

AmChat

THE OFFICIAL NEWSLETTER OF THE AMERICAN CHAMBER OF COMMERCE SA | NOV 2007

INTERNODE TOP CHOICE FOR CUSTOMERS



Simon Hackett,
Managing Director, Internode

Choice magazine has given the nod to Australian broadband company Internode, which has topped the list of national ADSL2+ providers for customer satisfaction.

Nearly 4,000 ISP customers took part in the survey, which awarded Internode for its satisfying price, performance and customer support in association with its Extreme ADSL2+ broadband service.

A high 74 per cent of customers rated themselves “very satisfied” with Internode’s service, which is unusually high compared to the second place winner, iiNet, with 48 per cent.

The company also gained second place in terms of customer satisfaction for its first-generation broadband ADSL service. The Choice internet survey takes place every six months and answers questions about the quality of service, performance, cost, and support of the ISPs and their associated services.

“Internode users were more likely to be very satisfied overall and

with their connection speed, total cost and payment options (for ADSL2+ services),” said the Choice ISP Satisfaction Survey report.

“Internode ADSL customers were more likely to rate the support staff as very good for the technical help, time taken to resolve queries, communication skills and patience. Internode ADSL2/2+ users were very unlikely to change service provider in the next 12 months.”

This is the first time Internode has appeared in a Choice survey, which bodes well for the local ISP.

“Now we have enough critical mass to become visible in this important demographic, it’s terrific that the satisfaction of our customers has allowed us to top the ADSL2+ survey. It also signifies how much Internode is gaining traction beyond its traditional heartland of tech-savvy customers, with increasing take-up in more general market segments,” said Internode Managing Director, Simon Hackett.

“This is what we thrive on, and what we’re proud of – strong recommendations from trusted sources.”

The company is currently working on its next generation broadband service, called naked ADSL2+, which is due for release in the first quarter of next year.

inside



NEWS | PHOTOS | SPEAKER PROFILES | TODAY’S WINE | PROFILES | NEXT FUNCTION

news

AMCHAM WELCOMES NEW GOVERNORS

AMCHAM is pleased to announce the appointment of six new Governors this year.



Dr Barry Burgan
Head, School of Commerce
The University of Adelaide



Mr Matthew Michalewicz
Chief Executive Officer
SolveIT Software



Mr Manuel Ortigosa
Managing Director
Global Intertrade Pty Ltd



Ms Amanda Heyworth
Chief Executive Officer
Playford Capital



Mr Patrick Tapper
General Manager
Internode



Mr Bob Walter
Director, Executive Education
The University of Adelaide

They join our current Council of Governors:

Mr Bill Anschutz OAM - Managing Director, William Anschutz Business Services // Mr Glenn Cooper AM - Executive Chairman, Coopers Brewery
Mr Rob Di Monte - Managing Partner, Deloitte // Mr Simon Hackett - Managing Director, Internode
Mr Richard Hayward - Councillor, Adelaide City Council // Mr Maurice Henderson - Executive Director, The Queen Elizabeth Hospital Research Foundation
Mr Lindsay Hick - General Manager Commercial and Regional Business Banking, BankSA // Mr Steve Houghton - Chief Executive Officer, Chellmont Pty Ltd
Ms Loretta Reynolds - Chairman of Partners, Thomson Playford // Mr Andrew Stoler - Executive Director, IIBE & L The University of Adelaide
Mr Ron Tomlian (Chairman of AmCham) - Director, Marketing Counsel // Mr Anthony Toop - Managing Director, Toop&Toop Real Estate Group

*“Always vote for principle, though you may vote alone, and
you may cherish the sweetest reflection that your vote is never lost.”*

JOHN QUINCY ADAMS 1825-1829

photos

INTERNODE LUNCHEON – 21ST SEPTEMBER



Hon Paul Holloway MLC, Minister for Mineral Resources Development / Reg Nelson, Managing Director, Beach Petroleum / Rob Kelvin, Channel Nine



Sean Heylen, Deadline / Jo Arnold, DCXP / Peter Weeks Pty Ltd



Mark Harris, Santos / James Leggatt, BHP Billiton / Andrew Newman, Ernst & Young



Neville Mead, Commonwealth Bank / David Powell, Ernst & Young / Jason Cooke, Commonwealth Bank



Anthony Fonovic, Recruitco / Shane McEvoy, CAT / Bernie Crean, Commonwealth Bank



Kent Grey / Breanna Slattery / Christopher Darby / Sheena Jackson / all from Minter Ellison

speaker profiles

JOHN ANGOVE - MANAGING DIRECTOR ANGOVE'S WINES

John joined Angove's Wines as the fourth generation descendant and in 1983 took on the mantle of Managing Director. John believed that the future of the company lay in the establishment of a strong presence in the table wine market and he set out to steer the proud family-owned company on a course to achieve his objectives. John has implemented a massive investment in winery and vineyard infrastructure to ensure that the company is in good health for successive generations for many years to come.



VICTORIA ANGOVE - INTERNATIONAL BUSINESS DEVELOPMENT MANAGER ANGOVE'S WINES

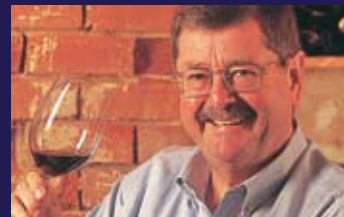
After heading to Canada to work in a snow ski resort and a year of backpacking, Victoria took up a position as one of the coordinators of the International Wine and Spirit Challenge in London. Gaining an understanding of the extent of the wine and spirit trade in the world. At the end of 2000, Victoria returned home commencing in the Sales and Marketing Department. Victoria was named the South Australian Young Achiever of the Year and went on to be a National Finalist in the Young Achiever of the Year Awards.



speaker profiles

CRAIG WILLSON - MANAGING DIRECTOR BREMERTON WINES

Craig is the Managing Director of Bremerton Wines and is responsible for sales. He received the inaugural SA Great Community Award in 2000 in recognition of his efforts and achievements in lifting the profile, reputation and economic viability of the Langhorne Creek region. Craig has taken a step back from these commitments to focus on the future directions of Bremerton.



LUCY WILLSON - MARKETING MANAGER BREMERTON WINES

Lucy is Bremerton's Marketing Manager and is responsible for the highly successful Cellar Door which has won "best Tourism Cellar Door" for Fleurieu Peninsula for six years and won "Hall of Fame" status. In 2004, Lucy was one of 5 finalists in the South Australian Young Business Woman of the year awards and in 2005 was included in the National Australia Bank "Icehouse Management Development" program.



ROB KELVIN - CHANNEL 9

National Nine News presenter Rob Kelvin is one of Adelaide's best known media personalities.

Rob joined Adelaide's Channel Nine in 1979, first as sports editor and presenter, then in 1983 Rob began presenting National Nine News on weekdays.

He also hosts Out of the Ordinary, a locally made series, which features local stories about ordinary South Australians doing extraordinary things.



today's wine

BREMERTON WINES

The Cellar Door is open 7 days a week from 10.00am to 5.00pm. Special wine tastings for wine groups can be arranged.

www.bremerton.com.au

2007 VERDELHO

The Verdelho is made using only free run juice, and minimal skin contact prior to ferment. This has given expression to primary fruit characters. There is a combination of several fermentation parcels picked at varying ripeness levels providing added depth and complexity to the flavour profile. Served slightly chilled with salads, white meats, seafood, spicy Asian or Indian.

2005 TAMBLYN CABERNET SAUVIGNON / SHIRAZ / MALBEC / MERLOT

Tamblyn was fermented in open top fermenters allowing maximum extraction of colour and flavour. The wine was matured in new, one & two year old French and American barriques (225L) for 19 months prior to blending and bottling. This terrific food wine is enjoyed with meat, pasta, chicken, pizza, cheese or at anytime.

ANGOVE'S WINES

Renmark Cellar door is open 9 - 5 Monday - Saturday, and 10 - 4 Sunday. Tea Tree Gully Cellar door is open 9 - 5 Monday - Friday.

www.angoves.com.au

2007 NINE VINES GRENACHE ROSE

Vibrant, lively and pink, this wine shouts freshness from the first drop poured into the glass. Fresh fruit aromas of raspberry and ripe cherry dominate the notes. The palate abounds in lifted, fresh summer berry flavours and a fresh, crisp finish with length and balance. This wine is made in a drier style with lively red fruit characters providing structure.

2005 MCLAREN VALE SHIRAZ

Deep ruby red with inky purple hues. The nose displays upfront cherry and liquorice flavours and secondary humus and spicy oak so redolent of McLaren Vale Shiraz. The full palate shows more luscious ripe berry fruit with complexity provided by soft mouth filling tannins. The freshness shows potential for ageing but the softness allows enjoyment now.



profiles

COOPERS BREWERY SPONSORS JIMI HENDRIX TRIBUTE

Coopers Brewery – which already has legendary status among many beer drinkers – is proudly sponsoring a tribute to another legend, rock star Jimi Hendrix, at an open-air concert to be held on December 2, the final night of the Adelaide International Guitar Festival.

Coopers Marketing Director, Mr Glenn Cooper, said Hendrix fans regarded December 2, 1967 as a key date in rock music history.

“On that day before a crowd of 200,000 people, Jimi Hendrix gave a performance at the Monterey International Music Festival in California that redefined music,” Mr Cooper said.

“Hendrix is arguably one of the greatest and most influential guitarist to have ever lived.

“Coopers is proud to sponsor a tribute concert featuring some of the world’s greatest living guitarists - 40 years to the day after Jimi’s Monterey gig.”

“The Jimi Hendrix tribute concert is a fitting closing highlight to the 2007 Adelaide International Guitar Festival which starts on November 23,” Mr Cooper said.

He said Coopers Club fans would have a chance to win free tickets to the “Kiss the Sky” concert at a Coopers Club Night to be held on November 28 at the Adelaide Entertainment Centre.

Hendrix wannabes will be able to display their ‘talent’ at an air guitar competition with the best performers gaining tickets to the “Kiss the Sky” event.

Information and booking details for the Adelaide Guitar Festival, to be held from November 23 to December 2, is available at www.adelaideguitarfestival.com.au. Further information on the Coopers Club is available at www.coopers.com.au.

next function

AMCHAM BUSINESS DINNER - SEBEL PLAYFORD TUES 20TH NOVEMBER, 6 - 9:30PM



Alan Noble
Google Australia & New Zealand



Jud Bowman
Motricity (USA)

SUCCESS IN BUSINESS - WHAT ARE THE SECRETS?

Be entertained, informed and inspired! Find out the secrets of creating high value companies in just a few years. These are not ‘supermen’, but they are smarter and more strategic than most of us. For one night only they will share their secrets with you.

Jud Bowman has been named as one of the world’s ‘Top 100 Young Innovators’ by MIT’s Technology Review and one of ‘Tech’s Best Young Entrepreneurs’ by Business Week in 2007. He has raised over \$200 million in venture capital funds. Alan Noble graduated from The University of Adelaide and has had immense success, both in Australia and in the United States. He is now responsible for managing and growing Google Australia’s Engineering and Research & Development Centre in Sydney.

partners



American Chamber of Commerce SA/NT
Upper Level, 25 Rundle Street, Kent Town SA 5067
P: (08) 8362 0900 | F: (08) 8363 7880 | E: sa@amcham.on.net
www.amcham.on.net

NOMINATED CHARITY

