



ConnectPlus Global Internet Services

Connect your international offices with fast and reliable internet across 180 countries

Great business
starts with
yes OPTUS

Harness the power of an established global network of business-grade internet providers

As a trusted partner to Australian organisations for many years, Optus – being part of the Singtel Group – can also seamlessly connect your branch offices worldwide.

ConnectPlus Global Internet from Optus leverages Singtel's position as a leading telecommunications provider in the Asia Pacific region and extends your reach through a carefully curated network of business-grade internet providers in key local markets.

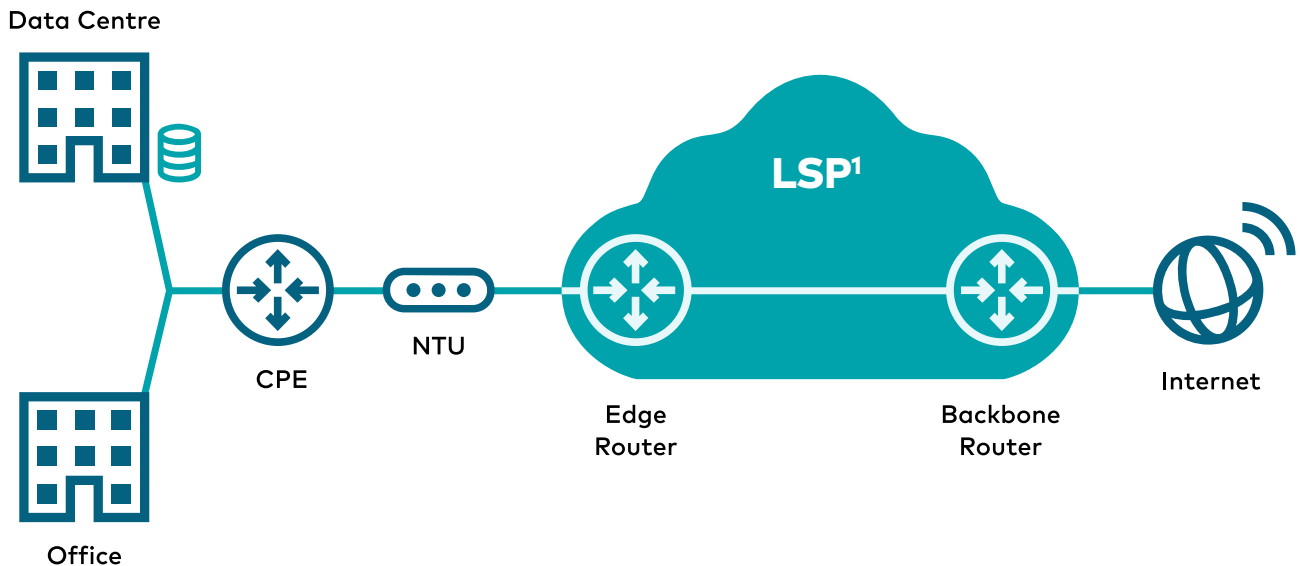
A comprehensive turn-key solution, ConnectPlus Global Internet provides reliable, flexible, scalable, high-bandwidth internet connectivity with stringent SLAs

You can choose your service type, bandwidth, and other features to tailor the solution to your business needs.

- Overcome unpredictability and run mission-critical workloads with confidence
- Extend IP Virtual Private Network (IPVPN) coverage via Internet Service Providers (ISPs) in 180 countries
- Enjoy peace of mind with minimum SLA requirements with the local Internet Service Providers (ISPs) in each country
- Benefit from Singtel's 'SingNet' on-net internet services in Singapore and Optus Evolve Internet on-net internet services in Australia.



How internet connectivity works



1 Local Service Provider

— Access Link

Features

- **Simple upgrade**
Designed for organisations of all sizes, you can simply add sites, upgrade bandwidth or change product types in line with your needs.
- **Singtel global backbone extended by select Internet Service Providers (ISPs) worldwide**
Optimise the internet and enhance the performance of your WAN and access to public cloud.
- **Boost private networking over the internet**
Resolve intermittent internet middle mile issues with an option to route internet traffic to the Singtel private network through in-country, remote VPN gateways.

Benefits

- **One-stop-shop**
Contract with Optus for all your domestic and international connectivity requirements.
- **Assurance and peace of mind**
Enjoy business-grade internet that better meets your enterprise networking needs, backed by SLAs on availability and time-to-repair.
- **Flexible deployment**
A hybrid network with guaranteed performance for prioritised traffic and flexible MPLS and internet options.
- **A hassle-free service experience**
Regardless of the number and location of your overseas services, Optus is your single point of contact for operations and support.

Two compelling Global Internet options

Optus offers a choice of Global Internet options to suit your organisation's particular requirements:

- Dedicated Internet Access (DIA) is an internet service delivered on local leased line or fibre access, with dedicated internet access and static IP addresses.
- Business Broadband Internet (BBI) is an internet service delivered on GPON (Gigabit Passive Optical Network) or FTTx (fibre to the x) local access, and a single static IP address.

Type of Internet Access	Business Broadband Internet		Dedicated Internet Access
Local access	GPON	FTTx	Leased line
Internet throughput	Over-subscription		Dedicated
Usage suitability	For internet access / backup access to IP VPN		For cloud access / main access to IP VPN
IP address	Static IP (1 Usable Public IP)		Static IP
Subscription	Fixed /Flat-Rate		



Technical Specifications

Direct Internet Access (DIA)

Category	Parameter	Optus	
Service Details	Product name	Direct Internet Access (DIA)	
	Offered BW capacities (in Mbps) [Min - Max]	• 2M – 10M (incremental 2M) • 10M – 100M (incremental 10M) • 100M – 1G (incremental 100M) • 10G	
	Last mile technology	Fixed Leased Line / Fibre	
	Supported MTU	1500 Bytes	
Provisioning Details	IPV4 Allocation Details	WAN IP Block	Public
			/30 (Default)
		LAN IP Block	Public / Private
			Number of Prefixes Allocation (Min/29)
	IPV6 Allocation Details	Supports Dual stack (subject to LSP)	
		WAN IP block allocation	/126 or /64
		LAN IP block allocation	/48 or /32
Handover Interface Parameters (facing Customer CPE)	Interface type	Electrical / Optical	
	SFP Type	SX(850nm) / LX (1310nm) / ZX (1550nm)	
	Fiber Optic cable type	Single Mode	
	Speed	10/100/1000	
	Auto Negotiation		
	Duplex	Full	
	Flow Control	Off	

Business Broadband Internet (BBI)

Category	Parameter	Singtel	
Service Details	Product name	Business Broadband Internet (BBI)	
	Offered BW capacities (in Mbps) [Min - Max]	10M – 100M (incremental 10M), 100M – 1G (incremental 100M)	
	Broadband technology being used	Fibre / GPON	
	Supported MTU	1500 Bytes	
Provisioning Details	Equipment gets deployed at customer premises	Broadband router / Modem / ONT	
	Broadband encapsulation type	PPPoE / IPoE (subject to ISP)	
	Authentication protocol	PAP / CHAP (subject to ISP)	
	PPP termination	On service provider device	
	WAN IP allocation type (IPv4)	Fixed Public IP	
	IPv4 details	WAN	Public
			/ 30 (Default)
		LAN IP block	Not Supported
Handover Interface Parameters (facing Customer CPE)	Interface type	RJ45 / Ethernet	
	Speed	10 / 100 / 1000	
	Auto negotiation	Disabled	
	Duplex	Full	
	Flow control	Off	

Service Level Agreement (SLA)

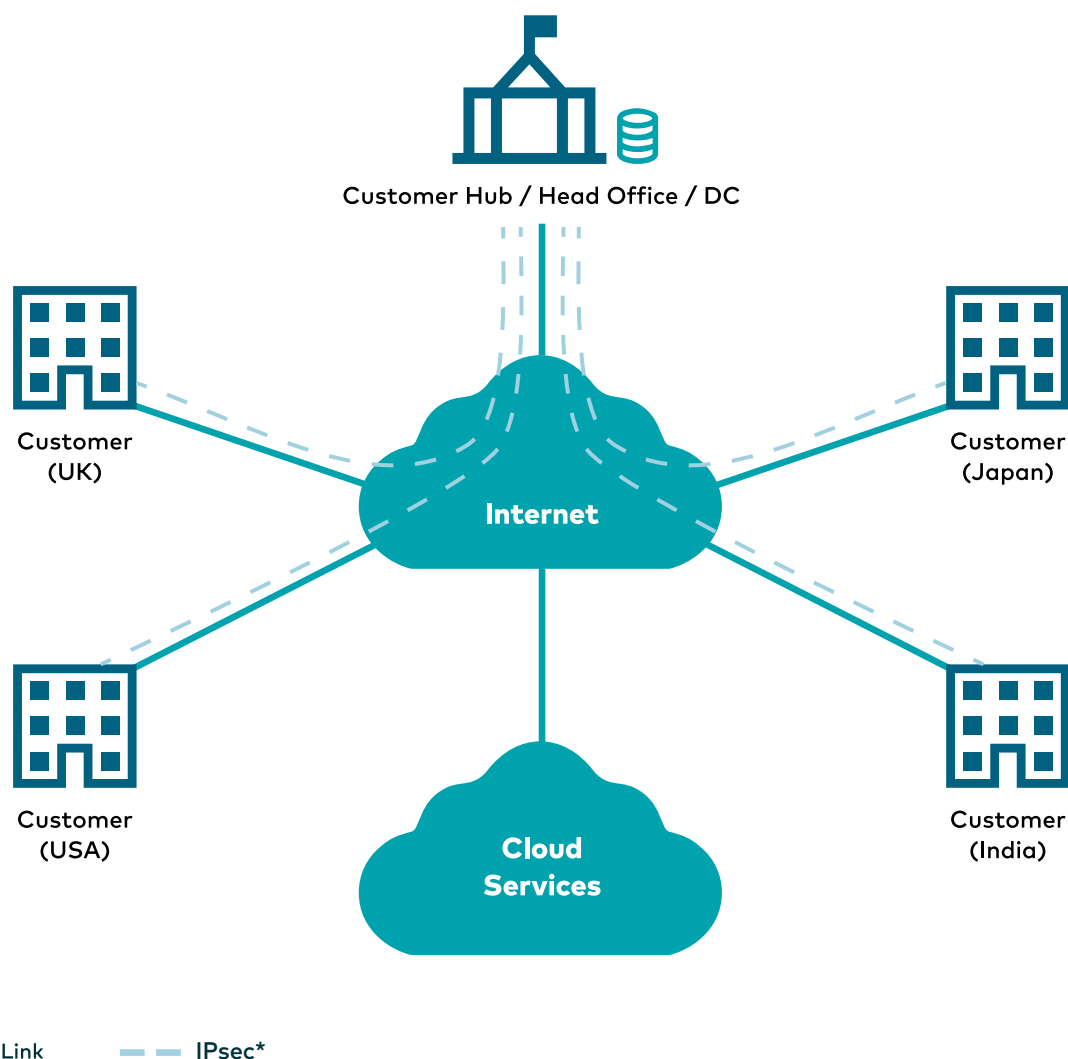
Please refer to the "ConnectPlus Global Internet Service Level Agreement (SLA)" published on the Optus website at <https://www.optus.com.au/about/legal/standard-forms-agreement/business/data>.

Country type classification

The table below contains the classification of each country where the Optus ConnectPlus Global Internet Service is provided. The SLA is applicable only for locations within the metropolitan areas where Optus or our third-party service provider partners have the resources in place to support the service and where there are transportation links, typical in more populated areas.

Country type A	Country type B	Country type C	Country type D
Hong Kong	Albania	Azerbaijan	Bangladesh
France	Algeria	Bosnia	Pakistan
Germany	Andorra	Brunei	Sri Lanka
Singapore	Austria	Bulgaria	Vietnam
Japan	Belgium	Croatia	
New Zealand	Cambodia	Czech Republic	
Taiwan	Canada	Ecuador	
South Korea	China	Estonia	
Switzerland	Denmark	Hungary	
UK	Egypt	India	
USA	Finland	Latvia	
	Iceland	Lithuania	
	Indonesia	Macedonia	
	Ireland	Moldova	
	Italy	Philippines	
	Luxembourg	Romania	
	Malaysia	Russia	
	Malta	Serbia	
	Monaco	Slovakia	
	Morocco	Slovenia	
	Netherlands	Thailand	
	Norway	Venezuela	
	Portugal		
	San Marino		
	South Africa		
	Spain		
	Sweden		
	Tunisia		
	Turkey		

How internet connects overseas branch offices with their HQ/Data centre



Why Optus?

As a member of the Singtel group of companies, Optus is your one-stop-shop for domestic and international connectivity solutions, drawing on Singtel's global IT network infrastructure, as well as our local expertise and robust and reliable Australian networks.

You can be confident in a superior customer experience with a 24 x 7 Optus service desk for incident reporting and service requests. Optus is also your single point of contact for end-to-end global services – from quotation, contract negotiation and solution design to onboarding, service delivery, management and issue resolution - making it simpler than ever to connect your people wherever in the world you do business.

*Optus supports IPsec

Contact Us

To find out more about how you can better connect your international offices, contact your Optus Account Manager, or call 1800 555 937.

 1800 555 937

 optus.com.au/enterprise

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