



Telstra Internet Direct

Internet access you can rely on

Summary

Telstra Internet Direct is a secure, high-performance internet service with exceptional availability and scalability. It is designed to support business-critical operations and provide a consistent, quality experience for your staff and customers.

With Telstra Internet Direct, you have a dedicated, carrier-grade link to one of the largest internet backbones in Australia providing greater national coverage as well as the global internet.

We offer more Points of Presence in Australia than other providers, plus more than 900 Points of Presence world-wide for ease and speed of access.

Our high capacity network has full redundancy and inbuilt security, backed by proactive monitoring and management. You also have the assurance of 24/7 helpdesk support, while an online portal lets you view, troubleshoot and manage your service.

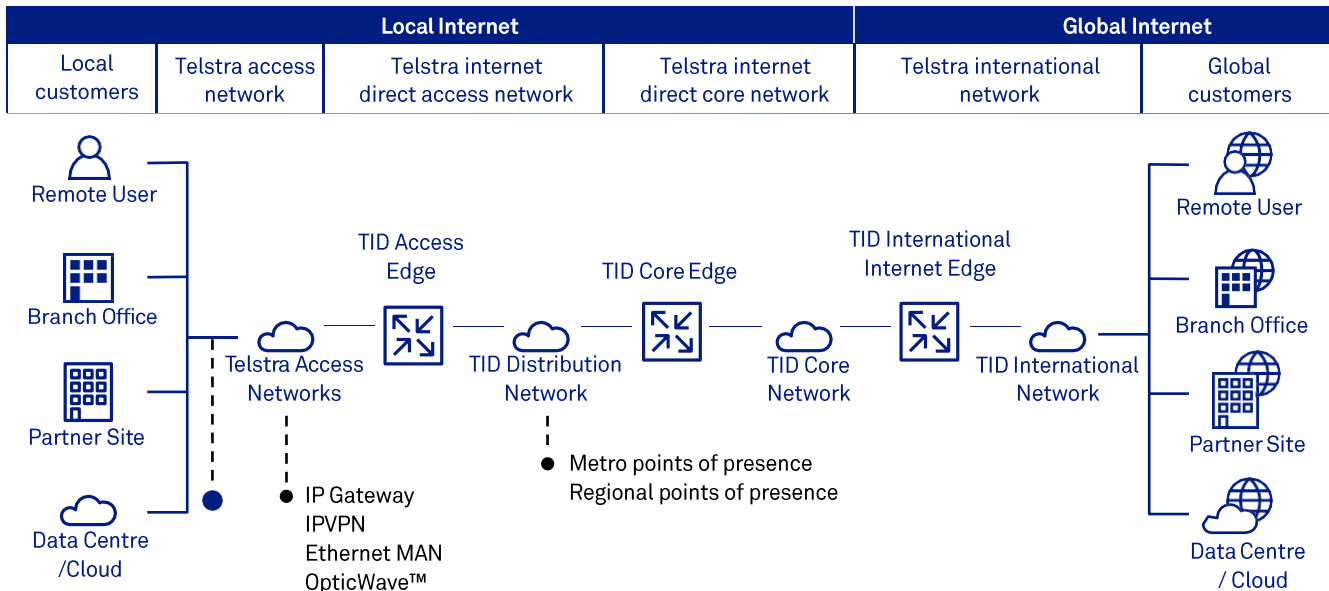
Telstra Internet Direct gives you the flexibility to choose from a wide range of carriage types, speeds, usage and pricing, the option of IPv6 addressing, as well as a range of additional services.

Global internet

Telstra is one of the few providers to offer the same carrier-grade quality internet globally. Our Global Internet Direct service offers the same premium experience of an uncontested, secure and reliable internet service wherever you need it.

Continue to experience single contract management, similar features, reach service and the same SLAs globally.

A secure, uncontested connection to one of the largest internet backbones in Australia and the global internet



| Features | Benefits |
|---|---|
| An individual, secure, uncontested carrier-grade connection to the internet. | Helps you avoid congestion and configuration issues. |
| Direct access to one of Australia's largest internet backbones through fully redundant nodes in all states complemented by over 140 Points of Presence nationally to maximise access reach. All capital city access points are connected with minimum 10 Gbps links to the core network with a maximum of only two hops | Ease of access to your business across all Australian capital cities and many regional areas with faster speeds. |
| Dedicated internet infrastructure in over 15 countries and more than 900 Points of Presence globally through our partners | Minimised hops internationally for better performance. |
| High levels of clear bandwidth capacity over optical fibre. | Helps to reduce latency and packet loss during data transit |
| Built in security measures at multiple layers and devices. | Helps keep your communications and online transactions safe and private. |
| 24/7 monitoring and management of our network plus full redundancy. | High levels of availability to support your operations. |
| Technical helpdesk, plus a dedicated online helpdesk. | Helps to ensure any issues are resolved quickly |
| A wide range of data access methods including IP Gateway, OpticWave™, nbn™, IP VPN and Ethernet MAN with the exception of satellite and cable. | Flexibility to have the access type that suits different site requirements. Choose the speed that matches your business needs at each site. |

| Features | Benefits |
|--|---|
| A wide range of speeds up to 1Gbps with Ethernet MAN and 10Gbps with Optic Wave™. | Choose the speed that matches your business needs at each site. |
| A choice of pricing plans. | Enables you to combine economy with performance. |
| CustData online portal – a secure portal accessible by most web browsers with easy navigation lets you: <ul style="list-style-type: none"> • check monthly usage reports • manage usage threshold alerts • configure services, e.g.routing • test services • log faults • use performance reporting tools • manage contact details. | View and manage your service performance, plan network capacity and budget requirements |
| Network Visibility online tool. | Allows you to assess your network path and routing information, and self-diagnose network issues without needing to contact us. |
| Static IP addressing. | Enables you to host your own content – additional IP addresses are available on request. |
| Option of IPv6 addressing across Ethernet MAN | Future-ready – use the new addressing protocol when you need to |
| Optional services – Telstra Internet Direct can integrate with compatible Telstra services, such as Security Services, Cloud Services (through Co-location), and equipment via Managed Data Networks. | Combine extra services to suit your business and have the simplicity of one contact point. |

About Telstra

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP® network and Next G® network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems.

And they're backed by Telstra Enterprise-grade Customer Service® and one of Australia's largest and most qualified field and technical workforce.

Things you need to know

To connect to Telstra Internet Direct, you must have a Telstra carriage service. The range of connecting carriage services that support Internet Direct include, Ethernet MAN, OpticWave™, nbn™, IP VPN, IP Gateway, and Managed Facilities-Co-location.

Refer to:

telstra.com.au/customer-terms/business-government/internet-services/internet-solutions/

Service Availability: Service, access type and bandwidth options not available to all areas or premises.

Speeds: Actual speeds experienced can vary due to various factors including your access service type, your premises' maximum line speed, hardware and software capability and configuration, and type and source of content downloaded.

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