

# Reliance Globalcom **Managed Premium Internet**

## Application Support

Today's enterprise LANs are seamlessly extended to the Internet, providing the speed and bandwidth required to optimise one's network performance. Both small-to-medium sized businesses (SMBs) and Fortune 500 companies rely on business-critical applications such as on-demand CRM and ERP, VoIP, storage, backup and recovery as well as accessing the Internet. These applications require a reliable, high-performance solution. Reliance Globalcom Managed Premium Internet service provides a simple highly-available, cost-effective, fully-managed solution for high-speed Internet that includes local access.

## Premium Performance

Reliance Globalcom Managed Premium Internet service provides access to the Internet from 1 Mbps to 1 Gbps, using Reliance Globalcom's Gigabit Ethernet Network. Reliance Globalcom has established peering and transit relationships with multiple Tier 1 ISPs and other leading national and regional backbone providers to ensure that Internet traffic always reaches its destination as efficiently and reliably as possible. Reliance Globalcom configures its routers to ensure dynamic and optimised routing of traffic across those multi-homed Internet paths for delivery of business-critical applications. With a "no over-subscription" policy, Tier 1 transit connections to multiple providers, and intelligent routing, Reliance Globalcom Managed Premium Internet service is always available to support business-critical applications.

## Instantly Scalable

Reliance Globalcom provides customers control and scalability with its OnDemand bandwidth provisioning feature. With OnDemand, network managers can immediately scale

bandwidth up (or down) to support any number of events requiring additional bandwidth.

Based on Reliance Globalcom's patented proprietary technology (US 6,681,232), OnDemand allows for simple, secure, real-time changes to the amount of available bandwidth through its intuitive customer web portal. Bandwidth changes can be requested in as small as 1 Mbps increments, and customers pay only for the bandwidth requested.

## Fully-Managed

### Service Provisioning

All Reliance Globalcom services are "fully- managed," meaning that Reliance Globalcom assumes responsibility for all aspects of the network services. Reliance Globalcom spec, procures and provisions the equipment and manages any third party network services required to handoff Ethernet traffic to the enterprise LAN. Network connections are simple and easy with a standard Ethernet interface that allows enterprises to increase Internet usage without provisioning additional circuits. Via the managed CPE, Reliance Globalcom's Operations personnel gain complete visibility to the service during the service provisioning and testing phases.

### Service Monitoring and Support

Post-implementation, the service is monitored 24x7x365 by the Reliance Globalcom US Network Management Center (US NMC). Our network engineers employ a range of industry-leading tools to respond to and anticipate service-affecting events. In many instances, the US NMC's proactive approach allows Reliance Globalcom to remedy issues before customers notice a service disruption. This service support model allows customers complete confidence in the availability and

performance of their enterprise networks so that they can focus completely on maximising the efficiency and profitability of their enterprises.

### Customer Web Portal

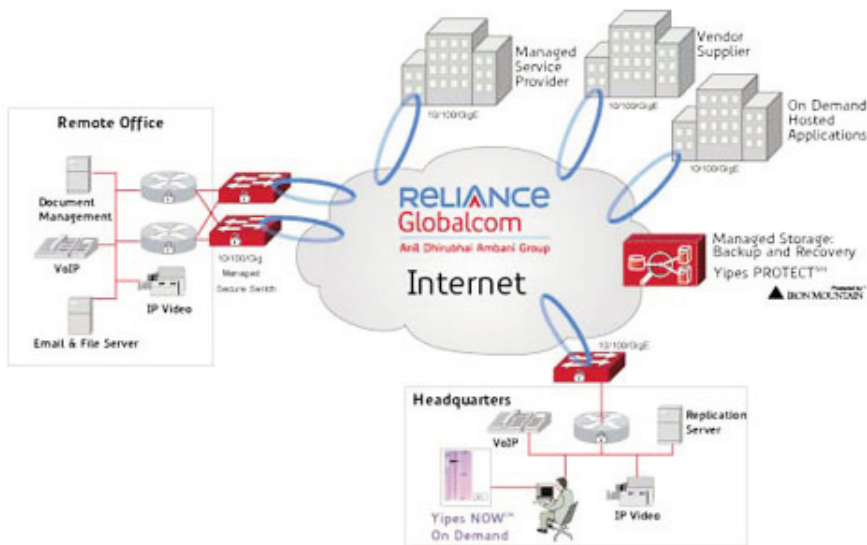
Reliance Globalcom offers an easy-to-use customer web portal through which customers can measure service utilisation, monitor Reliance Globalcom's network performance, confirm and measure against SLA metrics, and view monthly invoices. These powerful web tools are important parts of the comprehensive YipesCARE<sup>SM</sup> customer service support model.

## Global

Reliance Globalcom operates one of the largest native Ethernet-based telecommunications networks in the world, with points of presence (POPs) in metropolitan areas in the Americas, Asia and Europe. In seamless coordination with other certified carrier partners, Reliance Globalcom extends service availability to any metropolitan market based on customer needs, providing transparent Ethernet services to enterprise locations around the globe. This global infrastructure allows Reliance Globalcom to seamlessly deliver Ethernet services to midsize and large multinational enterprises.

## Secure, Scalable and Flexible

Reliance Globalcom offers high security by employing policy-based VLAN provisioning over dedicated ports. This ensures that an enterprise's proprietary data is never seen beyond the intended origination and destination points. Given the inherent simplicity of Ethernet, Reliance Globalcom's network services are instantly scalable from 1 Mbps to 1 Gbps in 1 Mbps increments. This allows customers to adapt dynamically to changing business needs and market conditions.



features of MPLS while, at the network edge, Reliance Globalcom employs Ethernet Automatic Protection Switching (EAPS), an IETF-supported (RFC3619) network reconvergence scheme optimised for Reliance Globalcom's resilient network ring topologies.

### Service Level Agreements

Reliance Globalcom offers the most aggressive and comprehensive network Service Level Agreements (SLAs) available in the network services industry. The SLAs demonstrate the dramatic advancement in Ethernet service reliability and its suitability as a technology on which to base the most demanding of WAN-based or web-hosted applications.

### Reliable

Reliance Globalcom has developed a comprehensive network design strategy aimed at supporting the most critical of enterprise network applications. The Reliance Globalcom backbone features the resiliency and Quality of Service

Reliance Globalcom's SLAs provide customers with the confidence to reliably employ VoIP, videoconferencing, mission-critical ERP and CRM applications, electronic trading, digital image sharing, backup and recovery or replication.

Reliance Globalcom Managed Premium Internet	
Port Size Support	10Mbps; 100Mbps; 1Gbps; 10Gbps
Data Rate Support	1Mbps to 1Gbps in 1 Mbps increments
Physical Presentation	10BaseT, 100BaseT, 1000BaseT over copper, single-mode fiber, multi-mode fiber with RJ45, SC, LC connector
Logical Presentation	Transparent Layer 2 802.1Q VLANs, including "Q-in-Q" VLAN tag stacking
Special Configurations	BGP configurations available in support of redundancy strategies. Various DNS management services available upon request
Data Schemes/Protocols Supported	Jumbo Frames, VLAN-specific ACLs, Multicast distribution, IP, IPX, AppleTalk, DECnet, RIP, OSPF, BGP, IS-IS, MPLS, VPLS, 802.3 Ethernet, 802.1Q
Service Level Agreement Metrics	100% Availability; 99.9% Packet Delivery; 5 ms Latency in the Metro; 250 microseconds of Jitter; Installation and MTTR

Reliance Globalcom Managed Premium Internet	
Core Network Technologies	Globally-deployed BGP-VPLS (K. Kompella) mesh between 18 primary POPs
Edge Network Technologies	Native Ethernet (IEEE 802.3) or Ethernet II
Reconvergence Technologies	Subsecond failover with multi-homed VPLS (MPLS) in network core and EAPS on metro
IP Transit Services	Multiple Tier 1 ISPs and national and regional backbone providers for logical diversity and network resiliency
Physical Network Media Supported	Fiber; Copper; Carrier Ethernet NNI

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