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## FAQs

### What is Southern Cross?

The Southern Cross Cable Network provides the fastest, most direct, and most secure international bandwidth from Australia, New Zealand and Hawaii to the heart of the Internet in the USA.

### What is so special about Southern Cross?

Southern Cross is the only fully protected fibre optic cable network linking Australia, New Zealand, Fiji and Hawaii directly to the heart of the Internet on the US West Coast.

Southern Cross is designed and operated to provide the most reliable and fastest connections possible.

Southern Cross capacity has enabled the broadband revolution in both Australasia and Hawaii.

### When did Southern Cross first come into existence?

The Southern Cross Cable Network was first conceived in 1996 when the uptake of the Internet was occurring faster than any other technology in the history of civilisation. The network was built to remove the bandwidth bottleneck between the Pacific region and the heart of the Internet in the USA. Southern Cross Cables Limited formally came into existence on Saturday 3 October 1998 and was created with three owners Telecom New Zealand (50%), SingTel Optus (40%) and VerizonBusiness (10%).

### Where is Southern Cross's head office located?

The Southern Cross head office is based in Bermuda and there are additional offices in Wellington, Auckland and Sydney.

### Who owns Southern Cross Cables Limited?

The company shareholders are Telecom New Zealand (50%), SingTel Optus (40%) and Verizon Business (10%).

### Who manages Southern Cross?

The Southern Cross group of companies is managed by an Executive Management Group comprising:

- Fiona Beck: President & CEO
- Richard Baker: Chief Financial Officer
- Ross Pfeffer: Director Sales and Marketing
- Dean Veverka: Director Networks and Vice-President Operations
- Nikki Shone: General Counsel and Commercial Director

### Who are Southern Cross's primary customer"s"?

Anyone can buy capacity on Southern Cross: Telcos, ISP's, Broadcasters, Private Networks. IRU products provide for an initial term expiring 15 November 2015 plus rights of renewal for up to five one year extensions. IRU purchases have an up-front payment or spread payment plan option. Alternatively, customers can purchase one or two year leases that can be extended at the end of the term or converted into an IRU purchase.

### What Capacity products are available?

Capacity Products include Protected capacity, Two Drop Ring capacity, Three Drop Ring capacity and Four Drop Ring capacity.

### What units of capacity are available?

Southern Cross Cable Network offers capacity in the following units.

- STM-4

#### CUSTOMER LOGIN

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Only Southern Cross customers are permitted to have access to the customer section

#### DID YOU KNOW?

Our average customer satisfaction rating over the last three years is greater than 80%.

Sections of our cable are over seven kilometres under the sea.

Within 2 years Southern Cross is expected to have the potential to increase its total protected capacity to at least 1.2 Tbit/s using 100 Gbps technology that is already being tested for submarine cable systems.

- STM-16
- STM-64
- 2.5G Wavelength (2.5 Gigawave)
- 10G Wavelength (10 Gigawave)

**Is Southern Cross a Private Cable?**

Southern Cross is a private cable as it was constructed and is being managed by two commercial companies (SCCL and PCHL) with a mix of private and carrier funding. Southern Cross was originally set-up by telecommunications carriers, so has an acute awareness of its target market, but operates as a fully independent company.

**Is there an opportunity for other companies to become equity participants in Southern Cross?**

Any expression of interest in equity should be directed to one of the Shareholding companies.

**What advantages do the Shareholders have compared to capacity purchasers?**

The Shareholders have the opportunity - along with the associated costs and risk - of sharing profits, which SCCL may make. However, the Shareholders purchase their capacity requirements on the same basis as other customers, and each has made a significant commitment in capacity purchases on this basis.

**What was the cost of building the Southern Cross Cable Network?**

The cost of constructing the Southern Cross Cable Network, including project management and financing costs, and including upgrade costs, was approximately US \$1.5 billion.

**How do I contact Southern Cross?**

To contact Southern Cross, click on the "Contact Us" button on the navigation bar. All key contacts and their details are listed there.