

Better IP Transit and Colocation. Cheaper Prices.

Call us now on 1300 393 835



Our network is built across the largest datacentres in Australia. If you need colocation space and a team that understand your needs, call us today. We've helped thousands of Australian businesses save money on their data and telecommunications costs.

IP Transit Peace of Mind

IP Transit Peace Of Mind.

Exetel operates its core network from thirteen of the largest and most resilient datacentres in Australia. If your organization buys colocation space, we are almost certainly in the same facility and can provide direct access to IP transit through our core network.

Our IP product is provided through a mix of Optus, and AAPT IP transit, utilising all the major cable systems within and out of Australia, providing you and your clients with the best possible speed and latency to any destination in the world.

This product is very easy to connect. It involves cross-connection from your equipment to one of our communications racks, with the pricing as follows:

Lower Prices for Pure IP.

Once-only Installation

Exetel COLO (customer to provide cross connect to Exetel's PoP)

1 Gbps bearer

Once only install - \$0.00/port

Redundant Copper Port

\$50/mth

Redundant Fibre Port

\$250/mth

Cheaper Unlimited Monthly IP Rate

\$15/mth

per 1 Mbps



Australia-Wide (exc. Tas).



24 month contract term

How it works.

IP Address Allocation.

Exetel can allocate you IP addresses for use within your network. These will be non-portable and must be returned to Exetel if a service contract is discontinued. Each IP address required must be justified as per APNIC guidelines. Customers requiring more than 126 IP addresses must apply directly through APNIC.

2 IP Routes. Optimised Traffic.

Exetel provides three different IP routes (via AAPT and Optus). Communities or preferential traffic path determination is not available with Exetel Pure IP. Exetel is the sole determiner of the traffic route path which is based on the optimal ingress and egress metric from each Exetel PoP at any particular time.

DDoS Protection. We Can Help.

Exetel can investigate your DDoS needs based on a specific written brief. In order to determine if we are able to assist with a particular DDoS requirement, we will need a detailed written specification from you describing the protection required. In most cases Exetel may be able to meet the requirements, though there may be circumstances where a solution is not technically or commercially feasible. Contact us on 02 8030 1040 to discuss your needs.

Exetel Colocation. Advanced Datacentres.

Our data centres are some of the newest and most advanced datacentres in Australia. Centres such as Equinix's SY3 and NextDC's M1 / B1 facilities deliver redundancy on power and cooling with Exetel providing redundant internet feeds into both facilities. As part of our service you will have 24 hour access to equipment in these facilities.

We can also seamlessly integrate a colocation product with an existing Exetel Managed Network.

Our colocation facilities are the perfect place for you to locate their mission critical equipment and Exetel has space and power options for almost any requirement you might have.

Great Value Colocation Prices.

Secured Rack Allocation	Setup Charge	Contract Term (Months)	Monthly Charge (inc)	Total Power kVA	IP Transit Included	Download
Full Rack (45RU)	Free	36	\$2,275.00	2	25Mbps/25Mbps	Unlimited
Full Rack (45RU)	Free	36	\$3,025.00	3	50Mbps/50Mbps	Unlimited
Full Rack (45RU)	Free	36	\$3,500.00	4	50Mbps/50Mbps	Unlimited
Full Rack (45RU)	Free	36	\$5,620.00	6	100Mbps/100Mbps	Unlimited

Better Service Agreement. Greater Peace Of Mind.

Many providers don't offer a service level guarantee and can leave their business clients waiting longer than 36 hours to resolve a fault.

cover that is right for your business depending on your operational reliance on the internet.

With an Exetel Service Level Agreement, when a problem occurs the fault is defined and resolved within the timeframe set by your agreement. Our SLA and pricing vary so you can choose the level of

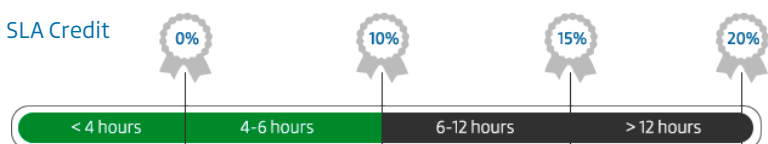
Our target fault response time is 1 hour. Our target restoration time is 4 hours.

Service Type	Definition	Service Level Guaranteed
Service Availability	The availability of the connection between the customer router/modem and the Exetel network.	Exetel will ensure that service availability is no less than 99.95%
Response Time To Acknowledge Service Fault	The time it takes Exetel to acknowledge a problem exists.	Exetel will ensure that any email or phone call received advising Exetel of a "line out" problem will be acknowledged and logged within 60 minutes
Time To Restore A Line Out Service	The time it takes Exetel to re-activate the service.	Exetel will guarantee that it will re-activate a line that has dropped out within 4 hours of the problem being logged.

Credit For Outage. Your Guarantee.

Exetel will provide you with a designated service up time per calendar month basis. In the event that we do not deliver the service covered under the SLA at the level(s) guaranteed then a schedule of rebates of the monthly access fee will apply.

SLA Credit



Restoration time

Frequently Asked Questions

1. Where is the service available?

Colocation Facility Name	Address	City	State
AAPT	55 Clarence Street	Sydney	NSW
Verizon	55 Pyrmont Bridge Road	Pyrmont	NSW
Equinix	639 Gardeners Road	Mascot	NSW
Exetel	121 Walker Street	North Sydney	NSW
Global Switch	400 Harris Street	Ultimo	NSW
Verizon	330 Spencer Street	Melbourne	VIC
Primus	55 King Street	Melbourne	VIC
Next DC M1	820 Lorimer Street	Port Melbourne	VIC
AAPT	344 Queen Street	Brisbane	QLD
Next DC B1	20 Wharf Street	Brisbane	QLD
Perth IX	1 William Street	Perth	WA
NextGen	274 Hindley Street	Adelaide	SA
TransACT	470 Northbourne Avenue	Canberra	ACT

Exetel can provide a data link from our site to any of your locations for an extra charge.

2. How long does take to provision of the service?

The Pure IP provisioning takes 5 working days from the activation of your cross connection.

3. What are the components of the service?

The service has three basic components:

- A cross connection in the data centre
- The Layer 3 IP connection
- BGP routing configuration

4. What is the pure IP provisioning process?

The provisioning process covers activation of the three service components. The customer is responsible for ordering a cross connection and Exetel is responsible for connecting this cross connect to its equipment, configuring Layer 3 IP connectivity and activating BGP routing based on the customers' information.

5. Should my equipment be located in a Datacentre where Exetel is located?

No, the customer can order a data link from their site to any of the indicted DCs or have Exetel provide one at extra cost.

6. Who is responsible for cross connection between Exetel and my rack?

The customer is fully responsible for installation cross connection between their rack and Exetel's nominated rack. When the customer finishes the cross connect installation they should forward Exetel the Service Completion Notification to allow Exetel to start the next installation tasks.

7. Who is responsible for remote connections outside nominated DC?

The customer is fully responsible for the installation of a data connection between their site and the Exetel nominated rack in a DC. Exetel can quote if required. When the customer has finished the installation they should forward Exetel the Service Completion Notification to allow Exetel to start the next installation tasks.

8. What are the speed options for the service?

Symmetrical IP speeds are available from 20Mbps to 1Gbps.

9. Can I have a redundant connection to Exetel?

Yes, the customer can order a redundant IP connection if required. The specific solution should be discussed with an Exetel pre sales consultant.

10. How many IP peers does Exetel have?

Exetel has two major IP Peers; Optus and AAPT. In addition, Exetel has connectivity with most of the domestic peering exchanges and major IP cache service providers.

11. How much time does take to activate BGP with Exetel?

Activation of BGP routing takes to 7-14 days.

12. Can I have redundant peering with Exetel BGP peers?

Yes, Exetel can provide redundant peering with its BGP routers.

13. Can I have two BGP peers?

Yes, Exetel can accommodate two customer BGP peers.

14. What is the Pure IP Service contention ratio?

1:1 – All services are provisioned on the basis of enough capacity to meet peak demand.

15. Do I need to be in attendance at activation of the service?

Correct site contact details supplied are very important. You should be quite specific and make sure that the site contact is available at the times of cutover and service activation.

16. What service monitoring does Exetel provide?

All Exetel core network and supplier links are monitored 24/7. As a Pure IP customer you have the option of Exetel monitoring your connection in the same way. If you choose this option Exetel will monitor the public IP address of your router and one service within your network (such as port 80 on a web server for example). The system can also optionally send you an email notice of missed responses.

17. What is the billing period and due day?

Billing is debited from the nominated account on the 1st of the month or nearest business day. It covers the calendar month in advance. The invoice for monthly access fees is emailed approximately 7 days after the debit, to ensure that all payments have cleared. An installation invoice will be emailed and funds debited on the date the service is completed. At the same time, there is a pro-rata charge for service covering the period from the date the service was connected to the end of the calendar month. An invoice, reflecting the fact that payment has been successfully processed, is emailed approximately 7 days later. Excess download charges (if applicable) are debited on the 1st of each month. This is billed in arrears (previous month).

18. What are the penalties for breaking the Exetel supply contract?

If the customer wishes to break the contract they will be charged a cancellation fee which is calculated by multiplying the monthly access charge by the number of months remaining in the contract

Terms & Conditions

* All prices include GST. Pricing is subject to location and infrastructure used.