



Dedicated Internet Access



Have confidence. This is an internet access service that you can really rely on.

You can't afford to leave anything to chance. If internet access is essential for your business, you need a service that is fast, reliable and reserved specifically for you. Telstra International's Dedicated Internet Access (DIA) service provides businesses with guaranteed bandwidth, together with strong network resilience and the very best customer support.

Benefits:

A true business-class service

Resilient and fast, Telstra's Dedicated Internet Access solution offers precisely the high quality of service that businesses need today. It provides a private, dedicated link, direct from your local area network (LAN) to Telstra's global Points of Presence (PoPs) and is available in a range of bandwidths depending on your requirements. Backed up by stringent service level agreements, the service includes a guarantee of 99.9% availability as standard – a figure that can be increased to 100% with the inclusion of optional back-up facilities.

Hassle-free migration

Telstra's experienced and knowledgeable technical team will take care of the hosting of your domain, as well as the allocation of IP addresses. Each new customer is appointed an account manager who provides valuable assistance with the migration from any existing service and ensures continuity of internet access during the transition period. In this way, Telstra minimises the risk and inconvenience of changing suppliers.

A single supplier relationship

With its extensive UK and international cable networks, Telstra can provide its Dedicated Internet Access service at locations all around the world. This makes it an ideal solution for businesses with multiple sites in the UK or in different countries. Telstra can provide Dedicated Internet Access for any number of dispersed sites, enabling businesses to reduce the cost and time typically associated with managing several supplier relationships.

Comprehensive monitoring and support

Telstra can provide a comprehensive, fully-managed Dedicated Internet Access service, which includes 24/7 hardware monitoring and next business day or same day hardware replacement. Customers are given access to Telstra's online support tools, known as the Telstra International Hub, enabling them to drill down to examine their network traffic in detail, by application, network and IP address.

Features summary:

- ### 99.9% network availability as standard

Can be increased to 99.95% with backup and 100% with full diversity.

- ### Innovative Telstra International Hub

Allows businesses to monitor bandwidth usage, view their Telstra inventory, self diagnose and repair connectivity issues and raise and monitor support requests.

- ### Multiple access technologies

Provides a choice from Ethernet, xDSL or standard SDH leased line.

- ### Variable bandwidths available

Ensures scalability from 2 Mbps to 10 Gbps.

- ### Many flexible uses

Supports Voice over IP, web conferencing and video conferencing in addition to email, Intranets, extranets and Internet browsing.

- ### Excellent customer service

Includes 24/7 telephone support from technical experts.

The Telstra Dedicated Internet Access service is competitively priced and available around the world

As Telstra operates a powerful network, both in the UK and globally, it can provide its Dedicated Internet Access service at very competitive rates. A number of flexible pricing options are available for different bandwidth allocations, depending on the locations of sites. Within central London, businesses can also benefit from Telstra's fixed-price bands for 2 Mbps and 4 Mbps of network capacity.

Businesses can expand the features of their Telstra Dedicated Internet Access service, by choosing from a range of additional options that are available. In particular, many customers take advantage of our hardware management service. This includes 24/7 remote monitoring of routers, automatic application of security upgrades and same day/next day hardware replacement in the event of failure.

Other optional features available include:

- Pre-configured router
- Email security, including anti-spam and content filtering
- Fast-track ADSL connectivity, in advance of dedicated circuit installation
- Automatic active-passive backup using ISDN, ADSL or second dedicated circuit
- Fully resilient active-passive or active-active solutions utilising two dedicated circuits and/or diversely routed fibre

For more information about pricing and features, please contact the Telstra sales team.

Telstra International trades in the UK and EMEA through Telstra Limited, a company registered in England and Wales with company number 03830643. Our registered address is Telstra House, 21 Tabernacle Street, London EC2A 4DE

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