

FOR IMMEDIATE RELEASE

TVD - THE POWER BEHIND THE SOUTH ISLAND

PowerNet Powers Up with upgraded TVD Avalanche Trouble Call Management Suite and Dispatch goes wireless.

Auckland, New Zealand - 9 December 2002 - Telephony Video Data Limited (TVD) today announced that PowerNet, one of New Zealand's main electricity line management companies, has successfully upgraded to the latest version of TVD's Avalanche Trouble Call Management software.

After positive results with Avalanche 2000, PowerNet has expanded its use of TVD products signing contracts for the supply of TVD's CSC-Network solution including Wireless Dispatch module.

TVD's Avalanche Trouble Call Management solution has been developed specifically to enable utilities like PowerNet to handle and respond to outages which can result in thousands of calls per hour. When a major outage does occur, PowerNet can keep residential / commercial customers and essential services well informed until services are fully restored thanks to Avalanche.

PowerNet's CEO Martin Walton says with one of New Zealand's largest and most diversely spread electricity operations to run, the company is continually looking for new ways to improve customer service and more efficient ways to do business.

"PowerNet has been thrilled with the performance results we've achieved to date with Avalanche. The new upgrade is proving to be an excellent trouble call management solution and is already reflecting a positive return on investment (ROI)," says Walton.

Walton also says implementation of TVD's software, CSC Network and specifically the Dispatch module was really a natural progression to PowerNet's use of Avalanche. "We've been very pleased with the quality of

software and speed of deployment and with our focus on constantly improving service levels and operational efficiency, moving to CSC-Network was a logical step for us” says Walton

“We will now be able to control all activities from a central point, linking service requests from PowerNet’s call centre or Retailers directly to work orders issued to our crews and/or contractors. Work Orders will be dispatched and received in the field in real-time using Vodafones GPRS network and the crews will use TVD’s InField software running on QTEK 1010 integrated PDA phones”.

Crews will update their work orders using the InField software and the status and information updates will automatically be sent back to dispatchers and feed back to the original service requestor such as a Retailer. Walton says this will have a big impact on PowerNet’s productivity and provide a full audit trail of all its communications.

Walton also says that an integrated end to end solution is another benefit of TVD’s products that makes a real difference to companies like PowerNet who rely on many contractors in the field.

“When you’ve got three networks in the South Island a flexible solution like this that incorporates wireless is indispensable - all of our contractors will be required to deploy and use the wireless application of the software if they’re out in the field.”

Walton says that TVD’s products were the best technology solution on the market because they had been purpose built with the needs of utilities like PowerNet in mind.

“TVD’s solution means PowerNet can react even more quickly if there is a fault, ensuring that a high standard of customer service is maintained while also cutting costs associated with lost time if contractors are sent the wrong information.”

TVD's CEO Andrew Thompson, says TVD has been quietly and surely building its products, expertise and client base in New Zealand and overseas over the last seven years.

"TVD's reputation is built on providing first class solutions, value and a distinct competitive advantage to deregulated, regulated and disaggregated utility markets around the world. Our products now assist in the management of over 70 percent of New Zealand electricity consumers and we are increasingly focusing our attention on the US market following our successes in Canada." says Thompson.

"TVD's software means that any utility can now have confidence in being able to respond to any number of customer calls and provide information quickly and accurately every time. In a competitive market this is the difference between keeping a customer and losing one."

Thompson says that a key to TVD's success so far has been its vision to continuously add new products to enhance the services it already provides its utility customers. TVD offer complete business solutions that are product focussed with short implementation times resulting in reduced project risk, and fast realisation of the project benefits and ROI.

"It's a great vote of confidence that these enhancements are being taken up by our existing clients like PowerNet. We are driven by the same motivation as our customers which is to remain competitive by always improving our service and how fast we deliver it."

The TVD technology giving PowerNet the edge in the New Zealand market is also being recognised and implemented internationally. TVD's Avalanche and CSC software systems are in use in Australia, Canada, North America and the United Kingdom.

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For further information please contact:

Martin Walton, CEO, Powernet Limited, (03) 211 1899, Fax (03) 211 1880,
mwalton@powernet.co.nz

Andrew Thompson, CEO, TVD, Ph (09) 376 6016, Mobile 021 638 997, Email
andrew@tvd.co.nz

About TVD

Telephony Video Data Ltd (TVD) was originally established for the purpose of providing software solutions and services to the deregulated Australasian electricity market.

TVD provides solutions that focus on the needs of electricity utilities in the key areas of Trouble Call Management; Outbound Loss of Supply Notification; Outage Management; Despatch and Job Management.

TVD has experienced significant growth in New Zealand and Australia, establishing its product set as the market leader in trouble call, operations, outage and works management as well as wireless solutions. These successes allowed TVD to expand into Canada and the company is now developing the North American and European markets both directly and in conjunction with established local business partners. All TVD products are Windows-based and many are now into their third and fourth generation of development. For more information please visit our website at www.tvdinc.com

About PowerNet Limited

PowerNet is a joint venture company established in 1994, which manages the electricity reticulation networks of The Power Company, Electricity Invercargill, and Otago Power. Based in Invercargill, PowerNet was founded with a strong commercial focus as an effective means to achieve efficiencies in a monopoly controlled industry. For more information please visit www.powernet.co.nz