

## SUBNET Solutions Inc. to Offer Premium Support Services VIA WebEx Communications, Inc.

Using the strength of the WebEx secure Internet solution, SUBNET will offer premium online support to its customers.

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Calgary, Alberta, Canada - February 01, 2001

SUBNET Solutions Inc. (SUBNET) is now utilizing the real-time, interactive, multi-media communication services provided by WebEx Communications Inc. (WebEx). SUBNET will now be able to offer far more convenient and comprehensive support services to its client base.

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SUBNET can provide the following:

**Online Software Support** Customers using SUBNET's Substation Suite software product line will be provided with real-time, interactive support. This can help customers considerably; from their initial set-up configuration, to simple support problems.

**Online Product Training** With the secure Internet connection, provided by WebEx, SUBNET has the ability to interactively train customers on its software product line. The customer can be trained with an integrated solution of real-time audio, video and data.

**Online Product Demos** SUBNET is able to offer interactive real-time product demonstrations to potential customers, on their own time, from their own office, using a secure Internet connection.

"We are excited by this latest development in our services", said Ameen Hamdon, President of SUBNET Solutions. "It will mean a new level of support for our customers, which we hope will be much more far-reaching and convenient for all involved. We intend to put this new service into practice immediately."

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**About SUBNET Solutions Inc.** SUBNET Solutions Inc., created by the merger of Demand Side Solutions and Protocol Technologies, has specialized in substation and distribution automation and networking since 1993. SUBNET focuses on providing the highest quality software products, training and system integration services to electrical utilities and Utility OEM vendors worldwide. SUBNET is now one of the world's leading suppliers of electric utility substation networking services, SCADA protocol testing equipment, communications protocol training services and system integration. SUBNET can be reached at the World Wide Web: [www.subnetsolutions.com](http://www.subnetsolutions.com).

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**About WebEx** WebEx is the leader in real-time communications infrastructure for Web meetings. WebEx's services enable end-users to share content and applications spontaneously in a seamless environment with integrated audio, voice and video. These services are delivered using their global network and scalable platform. This ensures predictability, reliability and security to its customers. WebEx can be reached on the World Wide Web: [www.webex.com](http://www.webex.com).

