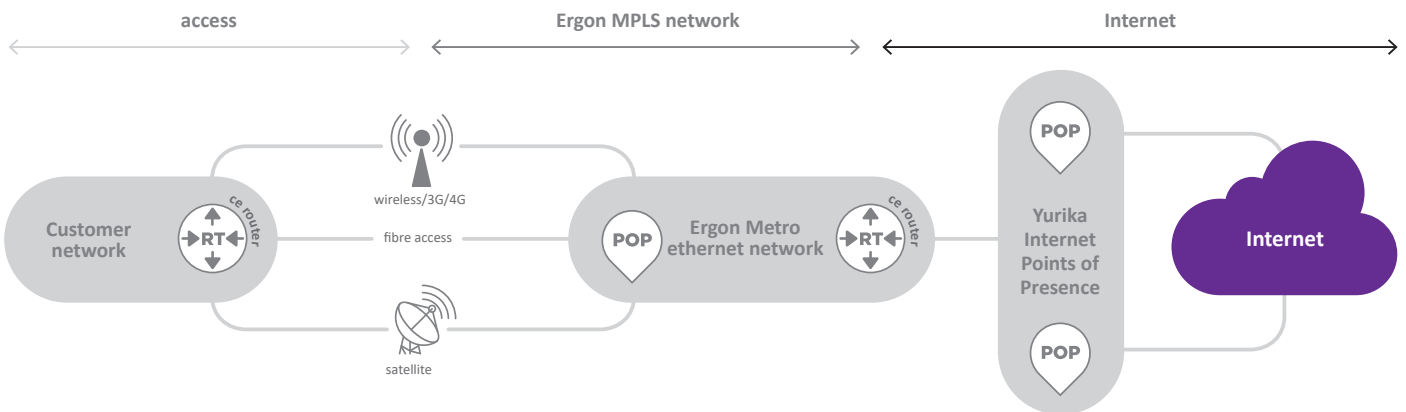


# Internet Service



## Product overview

Our Internet service enables customers to access dedicated Internet connectivity using scalable, highly available broadband services, provided as a managed Internet solution.

This product is attractive to customers that require access to high speed Internet as well as Internet Service Providers that share high capacity Internet bandwidth among multiple users.

Yurika's Internet service incorporates the following standard features:

- Dedicated access to Yurika's Internet Points of Presence (PoPs), that interconnects to Tier-1 national Internet backbone networks
- High performance, flexible broadband access options starting at 1 Mbps and scalable up to 1 Gbps on a single service
- Fully managed service incorporating reporting of historical usage and performance statistics
- 24/7 customer support provided by Yurika's regional Communications Network Operations Centres
- Static or BGP routing options with transparent access to upstream DNS services.

## Key benefits

In choosing a Yurika Internet service, you are benefiting from our significant investment in high-speed telecommunication networks across Queensland. Our networks are built to the highest industry standards. This makes it perfectly suited to delivering enterprise-grade network services which can give you:

- 99.95% service availability within and between regional and metro centres – delivering industry standards across Queensland
- Commercial grade SLAs – including four hour turnaround of fault resolution once on site

- On call support – via Yurika's Communications Network Operations Centres based in Rockhampton and Townsville. You will have access to on call support from a highly skilled team, proactively monitoring the network and responding immediately to any issues
- High-speed performance – delivering services 100's of times the speed of ADSL
- Service scalability – giving you the flexibility to change and adapt to business demands, with the minimum amount of impact and cost.

## How we can help you get connected

Get your business on-line with our fast, reliable Internet services. We can offer you:

- High-speed Internet access using diverse paths for maximum reliability
- A range of plans to suit your needs with variations on speed, data requirements and connectivity options
- A reliable, scalable and robust network experience, using industry-standard interfaces and architectures, operating on one of the state's largest business-grade networks
- Detailed reporting and monitoring so you know exactly how your business is using data
- What this means simply you will have 'peace of mind'
- As your solutions partner, Yurika understands the demands you face as a regional business, and is committed to helping you meet them head on.

## Service options

Dynamic routing is provided via BGP using either full or partial Internet tables, or via static routing. There are three service options that can be implemented dependent on the customer's routing and peering requirements. These options are summarised in the table below.

Routing option	Routing features	Customer requirements
Dynamic Dual Attach (DDA)	<ul style="list-style-type: none"><li>Internet PoP Router Redundancy</li><li>Upstream Internet Redundancy</li></ul>	<ul style="list-style-type: none"><li>Registered IP address range – owned or registered by the customer. Minimum of /24 (Class C) address range</li><li>Registered Autonomous System (AS) number</li><li>Customer has dual eBGP connections to Yurika</li><li>Customer provides the public IP address range</li><li>Customer traffic normally routed to Yurika upstream ISP A or ISP B subject to how they have configured traffic flow/load balancing</li><li>Yurika provides upstream ISP redundancy protection. In the event of a Yurika upstream ISP or link failure, customer traffic would be shifted to the remaining upstream ISP</li></ul>
Dynamic Single Attach (DSA)	<ul style="list-style-type: none"><li>Upstream Internet Redundancy</li></ul>	<ul style="list-style-type: none"><li>Registered IP address range – owned or registered by the customer. Minimum of /24 (Class C) address range</li><li>Registered Autonomous System (AS) number</li><li>Customer has one eBGP connection to Yurika</li><li>Customer provides the public IP address range</li><li>Customer traffic normally routed out of Yurika to Internet via ISP A</li><li>Yurika provides upstream ISP redundancy protection. In the event of Yurika upstream ISP A failure, customer traffic will be redirected to ISP B dynamically</li></ul>
Static Single Attach (SSA)	<ul style="list-style-type: none"><li>Upstream Internet Redundancy</li></ul>	<ul style="list-style-type: none"><li>Yurika assigns /29 or /28 address range to customer</li><li>Customer has one connection to Yurika</li><li>Yurika provides the public IP address range, recoverable on decommission internet service</li><li>Static route is used to customer IP range</li><li>Customer traffic normally routed out of Yurika to Internet via ISP A</li><li>Yurika provides upstream ISP redundancy protection. In the event of Yurika upstream ISP A failure, customer traffic will be redirected to ISP B dynamically</li></ul>

Other redundancy options, such as diverse access services, can be accommodated through customisations of the basic offerings.

## Other features and descriptions

Yurika supports three traffic classes per service with supported SLA's for CIR compliant traffic. Marked down traffic has no supported SLA's for Throughput, Delay, Packet Loss or Jitter. These classes and the supported service levels are defined in the table below.

Feature	Description
Customer interface	WAN interface on the Access Link NTU Ethernet
Reporting	Key reports available: <ol style="list-style-type: none"><li>Interface Usage Report summarising at high level daily usage (upload and download) by network, state or site based</li><li>Route Usage Overview Reporting</li><li>Route Usage Detail Report</li><li>Response Time Peer Report</li><li>Response Time Website Report</li></ol>
Billing functionality	Open port model – no consumption charges are applicable
DDoS protection	Detection and mitigation functionality
Network monitoring	24 x 7 x 365

For more information, please contact us  
[yurika.com.au](http://yurika.com.au)  
[telecom.enquiries@yurika.com.au](mailto:telecom.enquiries@yurika.com.au)

Our staff are based in  
Brisbane, Melbourne, Sydney, Hobart,  
Townsville, Cairns and Rockhampton

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