



IP WAN

Vocus IP WAN services are based on Multiprotocol Label Switching (MPLS) with Quality of Service. Our IP WAN is a routed Layer 3 service offered nationwide as a Managed or Self-Managed service.

OUR SOLUTION FOR YOU

Vocus Managed IP WAN provides a fully monitored managed Layer 3 network, offering bandwidth speeds from 2 Mbit/s to 1 Gbit/s. This service allows your business to completely outsource the design, implementation, management and maintenance of your Wide Area Network for a fixed monthly fee.

Our Self-Managed service provides you with all the benefits of a national MPLS network whilst maintaining control of your own communication hardware.



We can install, manage and maintain your entire network



14 years of managing some of Australia's largest networks



IP WAN services include 24/7 support and management



Deliver over Ethernet First Mile, Ethernet over Fibre, ADSL and NBN Fibre



Scalable bandwidth depending on your needs



Real-time reporting via a dedicated management portal

*This IP WAN service is subject to the Vocus Standard Terms and Conditions, and the IP WAN Service Schedule found at <http://www.vocus.com.au/legal-contracts>

WHO IS IT FOR?

Vocus IP WAN suit medium to large sized businesses needing a managed network that can be scaled to handle addition of bandwidth-critical services.



Medium Business

100 - 500 Staff



Large Business

500+ Staff

FEATURES & BENEFITS

CORE NETWORK MANAGEMENT

Scale your bandwidth up or down depending on your business needs

Self Managed IP WAN

Managed IP WAN



FLEXIBLE AND SCALABLE

Easy to add additional sites as your business grows, 2 Mbps to 1 Gbps in pre-defined increments at your fingertips.



CORE NETWORK SERVICE LEVEL SUPPORT

Strong Service Level Agreement (SLAs) on network availability



ENABLING A FULL SUITE OF ICT SERVICES

'Service enabled' to setup and turn on new services when required



FIXED MONTHLY CHARGES

A single bill, consolidating all your Vocus services, to simplify accounting and tracking.



DEDICATED MANAGEMENT PORTAL

Real-time reporting giving visibility into traffic utilisation, throughput, network errors and service availability



END-TO-END NETWORK MANAGEMENT

A pre-configured solution with complete 24/7 management support



MANAGED EQUIPMENT

Proactive management of routers with the latest hardware and 24x7* replacement of hardware, Australia wide *Subject to geographical location



MANAGED FIRMWARE UPGRADES

Proactive management of all firmware upgrades



24 HOUR SUPPORT DESK

Dedicated professionals to deliver, support and maintain your network



Industry leading Service Levels under our service level agreement**. Our Network Operations Centre (NOC) operates 24/7.





QUALITY OF SERVICE OPTIONS

We pride ourselves on providing secure, predictable and measurable services. Quality of Service (QoS) involves prioritisation of network traffic and ensures that our network delivers reliable results achieved by managing the delay, network bandwidth and error rate. We have a range of QoS options listed below to suit your service requirements.

CLASS NAME	DESCRIPTION	IP PRECEDENCE	DSCP MARKING	COS	BW
QUEUE 1	1 Queue is a best efforts only service				
QUEUE 4					
Reserved	Customer network control	6, 7	CS6, CS7	6, 7	5%
Voice & Video	Voice	5	EF	5	35%
	IP Video-conferencing / Telepresence	4	AF41	4	
	Video on demand / Streaming	4	CS4	4	
Business Critical & Transactional Applications	Business critical applications	3	AF31, AF32, AF33	3	40%
	Voice and video signalling traffic	3	CS3	3	
	Business interactive applications but of a lesser priority than Business Critical applications	2	AF21, AF22, AF23	2	
	Network management protocols such as SNMP, Syslog, DNS	2	CS2	2	
Standard Data	Business bulk non-interactive data such as large data transfers	1	AF11, AF12, AF13	1	20%
	Less than best effort traffic / scavenger	1	CS1	1	
	Default class / No service guarantees for this class	0	0	0	0%

YOUR CUSTOMER PORTAL

The Web Portal, available on our Managed IP WAN service, provides a range of aggregated metrics describing the current performance and consumption of data. Metrics include: Link speed as per contract, link availability, operational status of the CPE and throughput.

The screenshot displays two main sections of the customer portal:

- Monitoring:** A table listing service details for AA012064A. It includes fields for Service type (Ethernet Multipoint), Device type & contract ID (AA012064A-Adelaide - Managed Router Cisco 2921 Ethernet), Address (31 Flinders St, Adelaide), Contracted bandwidth (10.0 Mbps), and a list of additional managed devices (AA012064B-Kadina, AA012064F-Streaky Bay, AA012064G-Clare, AA012064H-Bataklava). A green/red bulb icon indicates the operational status of the CPE. A throughput measurement table shows current and target values for GigabitEthernet0/1.
- Interface Utilisation:** A line graph titled 'Interface Utilisation' for GigabitEthernet0/1. It shows traffic history from the last 24 hours, with a 'View network traffic history from the past hour to the past nine months' option. The graph displays Inbound and Outbound traffic in MB per second. A legend indicates: Inbound (Current: 0.17 M, Average: 0.22 M, Maximum: 0.60 M) and Outbound (Current: 0.14 M, Average: 0.31 M, Maximum: 1.21 M).



IP WAN NETWORK OVERVIEW

BASIC IP WAN NETWORK

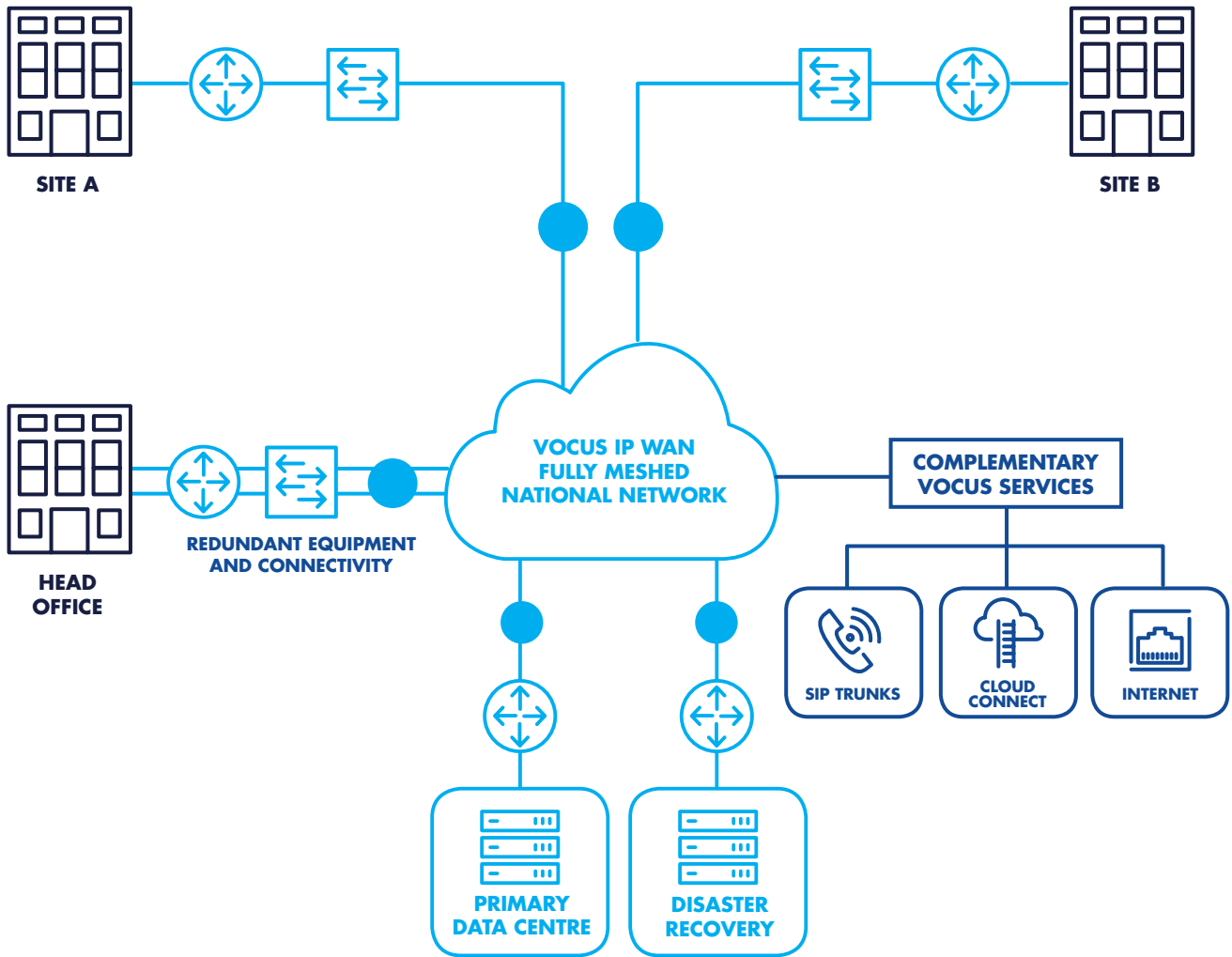


DIAGRAM KEY

- Network Termination Unit (NTU)
- Router (Optional)
- PoP

Want to learn more about how we can help you? Contact your Vocus Account Manager or call us on 1300 88 99 88 or visit vocus.com.au