



Fact Sheet

TelstraClear Wholesale International Internet

WHAT IS IT?

TelstraClear Wholesale's International Internet service (W-ITN International) provides high performance connectivity to the international Internet. The connection is dedicated, not oversubscribed and not cached.

W-ITN International solutions provide transit connectivity to the Rest of World Internet via dedicated connections to global POPs.

Combined with TelstraClear Wholesale's Co-location services or extensive choice of data access technologies, such as ATM and Ethernet, W-ITN International is available where regional and national based customers need it.

WHAT DOES IT DO?

W-ITN International enables connection to International IP addresses only (i.e. New Zealand not included) and is an ideal solution if you are building and operating your own Internet infrastructure or have existing International connectivity and are looking to multi-home to increase robustness.

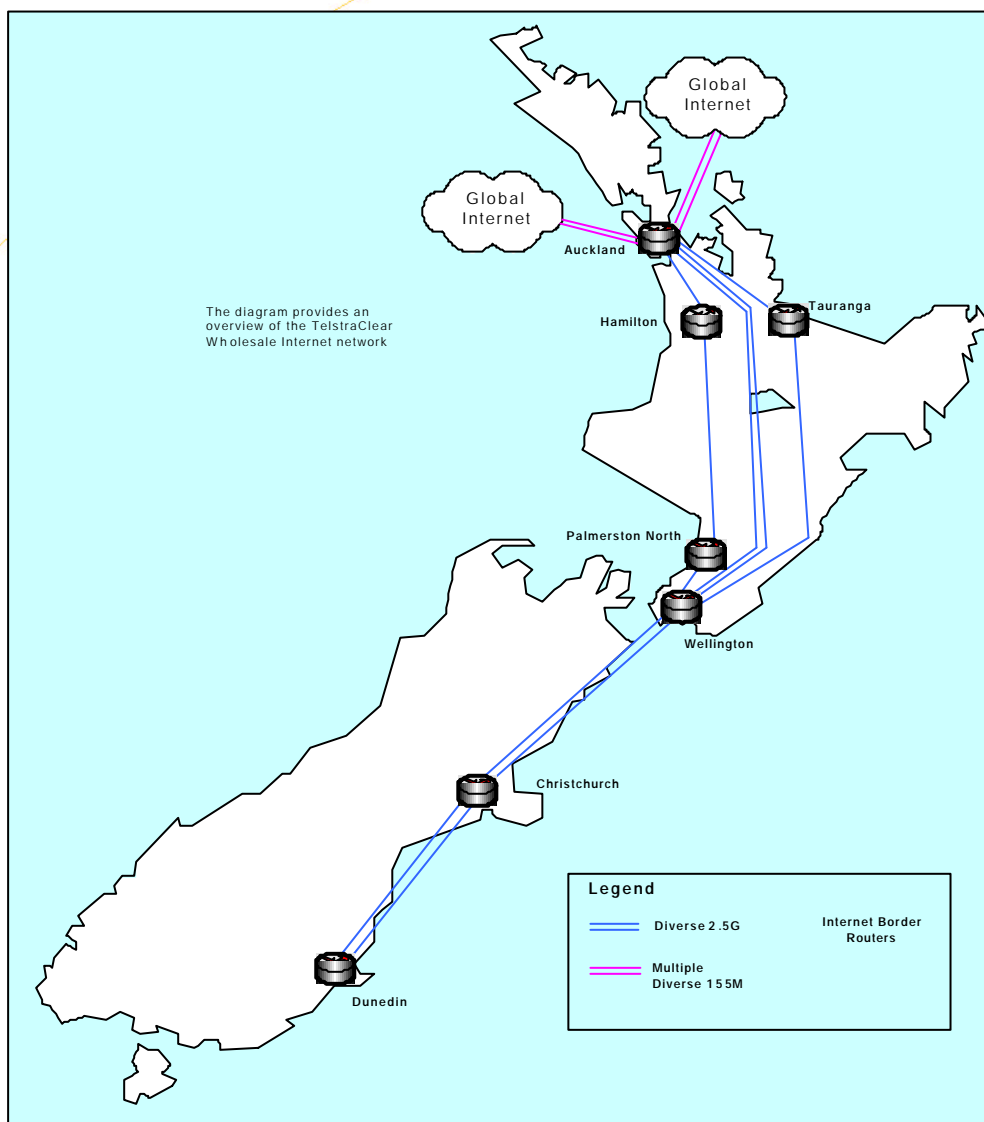
Through W-ITN, you'll gain access to Australian, US and European domestic IP backbone networks and one of the largest and most comprehensive IP backbone networks in the Asia-Pacific region - operated by Reach Global Services Limited (Reach). Inter-regional links - Asia Pacific to US, US to Europe, Europe to Asia Pacific - are facilitated by Reach's diverse, high-capacity, international network facilities.



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HOW DOES IT WORK?

An access circuit connects a customer router to a sub interface on the nearest TelstraClear Internet border router. Internet traffic to and from the customer site is directed across the access circuit using either a static route or dynamically using the BGP4 routing protocol.



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WHO IS IT FOR?

Whether you're a smaller 'niche' ISP, a large national ISP, specialist Hosting Service Provider (HSP), Systems Integrator (SI) or even a VoIP operator, W-ITN International solutions provide Internet connectivity to any company that wants to offer Internet based services to their corporate, Government, SME, SOHO or residential customers

WHAT ARE THE BENEFITS?

With the intense level of competition, unprecedented growth in Internet traffic driven by the uptake of broadband, and now increasing focus on quality, TelstraClear Wholesale understands that there are a number of significant challenges for you and your customers. This includes finding a supplier you can rely on to deliver, and keep delivering for the longer term.

By providing scalable, congestion free and cost-effective transit services, you are able to rapidly meet the demands of your markets, while reducing capital investment and operational burden. This can free up your limited resources to promote and develop your business.

By complementing W-ITN International with one or more of our range of supporting products, such as MegaPoP, Layer 2 DSL Internet Grade and Co-location, your business could quickly develop and launch a portfolio of products, and potentially reduce both time and capital costs.

SERVICE FEATURES

W-ITN International incorporates the following standard features:

- Dedicated International Internet Transit (access to an Internet PoP) - via Tier 1, non-oversubscribed, N+1 redundant backbone
- A range of access speeds from 64Kbps to Gbps
- Dual redundant Main City POPs for greater resilience (Auckland, Wellington and Christchurch)
- Extensive choice of customer carriage service technologies (for customers with their own facilities):
 - ATM PVC: 64Kbps to 155Mbps
 - Ethernet VLAN (W-ETN): 10/100/1000Mbit/s
 - Frame PVC: 64Kbps to 1984kbit/s
- Specialised Customer Support offering a 24x7 helpdesk, enhanced by network monitoring
- Static or BGPv4 routing





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WHAT OTHER TELSTRACLEAR WHOLESALE PRODUCTS WILL COMPLEMENT THIS SOLUTION?

- Co-location – secure and reliable facilities to house your equipment
- vISP Dial – dedicated dial and internet access solution
- vISP Broadband – dedicated broadband and Internet access solution
- Layer 2 DSL Internet Grade – broadband customer access solution
- MegaPoP® – carrier grade dial access

PROVISIONING

Provisioning of W-ITN International access circuits is carried out within 22 business days for access circuits to ONNET locations.

SERVICE ASSURANCE

Service assurance is vital in a competitive data market and all of TelstraClear Wholesale's data services are covered under a comprehensive Service Level Agreement (SLA)

The primary point of contact for service issues is the TelstraClear Helpdesk. Through the helpdesk we provide:

- a 24x7 fault logging facility;
- investigation and management of faults through to resolution;
- updates on progress with fault resolution;
- escalation of unresolved faults

For critical impact faults the target response time is 20 minutes and target fault resolution time is 4 hours (ONNET sites Metro areas).

FOR FURTHER INFORMATION

Contact your TelstraClear Wholesale Account Manager.

