



## COMPANY FACT SHEET

Netstar, Inc.  
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### Media Contact

Annie Cheng  
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### Management

President and CEO – Tony Cheng  
Vice President – Mary Pat Cheng

### Industry

Professional Services, Telecommunications, Wireless Communications, Business Consulting

### Key Markets

All businesses and organizations with 50+ employees and multiple locations

### Number of Employees

12

### Company Description

Netstar helps companies reduce their cellular and telecom costs and manage their services and billing. Telecommunications is one of a company's biggest and most important expenses, and the backbone of business operations. Netstar creates savings, control and confidence for its clients.

### Services

1. Cost Reduction – We reduce cellular and telecom expenses and reassure companies that their services best suit their needs. We develop a complete inventory of services and costs and present a proposal detailing the savings we find.
2. Service Procurement – We customize services for companies' cellular and telecom needs. We engineer solutions, examine new technology, and oversee installation and all administrative work.
3. Telecom Management – We partner with companies to manage and streamline their cellular and telecom services. We deal with all telecom related issues including: troubleshooting, invoice processing, inventory management, billing disputes, MACDs, contract negotiation, and general ledger cost allocation.



## COMPANY OVERVIEW

### Netstar History

Netstar, Inc. was founded in Bellevue, WA in 1999 after its founder, Tony Cheng, realized that his goals no longer aligned with those of the mega-sized carrier he worked for. While Tony's priority was, and continues to be, to provide his customers with the best possible service, the carrier's main objective was the sale of products and services.

Tony launched Netstar as an independent telecom services broker, operating out of his home office. He committed to reducing his customer's costs and securing services that nurtured growth and supported profitability. And as his vision of a customer-centric company grew, so did his specialized team.

In 2001, changes in the telecom industry brought about an evolution in the way Netstar did business. Tony realized that the commoditization of telecom services was resulting in a change of his customers' needs. And thus, with the goal of helping his customers adjust, he launched Netstar's current business model, complete with its new service offerings: Cost Reduction, Service Procurement and Telecom Management.

Today, Netstar's robust services continue to add value for its clients, regardless of economic conditions. When budgets are tight, customers reduce costs and have their services evaluated for efficiency. And when their companies are growing they turn to Netstar to expand their services and infrastructure to meet operational changes.

Furthermore, Netstar continues to evaluate the constantly changing landscape in the cellular and telecom fields and anticipates the needs of its clients. As a critical corporate initiative, its staff dedicates itself to continued education relating to new technology and carrier products, pricing and processes.

In the last few years, Netstar has experienced significant growth, contributing that growth to the delivery of outstanding customer service. With a proven team based approach and years of successful experience, Netstar's employees aim to always provide their clients with the best possible results.

### Mission

Netstar exists to accomplish three outcomes for clients: reduce telecom expenditures, optimize telecom services and fulfill the daily tasks of telecom management by providing exemplary customer service.

### Values

Integrity | Initiative | Action



## Clientele

WH Pacific	HD Fowler Company	Waste Management
DCI Engineers	Mutual of Enumclaw	Speedy Glass
Phil Smart Mercedes	Regus Business Centers	Northwest Asthma & Allergy
John L. Scott Real Estate	AllpakTrojan	Puget Sound Pipe & Supply
Selland Auto Transport	Kennedy & Associates	Oak Harbor Freight

## Awards

Eastside Business Awards Finalist 2009

## Community Involvement

We are dedicated to supporting diverse organizations and their missions. We proudly support:

- The Seattle Shakespeare Theater
- Matt Talbot Center
- Pacific Northwest United Water Polo Club
- Washington Women in Need
- Goodwill Industries

## Associations

Netstar believes in building a strong community and working with other business and associations to develop economic strength. We are members of:

