



## Fact Sheet

### International Services

### GlobalLinx (international voice termination)

## Let your customers talk to the world at a price that doesn't cost the earth

With Telstra Wholesale's GlobalLinx, customers can use Telstra's international network for international voice call services that complement their existing residential and business voice portfolios.

Our extensive international capabilities allow our customers to terminate voice, fax, and data traffic on fixed and mobile networks worldwide. GlobalLinx is a usage-based product with no minimum or maximum purchase levels.

GlobalLinx is suitable for our customers who require facilities to deliver international calls from Australia to destinations around the world, including:

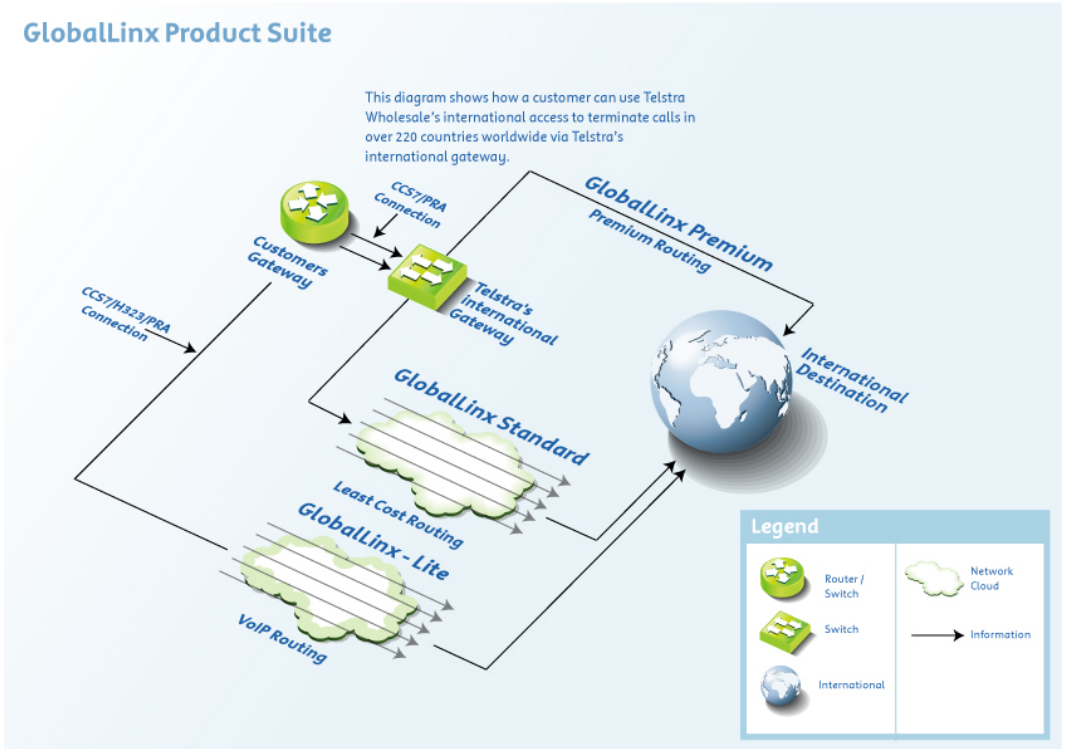
- carriers;
- service providers;
- calling card operators.



Customer benefits	Product features
Competitive	GlobalLinx features competitive international voice call pricing.
Flexible	The three product offerings under GlobalLinx cover a wide range of needs for international voice traffic, from premium quality to the budget end of the market for calling cards and other price-aggressive services.
Cost effective	Customers can develop their own international voice product without incurring the high capital cost of building their own international networks.

### GlobalLinx Product Suite

This diagram shows how a customer can use Telstra Wholesale's international access to terminate calls in over 220 countries worldwide via Telstra's international gateway.



### Features

- The GlobalLinx product consists of three service levels designed to meet specific needs:
  - GlobalLinx Premium
  - GlobalLinx Least Cost Routing (LCR)
  - GlobalLinx Lite (VoIP routing)
- GlobalLinx Premium offers international connectivity to more than 230 fixed destinations and over 230 mobile destinations, backed by service level agreements and guarantees.
- GlobalLinx LCR offers economical connectivity to over 220 international destinations. Prices are regularly updated to ensure that customers get the most competitive rate for each destination. LCR offers termination to more than 220 fixed line destinations and over 220 international mobile destinations.
- GlobalLinx Lite is developed specifically for our customers who provide calling card services for international destinations. Lite provides more competitive monthly pricing, with more regular updates, for over 500 destinations, including some fixed and mobile destination breakouts. It is also available to non-calling card operators who value cost benefits and more aggressive pricing utilising VoIP routing.

### Benefits

- Customers can develop their own international voice product without incurring the high capital cost of building their own international networks.
- Competitive international voice call pricing.
- Choice of three service levels under GlobalLinx ensures that a customer's international voice traffic needs are covered, whether a premium quality service or a budget offering is preferred.

## Coverage

The customer is responsible for ensuring that collected voice traffic is delivered to the international gateway exchange (IGE) in Sydney. An account manager will discuss traffic delivery options for this local connection.

- GlobalLinx Premium coverage includes over 230 international fixed line destinations and over 230 international mobile destinations;
- GlobalLinx LCR coverage offers over 220 fixed international destinations as well as 220 international mobile destinations;
- GlobalLinx Lite covers more than 500 destinations including individual fixed and mobile destination breakouts in some instances.

## Prerequisites

Customers need to ensure that they have the appropriate customer contracts in place with Telstra Wholesale and that their hardware is compliant with International Voice Interconnect standards, which are C7Q767, H323/SIP and/or ISDN Primary Rate Access (PRA). Our preference is that our customers utilise CCS7 with Q767 signalling protocol, especially for access to Premium and LCR levels.

## Configuration

Initial discussion with a Telstra Wholesale account manager regarding requirements for network configuration is recommended.

## Pricing

GlobalLinx LCR and GlobalLinx Lite tariffs are priced regularly to ensure the most competitive rates for all destinations. Our customers are provided with a notice period of four to five business days before a price change takes effect. GlobalLinx Premium prices are generally valid monthly, with the option to negotiate a more stable pricing period.

## Ordering

The product requires connectivity to the International Gateway Exchange (IGE). Once connectivity is established, the connection is tested.

Orders will be processed through an account manager or, alternatively, customers can visit the Contact Us page on our website [www.telstrawholesale.com](http://www.telstrawholesale.com) to find contact details for ordering and provisioning enquiries.

New customers need to have an account set up and an account manager assigned. This can be done by registering on our website [www.telstrawholesale.com](http://www.telstrawholesale.com).

## Billing

Customers are invoiced monthly in Australian dollars. The charges are itemised by destination and detail the usage in minutes per destination.

This product is rebillable and resellable.

## Delivery

The end-to-end technical process to set up a connection to GlobalLinx is highly dependent on the customer's internal capability. Telstra Wholesale account managers can provide more information regarding various options for establishing connectivity with us.

## Operations and Maintenance

Telstra Wholesale account managers can provide customers with monthly traffic volume and profile reporting.

Faults should be reported directly to the inter-carrier fault management (IFM) group.

## Managing faults

Faults reported directly to the IFM group will be assessed, investigated and addressed by them.

GlobalLinx Premium provides customers with quality assurance through service level agreements and service level guarantees to the top nine international destinations.

A network connection rate (NCR) of 80 per cent is Telstra's minimum obligation. A NCR below 80 per cent will result in a rebate payable to the customer. More information on service levels and how the NCR is calculated is available in the service schedule for this product.

## Related products

Customers can package Telstra Wholesale Colocation and Telstra Wholesale Transmission with GlobalLinx. Customers accessing GlobalLinx Lite (VoIP routing) may wish to consider an end-to-end solution using Telstra Wholesale Internet (TWI). Fixed voice services resale can also be packaged to include basic access and local call resale as part of a complete voice offering.

We are open to discussion on packaging and bundling with GlobalLinx and encourage our customers to speak with their account managers about available options.

## Further information

Customers can consult with an account manager about the details of our international voice calling solutions. More information is also available at [www.telstrawholesale.com](http://www.telstrawholesale.com).