

## iPass warns KPNQwest Traveller users of imminent service interruption

Submitted by: The Hoffman Agency (Europe)

Thursday, 13 June 2002

---

iPass warns KPNQwest Traveller users of imminent service interruption; asks users to contact iPass to ensure continuity of their remote access service.

iPass EMEA, the European Headquarters of iPass Inc., today issued the following statement:

"Despite our best efforts, no agreement has been possible with KPNQwest in Europe to ensure service continuity to KPNQwest Traveller remote access users. Therefore iPass has no choice but to withdraw its service from the KPNQwest Traveller offering. Effective immediately, KPNQwest Traveller users will begin experiencing service interruptions.

"We regret that the effect of this necessary action will leave travelling executives unable to connect from countries where the KPNQwest Traveller service used the iPass network.

"In an endeavour to support those users affected, iPass has established a special customer support team to recommend immediate alternative solutions through its extensive network of service providers worldwide. iPass will work diligently in order to continue to deliver the secure and reliable global access services they have come to expect from iPass through the KPNQwest Traveller service. "KPNQwest Traveller users should contact the iPass customer support team directly by e-mail at [KPNQwest@ipass.com](mailto:KPNQwest@ipass.com) or by telephone on +44 (0) 207 317 4400."

About iPass Inc.

iPass Inc. <http://www.ipass.com> solves the complex issues of increasingly mobile workforces accessing their corporate networks, e-mail and the Internet from anywhere in the world. iPass enables secure access via wireless and wireline broadband, ISDN, dial-up and other access media, over multiple computer platforms and devices, all through the award winning easy-to-deploy and easy-to-use iPassConnect™ client. iPass counts among its enterprise and service provider customers many of the most recognizable corporate brands and "Global 1000" companies. Founded in 1996 and named one of the "Top 100 Emerging Companies to Watch in 2002" by Computerworld magazine, iPass is headquartered in Redwood Shores, Calif., with offices throughout North America, Europe and Asia Pacific.

For further information, or if you would like to speak to Geoff Wilson, Managing Director iPass EMEA, please contact:

Jo Brealy,

Hoffman Europe

Tel direct: +44 (0) 1784 487 928

Jbrealy@hoffman.com