitta.asn.au where the full details of the awards, application forms & on-line entry procedures are available

Enquiries: Sue McLennon, State Event Manager 9409 7649 or starsem@bigpond.com

>> Still Flying High:

A Dinner with Christopher Reeve

Hosted by Prince of Wales Medical Research Institute, Spinal Injuries Research Centre

Date: Tuesday 28, January, 2003 at 6.30pm

Venue: Royal Hall of Industries, Fox Studios

Tickets: \$275 each. For more information please contact Lara on 9382 2937 or via email on l.mclaughlin@unsw.edu.au

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