



C O M P A N Y P R O F I L E

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I always bear in mind a very wise quotation 'the constant is change'. This is also facing Pacific Link since its establishment in 1997. Anticipating this dynamic change, Plnter persistently prepares itself to always grant the best service to customers.

Started from internal environment of the company, owners of this institution have never hesitated on handing over the legacy to the potential youngsters to run the business and face current challenges. The trust pays off pleasingly and shows that they can always find the best solution and strategy to put Plnter in a considerable position in the country's Telecommunication competition.

Further to that, the effort of building and sustaining a solid team of workers has always been an essential matter to counter this tight competition. As individuals, as well as a team, Plnter sees this competition as a good stimulator in business, as vitamins for health. Inspirations, innovations and ideas come and grow from this substance to satisfy the customers. No real business without competition .

WORDS FROM PRESIDENT COMMISSIONER

External environment shows a fact that technology grows very fast and relentlessly pushing the company to always put a great awareness on it. Having a fully dedicated and professional team, Plnter persistently features a high-end technology to be presented to its customer.

With this strength of professionalism, Plnter keeps its existence and always being among you, who require IT solutions, Plnter exist cause of you.

President Commissioner
Setyanto P. Santosa

Doing business in ICT is a very challenging matter. This goes even more exciting since a country like Indonesia is in one-step behind position compare to other countries in the regional area or world-widely. Another challenge is the rapid change of the technology applied that can happen within only 2-3 months.

For us in PT. Jasa Jejaring Wasantara, all effort and creativity should be carried out to face the challenge and turn it as a promising chance of business. We hold the name Pacific Link or Plnter to make people easy to identify this company, and by that we present various products and services to the public in order to undertake the Vision and Mission.

The rapid change of technology is very much influencing the performance, skill and knowledge of our team. This fact made us aware to always upgrading ourselves.

Pacific Link commits to keep on giving a significant contribution to the stakeholders: subscribers, shareholders, employees, the government and, of course, to the public.



Warm regards,
Wahyoe Prawoto

WORDS FROM PRESIDENT DIRECTOR



THE BEGINNING

It begins from a long endeavor in the Information Technology business by a number of entrepreneurs, who then comprehend and gain a sharp vision that the ICT business is the business of the future. Approaching the end of 1995 established PT. Jasa Jejaring Wasantara, which then acquired an ISP (Internet Service Provider) license in 1996 from The Minister of Post and Telecommunication of The Republic of Indonesia. Embracing the Sembawang Media Pte.Ltd Singapore, the company operating Pacific Internet Singapore, PT. Jasa Jejaring Wasantara Launched the Pacific Internet Indonesia on January 24, 1997, with domain name of pacific.net.id. The experiences of Pacific Internet Singapore considerably contribute in the early years of Pacific Link.

The name of Pacific Link was officially applied since May 1999, the year when PT. Jasa Jejaring Wasantara halted the collaboration with Pacific Internet Singapore in any means. Yet, the nickname of Mister Plnter is still being used, as well as the domain pacific.net.id, for identifying Pacific Link since the time of establishment up to now. The word 'Mister' is an abbreviation of Manajemen Information System Terpadu (Integrated Management Information System), while the 'Plnter' is taken from Pacific Internet. The existing Board of Commissioner is an ideal combination of IT and telecommunication business.



Vision :

To be a trusted ICT (Information & Communication Technology) based Service Provider nationally and regionally.

Mission :

To give the best and satisfying services for subscribers.

To give contribution on National and Regional ICT development.

To give valuable result for shareholders and employees.

**VISION
&
MISSION**

Pacific Link commits to do the best in terms of giving the finest reward for the stakeholders and to keep developing itself as a business entity.

Commitment to subscribers

The company is very much aware that the optimum service can only be performed with adequate system and network support. Pacific Link has designed its network and system since the beginning so that it is ready to operate 7x24 hours and so flexible to be expanded.

Linking to Internet upstream, Pacific Link utilizes recent technology such as cable or wireless system with adjustable bandwidth following the expansion number of subscribers and their needs. The NOC (Network Operation Center) is connected to the IIX (Indonesia Internet eXchange) with 10 Mbps capacity that is also adjustable when needed.

In the matter of Human Resources, Pacific Link always allocates budget to improve skill and knowledge of its worker in every position from top to bottom. In spite of standard requirements possessed, each member of the team is guided to have a strong integrity and team-work ability.



PARTNERSHIP

Pacific Link commits to give the best service for customers. The company aware that this commitment cannot be done without a mutual partnership with other institutions dealing with telecommunication, agents and suppliers, software developers, web content contributors, Governmental Departments, Mass Media printed and electronic, etc. One of these partnerships is a linking up with the iPass company to enable subscribers to access the internet from thousands of places in the globe. We also open our mind to local investors to develop this business together through a mutual franchise system.

EXPERIENCES

Operating since 1997 has given Pacific Link a considerable experience on serving the customers of all range, from an individual with only 1 unit of PC to a complex system of network for major companies. Thousands of subscribers served including individual small and medium enterprises, major industries, nongovernmental organizations and governmental institutions.

The experiences of doing the business have constructed a base or pattern of manner to satisfy the customer even more. They are not only in terms of skills and knowledge, but also in terms of administration procedure, selecting devices and tools, documentation of problem solving and so on.

PINTER DIAL-UP
PINTER CORPORATE
PINTER ADSL
PINTER WIRELESS
PINTER PREPAID
PINTER E-MAIL
VOIP (DIAL 22)
YEBO



INTERNET SERVICES

Pacific Link provides best solution for Internet connection suitable to the requirement and needs.

PRODUCT & SERVICES

INTERNET SERVICES

PINTER DIAL-UP

a. Pinter Access

As a basic service on accessing internet which is using one set of PC, modem, and telephone line to make connection for browsing and email by dialing-up the Pacific Link access phone number.

b. Pinter Night Surf

Same technology applied in Pinter Access service but only for specific time in the evening and late at night. This service is accessible from 9 p.m. to 5 a.m. (8 hours) everyday with a very special and flat rate.

c. Pinter Roaming

It's a roaming service for subscribers to access the internet when traveling out of the country. This service covers thousands of places all over the world, where the customer does not have to dial the costly international IDD number, simply dial a local number which takes a much lower cost added by reasonable internet cost component.

PINTER DIAL-UP
PINTER CORPORATE
PINTER ADSL
PINTER WIRELESS
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PINTER E-MAIL
VOIP (DIAL 22)
YEBO

PINTER CORPORATE

a. Network Dial Up

Is an internet access service by Dialing-Up and using the existing LAN (Local Area Network) system on the subscriber's side. This is the basic and fast solution for corporate and institution requirement.

b. Direct Connection

This is an internet facility for buildings and apartments where the co-operation between Pacific Link and the building management is required.

c. Leased Line

Is a permanent internet connection between 2 points via telephone line. This service is usually essential for companies to link-up the separate offices or branches in different locations. Unlike the dial-up connection, the leased line service link-up the internet 24 hours a day.

PRODUCT & SERVICES

INTERNET
SERVICES

PINTER ADSL

ADSL stands for Asymmetric Digital Subscriber Line, a new internet access technology through telephone line that is able to carry 1,5 to 8 Mbps data down streaming and 16 to 640 Kbps up streaming. This technology requires a specific ADSL modem and has been the most wanted connection recently.

PINTER DIAL-UP
PINTER CORPORATE
PINTER ADSL
PINTER WIRELESS
PINTER PREPAID
PINTER E-MAIL
VOIP (DIAL 22)
YEBO

PINTER WIRELESS

a. Radio Link/ Laser

This is a wireless internet connection technology linking 2 separate points with no obstacle in between with less than 30 Km distance. The basic concept is similar to the wired-system but excluding the cables and replaces them with radio or laser wave. A specific radio frequencies is essential in this mode, for instance at 2,4 GHz. Maximum speed can be reached is 11 Mbps.

b. VSAT

The name stands for Very Small Aperture Terminal, a small earth station used for data, voice and video communication. There are two important devices for this method, outdoor and indoor units. The outdoor transceiver must be put in a line with satellite route utilized. The indoor unit is used as an interface between the transceiver and PC.

c. Hot Spot

A wireless broadband service placed in a specific area utilizing WLAN (Wireless Local Area Network) system. This technology is commonly applied in a crowd-public area such as airport, railway station, library, hotel and shopping place. The radius coverage is less than 100 meter wide.

d. Pinter Broadband Access

It's a brand new innovation of Pacific Link using Wi-fi technology to bring internet connection for public with easiest access and very affordable price.

PRODUCT & SERVICES

INTERNET SERVICES

PINTER DIAL-UP
PINTER CORPORATE
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PINTER E-MAIL
VOIP (DIAL 22)
YEBO

PINTER PREPAID

This is an alternative payment method for getting internet connection service wrapped in Pinter Access and Pinter Hot Spot service. User can buy voucher or prepaid card with no registration required.

PINTER E-MAIL

All services mentioned above come with an email facility with a sufficient mailbox capacity. Email can be accessed through email client software (Outlook Express, Eudora, etc.) or via Web Mail, a very handy feature in Pacific Link's website when the user is in mobile place.

VOIP (DIAL 22)

VoIP (Voice over Internet Protocol) is a very cost efficient method to make phone calls utilizing Internet Protocol. Pacific Link co-operates with a ITSP (Internet Telephony Service Provider) to provide this service. Major advantage of VoIP compare to regular telecommunication method is its significant low rates. This is possible since the technology applied is to convert voice to data and compress it efficiently so that can be passed through the same channel as parallel type but with more quantity.

PRODUCT & SERVICES

INTERNET SERVICES

Pacific Link provides 2 type of service, prepaid and postpaid, and users do not necessary to have internet connection, just utilize their ordinary phone (PSTN - Public Switched Telephone Network), at home or office.

YEBO

Other than the abovementioned method of VoIP service, we also have Yebo - an internet-based VoIP service using client's existing internet connection (dial-up, ADSL, or leased line). This service is used as an alternative way to long distance voice communication, domestic and international, since good quality of internet connection will give a very good quality of voice.

PINTER NETWORK &
SECURITY
PINTER APPLICATION
PINTER DESIGN &
MAINTENANCE
PINTER DATA CENTRE
PLAZA DOMAIN.COM



IT (INFORMATION TECHNOLOGY) RELATED SERVICES

Expanding the Internet service business, Pacific Link provides various solution of IT (Information Technology).

PRODUCT & SERVICES

INFORMATION TECHNOLOGY RELATED SERVICES

PINTER NETWORK & SECURITY

Pacific Link conducts consultation and network construction in form of LAN (Local Area Network) or WAN (Wide Area Network). Setting-up the system configuration, selecting devices and specific design will become our duty as well as providing training for users. Further to that, the company can supply security system, anti virus, anti spam and anti hacking module.

PINTER APPLICATION

Answering the need to provide a specific application for an institution, whether governmental, private or military, Pacific Link is eager to help customers on finding or even creating the on-demand application. As part of our service, the company's programmers and staffs will be dedicated to the customer's necessities.

PINTER NETWORK &
SECURITY
PINTER APPLICATION
PINTER DESIGN &
MAINTENANCE
PINTER DATA CENTRE
PLAZA DOMAIN.COM

PINTER DESIGN & MAINTENANCE

Website is a necessary, or even exact, tool to do promotion with low-cost and easy to access features readable by millions of netters all around the world. Building an exciting web site requires a stimulating lay-out, design and coloring that meet the character of the web site's owner. Pacific Link offers its client to assist or design their web sites with an extra attention on the target audience and information presented, then to maintain the web site to keep up to date.

PINTER DATA CENTRE

a. Hosting

The company offers hard disk space in its server to put the client's files of web site so that it is always accessible.

b. Co-location

This is a locating service to put the customer's server in our NOC room. International standard is implemented here in terms of accessibility or security.

PRODUCT & SERVICES

INFORMATION
TECHNOLOGY
RELATED
SERVICES

PLAZA DOMAIN.COM

[plazadomain.com] is an online domain registration service provided by PT. Jasa Jejaring Wasantara in coordination with of ICANN (Internet Corporation for Assigned Names and Numbers) registrar to register .com, .net, .org, .biz, .name, .info, .cc, .tv, .us, etc. domains. The service was released in October 2006 with a very competitive price, flexible payment method and powerful domain management.



TECHNICAL SUPPORT

Pacific Link commits to give a full responsibility on our services starting from installation, at customer premises and Pacific Link's side, up to assist them during subscription period and within maintenance contract period. The engineers and Help Desk staffs are very well trained to perform helpful guidance in a good manner and hospitality. Assistance starts from email, chat, fax or through phone call followed by visiting the client's site when necessary.

SMS (Short Message Services) notification system, problem escalation and trouble documentation will be a very handy method to solve any problems occurred.



Board of Commissioners and Directors

MANAGEMENT PROFILE

BOARD OF COMMISSIONERS

President : Setyanto P. Santosa
Commissioner : Hari S. Noegroho

BOARD OF DIRECTORS

President : Wahyoe Prawoto
Director : Rully Oktavianto
Director : Aryono Madyanto