



## Fact Sheet

### International Data Services

### Global IP VPN

#### Put our backbone in your global networks

Telstra Wholesale's Global IP VPN solution allows our customers to offer their end users global networks for voice, video and data. With access to most major Asian markets and other parts of the world, Global IP services also offer highly scalable connectivity.

Global IP VPN facilitates simultaneous transfer of voice, IP, data or video on one network, enabling interconnection of multiple sites with bandwidths between 64K-155Mbps. It is a data product that integrates with end users' networks to provide global corporate wide area networks (WANs). Customers have access to our infrastructure for building their own global networks as well as IP and data services.

Global IP VPN is for resale by carriers or service providers who have corporate and large customers needing to connect their LANs to multiple sites around the world.

Global IP VPN is supplied through our relationship with Reach, a global carrier combining the experience and international resources of Hong Kong's PCCW and Telstra.



Customer benefits	Product features
Scalable.	Based on the Multi Protocol Label Switching/Internet Protocol Virtual Private Network (MPLS/IPVPN) technology platform, Global IP VPN offers a highly scalable, cost-effective IP backbone.
Flexible.	The network is based on Cisco technology (RFC 2547) and is offered in six classes of service to suit customer applications.
Resellable.	Corporate and other large customers can connect their LANs to multiple sites around the world.
Reliable.	Supplied through our relationship with global carrier Reach, combining the experience and resources of Hong Kong's PCCW and Telstra.



Features

- Extensive coverage across Australia, South Korea, UK, Indonesia, Thailand, Hong Kong, New Zealand, US, Malaysia, Taiwan, Japan, Singapore, Philippines, plus 52 cities in China and selected countries in Europe.
- Highly meshed MPLS-enabled IP backbone supporting six different classes of services:
  - Voice: Optimised network performance for real-time applications, such as voice-over IP, which have stringent delay and jitter performance requirements with small packet sizes.
  - Video: Optimised network performance for real-time applications, such as video conferencing, which have stringent delay and jitter performance requirements but variable packet sizes.
  - Critical data: Designed for applications that can tolerate minor network latency, such as video streaming and online education.
  - Interactive data: Designed for applications that can tolerate minor network latency, such as data transactions, but have larger packet sizes.
  - Standard data: Applicable for most IT applications that require good interactive performance and can tolerate a degree of network latency, but are more sensitive to packet loss than applications such as email.
    - Low-priority data: Applicable for lower-priority IT applications that can tolerate a degree of network latency as well as packet loss. For example, applications such as email and some file transfer.
- High capacity backbone with diverse cable paths and dual access nodes.

## Benefits

- Supports a diverse set of applications.
- Highest flexibility in network design.
- Easy to create and convenient for service migration.
- Enables carriers and service providers to extend their global coverage without heavy capital investment.

## Coverage

Extensive coverage across Australia, South Korea, UK, Indonesia, Thailand, Hong Kong, New Zealand, US, Malaysia, Taiwan, Japan, Singapore, Philippines, plus 52 cities in China and selected countries in Europe.

Most countries are served by fibre optic undersea cables (Papua New Guinea is still on analogue cable). For connection to Islands in the South Pacific, the main delivery platform will be satellite. Fiji is the exception - it does have access to fibre.

## Prerequisites

A Customer Relationship Agreement (CRA) with agreed associated International Transmission Schedules is required. For use with International Frame Relay or ATM, Telstra Frame Relay or ATM Domestic Access are also prerequisites. Telstra Wholesale account managers will provide more information on these products. Further information is also available at [www.telstrawholesale.com](http://www.telstrawholesale.com).

In addition, customers will need to connect to the network through PE (Provider Edge) routers at port speeds ranging from fractional E1/T1 to STM-4/OC-12.

## Configuration

The service is delivered as a Clear Channel (unframed end-to-end bandwidth) data service.

Typically the interfaces are:

- 64K -1984K V.35 or X.21;
- 2M - G703 750ohm Coax, 120Ohm RJ45 or fibre SC connector;
- 34 - 45M – G703;
- 155M - G957;
- 622M - G957;

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## Pricing

Pricing is derived from a destination and bandwidth matrix for the international component. Local loops vary according to the distance from the nearest cable landing station or Point of Presence (PoP).

## Ordering

Ordering is through Telstra Wholesale Customer Service (WCS). Our account managers can provide these details.

The service is provisioned in accordance with domestic data and transmission procedures. Activation follows three days of end-to-end testing, after which the service is ready to use.

Orders can be sent to Wholesale Customer Service (WCS). Telstra Wholesale account managers will provide the contact details or they can be found on our website [www.telstrawholesale.com](http://www.telstrawholesale.com).

## Billing

Payment is usually one month in advance for a term period.

The product is usually billed to the Telstra Wholesale customer, who has the option of rebilling or breaking down the bandwidth and reselling the component streams.

## Delivery

The ultimate delivery cycle will depend on the country to which the service extends and the standard lead time for services in that country.

Minimum term is 12 months. Shorter terms, based on capacity and infrastructure availability, are negotiable.

## Operations and maintenance

Operations and maintenance arrangements align with the domestic services being used to deliver the capacity from the cable station to a customer's premises.

The customer usually connects the service to their own Network Monitoring Systems (NMS). Telstra has a 24-hour, seven day a week operations centre dedicated to international services.

Reporting consists of monthly availability reports as well as restoration and outage reports. In the case of Frame Relay and ATM, online availability, throughput and network transit reports are also available.

## Managing faults

A global service desk is accessible 24 hours a day, seven days a week. Faults are reported by phone, fax or email. A fault is logged and managed through the appropriate escalation processes. In the first instance, customers should talk to their account managers regarding faults. They can provide service desk details.

## Related products

Clear Channel, ATM and Frame Relay services integrate with the Global IP VPN service to form a seamless access into MPLS. Account managers can supply information on these products or they can be read about on our website [www.telstrawholesale.com](http://www.telstrawholesale.com).

Bundling opportunities exist where multiple locations or networks are involved.

Telstra Wholesale international services give access to the global marketplace without the necessity of setting up infrastructure and support offices in the countries where these services operate. We undertake local carrier and local loop negotiation, implementation and single-end billing as well as customer service.

## For further information

Telstra Wholesale account managers can provide more information on this product. Customers are also invited to visit [www.telstrawholesale.com](http://www.telstrawholesale.com) to learn more about Global IP VPN.

