



yurika

Part of Energy Queensland

Telecommunications

Capability
Statement 2022

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We deliver reliability and value through our suite of fully customisable telecommunications solutions.

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Telecommunications

Wherever you are, wherever you're going — we've got you covered.

We are a retail provider of telecommunications services to government departments and agencies, local government, and commercial organisations. We are also a wholesale provider of telecommunications to carriers and carriage service providers.

Established in 2004, we offer competitively priced, resilient, commercial grade high capacity connections where you need them, when you need them. Our tailored solutions connect businesses located anywhere, even in remote and regional areas, with the rest of the world.

We provide high availability, high speed internet and point-to-point fibre optic and radio services to connect government, commercial and telecommunications carrier organisations with each other and the world.

Our communications design and service capabilities include the following:

Internet

Our Internet service is available over a range of different access types depending on your location, the required bandwidth, geographic coverage and budget, including:

- Fibre
- Radio/Microwave
- Fixed wireless
- External 3G/4G and DSL
- National Broadband Network (NBN) services, including FttX and Hybrid-Fibre Coaxial services, Enterprise Ethernet, Fixed Wireless and Satellite services (note: a fair use policy applies to NBN Satellite services)

Wavelength

- Dark fibre is a point-to-point service that enables high capacity connections between two sites.
- The dark fibre service supports multiple wavelengths in both directions between two sites, facilitating a seamless extension of internal networks independent of protocol changes.

Ethernet

- E-line facilitates point-to-point connections of between 1 Mbps and 10,000 Mbps (10 Gbps) using standard ethernet interfaces.
- E-line services are suitable for meeting simple requirements where two sites need to be linked, or multiple services can be configured to provide for connectivity between many sites.
- E-Line Services can be configured using flexible, high-speed bandwidth profiles to meet service performance and capacity requirements.
- It also provides quality of service features to support IP-based transport of voice, video, and business critical data communications.

IP VPN

Our IP VPN service is available over a range of different access types depending on your location, the required bandwidth, geographic coverage, and budget, including:

- Fibre
- Radio/Microwave
- Fixed Wireless
- External 3G/4G and DSL
- National Broadband Network (NBN) services, including FttX and Hybrid-Fibre Coaxial services, Enterprise Ethernet, Fixed Wireless and Satellite services. (Note: A Fair Use Policy applies to NBN Satellite services).

Cloud connection

- Direct cloud connectivity provides fast and stable connections to external cloud providers such as Amazon Web Services (AWS) and Microsoft Azure.
- Direct connections maximise the cloud experience for hosted email, documents, storage, backup, or application systems.
- Direct cloud connection services are scalable to suit both hybrid and cloud only environments.
- Our solutions are designed and developed to provide the optimum combination of speed, reliability, and scalability.

Service Operations Centre

We offer customers access to monitoring technology and IT service management functions 24 hours a day, seven days a week. This includes logging incidents and service requests direct to our Queensland-based team of network professionals. We provide customers access to a performance portal which provides essential information about network links, as well as a real-time, self-service view of network data performance, usage, and many other key metrics.

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