



HOW DID I EVER DO BUSINESS WITHOUT IT?

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THE TELSTRA BUSINESS BROADBAND SALES HANDBOOK



HOW DID I EVER DO BUSINESS WITHOUT IT?



TELSTRA BUSINESS
BROADBAND
THE PERFECT PLAN FOR
YOUR CUSTOMERS



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Telstra Business Broadband is far more than a fast internet connection. By integrating broadband access with a range of valuable business applications, it facilitates business excellence. Choosing Telstra Business Broadband removes the need to manage cumbersome hardware and software add-ons to implement security, remote access, advanced email services, network routers, IT support, backup, statistics and more.

It is a highly reliable and scalable broadband solution, backed by superior service and expert support, that:

- Streamlines operations and improves productivity.
- Offers problem free access to business critical data and applications.
- Frees customers to focus on their core business and customer service – anywhere, any time.

WHAT'S THE PLAN?

Every business is different. So every business customer needs a unique set of solutions.

That's why we've introduced new Telstra Business Broadband. Now your customers can 'pick and choose' an ideal broadband package to meet their specific business needs.

That means they can get everything they need from one partner, and avoid paying for extras they don't want. It also makes selling easier for you – and provides a more engaging, relationship-building sales process, which leads to lasting customer satisfaction.

START WITH OUR CORE PACKAGE

Telstra Business Broadband is now built on a core connection package, with a range of optional Broadband Extras. Simply start here, then add the Extras your customer needs to build up their ideal business solution.

Included Services	Details
ADSL or BDSL access	
Static IP address	
10 Business Mail POP email boxes	Each mailbox comes with: <ul style="list-style-type: none"> • 100MB storage • 1 primary and 4 alternate email addresses • Spam and virus filtering • SMTP included
Convenient service terms	<ul style="list-style-type: none"> • ADSL – 12 or 24 months • BDSL – 24 months
Flexible service plans	Upgrade or downgrade speed and usage options at any time
Unlimited uploads	(Subject to the Reasonable Use Policy)
Business Domain Name registered and hosted together with Business Mail POP	<ul style="list-style-type: none"> • .au domains for 24 months • Other domains for 12 months
SMTP mail	<ul style="list-style-type: none"> • Uses Telstra SMTP mail servers (supports 25 emails every 10 minutes) • Option to acquire SMTP Mass Email service for sending bulk emails*
24/7 Business Technical Helpdesk	<ul style="list-style-type: none"> • Available 24/7 • 80% of calls are targeted to be answered in 20 seconds • 1 hour service response time† • 12 hour service restoration time†
Online management and reporting (CustData Portal)	Online, on-demand access to comprehensive performance reports – including graphs and polling data, network performance and real time traffic statistics. Supplemented by automatic usage alerts^ to provide early warning of usage 'spikes'.
Dependable service	<ul style="list-style-type: none"> • Fully redundant network† • 99.9% target Internet core availability, which equates to 8.76 hours downtime per year. (Service availability has been consistently 100% to date)†
Online, on-demand support services (CustData Portal)	<ul style="list-style-type: none"> • View and change routing information • View and change domain (DNS) records • Configure a secondary mail server • Establish/change email contacts for billing, operational information and account usage statistics
Competitive Account Set Up fees	<ul style="list-style-type: none"> • ADSL – \$90 for 12 month, \$0 for 24 month contract • BDSL – \$1,100 for 24 month contract

† Applies to Core TID network.

* Not required on Business Mail Standard and Advanced options as no rate limit applies.

^ When customer has an active email service listed in the billing contract row of the message services screen in CustData. This is located from the Account Administration Tab in CustData. Usage alerts not applicable to unlimited plans.

NOW ADD YOUR EXTRAS

Building on the Core Package, it's simple to customise Telstra Business Broadband to each customer's needs. Just choose their required Extras to create a perfectly tailored solution.

Router Support Service (RSS)	Telstra's wholly-owned subsidiary Telstra Plus delivers configuration changes for Telstra-supplied Cisco routers via remote access. *RSS covers: <ul style="list-style-type: none"> • NAT/PAT modifications • Firewall modifications • DHCP modifications • Remote Access VPN set up and modifications • Wireless enablement and modification
Business Online – Your own website without hassle	Standard pack option <ul style="list-style-type: none"> • Range of MB hosting plans • Range of standard features (depending on MB tier adopted) • Basic version of WebSite Builder • Additional add-ons for more complex hosting requirements (fees apply). Ecommerce Pack <ul style="list-style-type: none"> • Standard Pack plus Advanced eCommerce applications like eShop.
Business Conference – Make virtual meetings easy	Telstra Web Conferencing – powered by Microsoft Live Meeting plus self hosted audio conference account <ul style="list-style-type: none"> • Add on video collaboration
Business Security – Protect critical information	Mail & Web Protection (Minimum 5 users) <ul style="list-style-type: none"> • Anti-Virus – Protection from known viruses, trojans and other forms of malware. • Anti-Spam – Reduces wasteful unsolicited messages. • Anti-Spyware – Monitors all inbound and outbound connections, providing comprehensive coverage against spyware, adware, and phishing. Mail & Web Control (Minimum 5 users) <ul style="list-style-type: none"> • Content Control – Identifies and controls confidential, malicious or inappropriate content sent or received by employees • Image Control – Helps implement and enforce sound workplace internet usage policies by detecting inappropriate incoming and outgoing images. • URL Filtering – Helps enforce URL and user management policies by controlling access to webmail, defining acceptable URL categories, and controlling access by unauthorised groups or users.
Protect your reputation	Remote Backup <ul style="list-style-type: none"> • PC Backup – Backs up data located on PCs or laptops • Server Backup – Backs up data located on servers
Prepare for the unexpected	
Business Support – Manage your business, not your network	Provides a variety of professional, pay-as-you-go IT support services, such as: <ul style="list-style-type: none"> • Custom Networking (enhanced router set up) • Advanced Networking (enhanced router and LAN set up)

* 12 month subscription service. Customers can request a total of 6 changes during the 12 month subscription term. Customer must resign for another 12 months if they wish to continue the subscription after the 12 month term.

Business Mail – Sharper image, smarter email	A range of email options attached to the Core Package business domain name (e.g. name@yourbusinessname.com.au) Business Mail POP Email with 100MB storage, 1 primary and 4 alternate email addresses, virus and spam filtering, including SMTP via the Telstra SMTP mail server. Business Mail Standard Includes enhanced capabilities such as calendaring and meeting planner functionality. Requires active internet connection. Each Mailbox includes 100MB storage, 1 primary and 4 alternate email addresses, network level anti-virus and anti-spam and business-grade SMTP. Business Mail Advanced Outlook PC Client allows customer to work with emails while offline. Includes extra capabilities such as calendaring, meeting planner, MAPI access, and integration with managed SharePoint functionality. Each Mailbox includes 100MB storage, 1 primary and 4 alternate email addresses, network level anti-virus and anti-spam and business-grade SMTP.
SMTP Mass Email – Send bulk emails	Provides a service for customers to send a higher volume of emails than that provided using Telstra SMTP mail server (which has an allowance of 25 emails per 10 minutes). No volume limit applies to the SMTP Mass Email, however the maximum attachment size is 20MB. This Extra is not required with Business Mail Standard or Advanced as these options do not have a volume limit.
Broadband Equipment and Installation	Equipment options <ul style="list-style-type: none"> • Telstra Router <ul style="list-style-type: none"> 2Wire branded 4 port wireless router with 12 month warranty. • Standard Cisco 877W or 1812 Onsite Warranty <ul style="list-style-type: none"> 4 port wireless capable Cisco 800 or 1800 series router with 12 month Onsite Cisco SmartNet Warranty (8 hour, 5 day x next business day response^) • Premium Cisco 877W or 1812 Onsite Warranty* <ul style="list-style-type: none"> Cisco 800 or 1800 series router with 12 month Onsite Cisco SmartNet Warranty (24 hour, 7 day x 4 hour response^) Business Broadband Onsite Install options Installation is undertaken by an expert Telstra Technician. The work that can be completed will depend on the type of broadband equipment acquired. Onsite Install is mandatory at sites where a Central Filter is required. For Telstra-supplied equipment, installation includes: <ul style="list-style-type: none"> • Telstra Router – 2Wire <ul style="list-style-type: none"> Connection to the internet. Connection of Router to the internet service with user account credentials (excludes set up of email). Connect Router to one PC/MAC. • Cisco Router (877W & 1812) <ul style="list-style-type: none"> Connection to the internet. Connection of Router to the internet service with user account credentials (excludes set up of email). Business Support Specialist IT support options. <ul style="list-style-type: none"> • Custom Networking (enhanced router set up) • Advanced Networking (enhanced router and LAN set up)
T-Suite – Software As A Service	Provides on-demand access to a range of enterprise-grade business software via the Telstra Business Broadband network – delivering flexibility, cost savings and enhanced business capabilities for: <ul style="list-style-type: none"> • Communications & Collaboration • Processes (including HR, bookkeeping and project management)

^ Timed from fault reported and job logged to the Cisco Technical Assistance Centre by Telstra.

* The availability of Premium Warranty is dependent on the customer's site location of the Telstra Business Broadband service.



APPLY THIS FORMULA

Staff X Email attachment size X emails per month X hours per month = MB per month

X X X =
 (A typical HTML email is 0.025MB, Email attachment (PDF) is 0.5MB, Web page opening is 0.05MB)

WHICH PLAN TO RECOMMEND?

Time is money! So choosing a faster plan should save your customer enough time – and boost productivity accordingly – to justify the cost.

Speed is measured in kilobits per second (kbps) and Megabits per second (Mbps).

- High Speed ADSL1 delivers up to 8Mbps (download) and up to 384kbps (upload)*
- High Speed ADSL2+ delivers up to 20Mbps (download) and up to 1000kbps (upload)*

Remember, access speed is shared between active users so it's important to ask:

- How many staff will be using the internet access?
- How many emails would a staff member receive each month?
- What's the average (or a typical) attachment size?
- How many hours per month does each staff member spend accessing websites?

* All Speeds are theoretical network maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality and length, exchange type, member premises interference, traffic and hardware and software.

WHICH EXTRAS TO RECOMMEND?

Required outcome	Recommended Broadband Extras
Reduced expense of internal IT staff or ongoing IT support contracts	<ul style="list-style-type: none"> • Business Support Extra • Router Support Service
Increased staff productivity through remote working	<ul style="list-style-type: none"> • Remote Access VPN solution (VPN IP SEC) for the Telstra-supplied Cisco router (Provisioned via Router Support Service or Business Support Extra) • Web remote access to office computer files for the Telstra Router (2Wire)
Control over staff internet usage	<ul style="list-style-type: none"> • Mail & Web Control
Protection from hackers and malware	<ul style="list-style-type: none"> • Mail & Web Protection
Minimised risk of losing vital information and disaster planning solution	<ul style="list-style-type: none"> • Remote Backup for PC or Server
Business website with reduced infrastructure and support costs	<ul style="list-style-type: none"> • Business Online
Ability to send high email volumes for marketing and/or communication purposes	<ul style="list-style-type: none"> • SMTP Mass Email (Not required for business mail standard and advanced solutions as no rate limit applies to these business mail options)
Ongoing assistance with Cisco Router configuration	<ul style="list-style-type: none"> • Router Support Service (RSS)
Enhanced image as an established, professional business	<ul style="list-style-type: none"> • Domain name registration and hosting (Provided with Business Mail POP service included with TBB ADSL and TBB BDSL package) (24 months for .au domains, 12 months for other domains)
Flexible choice of modem/router	<ul style="list-style-type: none"> • Standard Telstra Router (2Wire) • Advanced Cisco Router PLUS warranty selection (Same day or next business day replacement)*

* Available on selected Cisco Equipment only

TELSTRA BUSINESS BROADBAND PRICING

BUSINESS BROADBAND ADSL

Monthly Data Allowance	Speed ¹ & Access fee per month (12 or 24 month term)	
	512/512Kbps	High Speed
[^] 5GB	\$60.00	\$70.00
10GB	\$70.00	\$80.00
20GB	\$90.00	\$100.00
50GB	\$120.00	\$130.00
100GB	\$170.00	\$180.00
150GB	\$215.00	\$225.00
Unlimited	\$300.00	\$310.00
Additional Usage	\$0.08 per MB	
Set-up Fee*	\$0 on a 24 month term. \$90 on a 12 month term.	
Relocation Charge	\$90	

[^] Minimum cost for 512/512Kbps 12 month contract is \$810 plus usage charges. (includes account set up fee)

[^] Minimum cost for 512/512Kbps 24 month term is \$1,440 plus usage charges.

[^] Minimum cost for High Speed 12 month contract is \$930 plus usage charges. (includes account set up fee)

[^] Minimum cost for High Speed 24 month contract is \$1,680 usage charges.

* As per existing charging business rules the TBB Account Set Up Fee will be charged for customers acquiring a new Telstra Business Broadband, except when customers are migrating from BigPond, Internet Direct, TBB ADSL packages (Access, Starter or Advantage) to the new TBB core package.

Customers migrating from BigPond ADSL to Telstra Business Broadband ADSL can retain existing BigPond email account for 6 months from the time the Telstra Business Broadband service is connected.



BUSINESS BROADBAND BDSL

Metropolitan Pricing		
Speed	Monthly Data allowance	Prices
[†] 512 Kbps	20 GB	\$599.50
	40 GB	\$654.50
[^] 1 Mbps	20 GB	\$726.50
	40 GB	\$786.50
	60 GB	\$819.50
	Unlimited	\$1,331.00
[†] 1.5 Mbps	20 GB	\$907.50
	40 GB	\$979.00
	60 GB	\$1,012.00
	Unlimited	\$1,903.00
2 Mbps	20 GB	\$1,012.00
	40 GB	\$1,089.00
	60 GB	\$1,122.00
	Unlimited	\$2,381.50
3 Mbps	20 GB	\$1,276.00
	40 GB	\$1,369.00
	60 GB	\$1,402.50
	Unlimited	\$3,415.50
4 Mbps	40 GB	\$1,661.00
	60 GB	\$1,694.00
	Unlimited	\$4,460.50

Regional Pricing		
Speed	Monthly Data allowance	Prices
[†] 512 Kbps	20 GB	\$698.50
	40 GB	\$753.50
[^] 1 Mbps	20 GB	\$808.50
	40 GB	\$863.50
	60 GB	\$891.00
	Unlimited	\$1,430.00
[†] 1.5 Mbps	20 GB	\$995.50
	40 GB	\$1,072.50
	60 GB	\$1,100.00
	Unlimited	\$2,013.00
2 Mbps	20 GB	\$1,127.50
	40 GB	\$1,199.00
	60 GB	\$1,232.50
	Unlimited	\$2,513.50
3 Mbps	20 GB	\$1,419.00
	40 GB	\$1,490.50
	60 GB	\$1,523.50
	Unlimited	\$3,580.50
4 Mbps	20 GB	\$1,705.00
	40 GB	\$1,760.00
	60 GB	\$1,793.00
	Unlimited	\$4,653.00

Additional Usage	\$0.12 per MB
Set-up Fee*	\$1,100 (24 month term)
Relocation Charge	\$550

[†] Telstra does not proactively promote these speed and data allowance plans.

[^] minimum cost for 1Mbps/1Mbps on 20GB Metro 24 month contract is \$18,536 plus usage charges.

* minimum cost for 1Mbps/1Mbps on 20GB Regional 24 month contract is \$20,504 plus usage charges.

BUSINESS BROADBAND EXTRAS

Broadband Equipment	Once off charge	Support Type
*Telstra Router Self installation kit	\$189.00	† 2 business days replacement period
Standard Cisco 877W	\$979.00	Onsite Warranty (8x5xNBD replacement)
Premium Cisco 877W	\$1,029.00	^ Onsite Premium Warranty (24x7x4 hour replacement)
Standard Cisco 1812	\$1,499.00	Onsite Warranty (8x5xNBD replacement)
Premium Cisco 1812	\$1,599.00	^ Onsite Premium Warranty (24x7x4 hour replacement)

*Retail Self Installation Kit available for \$249.00 at Telstra Shops. Customer receives \$60 rebate on their 1st or 2nd bill when they sign up to the Telstra Business Broadband service.
 † Replacement period is dependent on customer location – Metropolitan or Regional.
 ^ Availability of premium warranty is dependent on customer location. This is qualified during the order creation phase via the Telstra Business Broadband online ordering tool.
 Note: Cisco equipment also comes with 'How to Guide' for self installation.

Other charges (once off)	
Telstra Standard Onsite Installation	\$200.00
Business Support Custom Networking (enhanced router set up)	\$260.00
Business Support Advanced Networking (enhanced router and LAN set up)	\$430.00

ROUTER SUPPORT SERVICE

Once off Setup	\$25.00
Monthly Charge	\$20.00

The RSS monthly recurring fee is chargeable per router
 The RSS Extra is provided to customers for 12 months as default, with ETC applied if cancelled within 12 months. Customers that cancel their RSS subscription prior to the end of the 12 month contract term will incur an ETC which is 65% of monthly charge for the remaining subscription period.
 Customer must sign to another 12 month RSS contract to continue with the service at the end of the 12 month term.

BUSINESS ONLINE

Package Type	Hosting Plan	Set Up Fee	Monthly Charge
Standard	200 MB	\$64.00	\$39.95
	500 MB	\$97.00	\$65.95
	800 MB	\$105.00	\$89.95
	3000 MB	\$105.00	\$329.95
E-Commerce	500 MB	\$64.00	\$70.95
	800 MB	\$105.00	\$94.95
	3000 MB	\$105.00	\$334.95

Need more information on Telstra Business Broadband and Broadband Extras? Visit www.telstra.com

Other charges (per domain)	
†Business Domain Name	\$25.00 once off for 12 months for non .au domains \$50.00 once off for 24 months for .au domains
Domain Name Renewal	\$25.00 once off for 12 months for non .au domains \$50.00 once off for 24 months for .au domains
Alias/Parking Domain Name	\$120.00 per annum
Excess web storage	0.40 per MB
Excess data download	0.08 per MB

† Only one domain name can be associated against one TBB service (NR) number. Therefore, customers that already have Business Mail against their existing TBB Service, cannot order another.

BUSINESS MAIL

Package Type	Set Up Fee	Monthly Charge (per mailbox)
Standard	\$25.00	\$9.95
Advanced	\$25.00	\$14.95
POP	*\$25.00	\$1.00

* Set up Fee is charged on a per Business Mail account level. This means if the customer has an existing Business Mail account but wants Business Mail POP, they will not be charged a set up fee.

Other charges	
SMTP Mass Email	\$6.00 per month (per TBB IP address)
†Business Domain Name	25.00 once off for 12 months for non .au domains \$50.00 once off for 24 months for .au domains
Domain Name Renewal	\$25.00 once off for 12 months for non .au domains \$50.00 once off for 24 months for .au domains
Business Mail Excess usage	0.055 per MB

† Only one domain name can be associated against one TBB service (NR) number. Therefore customers that already have a business domain name against a business mail service (e.g. against a Business Mail POP service) cannot order another.

MAIL & WEB CONTROL

Set Up Fee	# of Users	Monthly Charge
\$25.00	Up to 5 Users	\$30.00
	Up to 10 Users	\$55.00
	Up to 20 Users	\$100.00
	Up to 50 Users	\$225.00
	50+ (\$per user)	\$4.00

MAIL & WEB PROTECT

Set Up Fee	# of Users	Monthly Charge
\$25.00	Up to 5 Users	\$25.00
	Up to 10 Users	\$45.00
	Up to 20 Users	\$80.00
	Up to 50 Users	\$175.00
	50+ (\$per user)	\$3.00

REMOTE BACKUP

Hosting Plan	Monthly Charge	
	Remote Backup (PC)	Remote Backup (Server)
2GB	\$14.00	
4GB	\$18.00	
10GB	\$30.00	\$40.00
15GB	\$45.00	\$60.00
30GB	\$76.00	\$100.00
50GB		\$160.00
100GB		\$280.00

BUSINESS CONFERENCE

Package Type	Service element	Charge
Business Conference	Self Hosted Audio Conference Account (domestic)	0.605 per conference connection, per minute
	Web Conference – powered by Microsoft Office Live Meeting	0.44 per conference connection, per minute
	Web Conference – powered by WebEx	0.605 per conference connection, per minute
Telstra Video Collaboration (TVC)	TVC	\$171.00 per annum

BUSINESS SUPPORT

Package	Description	Charge (once off)
Custom Networking	Professional setup of router for up to *3 PCs	\$260.00
	Includes setup of internet mail, browsing and WiFi LAN access.	Additional PC (up to 7) – \$55.00 per PC
Advanced Networking	Extends Custom Networking package to include professional setup of router to 1x Server for up to *3 PCs	\$430.00 Additional PC (up to 7) – \$55.00 per PC
IT Services on Demand	Customised IT Support (e.g. setup of VPN) & Business Extras (Business Security etc)	\$170.00 first hour
	Ability to purchase computer peripherals 'incidentals' (such as patch cables)	\$65.00 (30min intervals thereafter) ICT incidentals on quotation
Remote Assistance	Over the phone support for a range of desktop and router configuration changes (e.g. remote config. of router)	\$70.00 first hour \$15.00 (6min intervals thereafter)
^Cisco Extended Warranty Support	Cisco SmartNet warranty – 12mths	Dependent on Cisco equipment type
	Provides SLA based restoration of Cisco CPE PLUS access to Cisco firmware and IOS updates.	Starts from \$51.00 (per annum) for a Cisco 857W
	Available on Cisco 857W, 877W and 1812 routers	

Standard Business Hours are 8am to 5pm, Monday to Friday, excluding public holidays in the State or Territory where the relevant service is located or will be provided.

After hours support is at Telstra Plus discretion and charged at 50% above standard Business Support price list (excl.hardware).

* A total of 10 PCs can be configured, after which time additional PCs will be configured under pricing of IT Services on Demand.

^ Cisco extended warranty support cannot be acquired at time of purchasing new CPE (which already comes with 12mth warranty) due to a system tracking issue.

HOW TO CHOOSE THE RIGHT BROADBAND SOLUTION

Does your customer need...	BigPond	TBB ADSL	TBB BDSL	Connect IP
a home office that still projects a professional image?	✓	✗	✗	✗
service to a dedicated business premises?	✗	✓	✓	✓
to integrate broadband service and web-based business applications?	✗	✓	✓	✓
dependable service speeds (regardless of data usage) and network availability, to meet business critical demand?	✗	✓ [#]	✓ [#]	✓ [#]
the professional, established image of a registered domain name and dedicated email addresses?	✓ (optional extra)	✓	✓	✗
to increase staff productivity through remote access, virtual conferencing, advanced email, etc?	✗	✓	✓	✓
data usage to be shared across sites? (i.e. not paying for separate internet connections per site)?	✗	✗	✗	✓
high level security for data transferred between sites?	✗	✓ Mail & Web Protection (Optional Extra)	✓ Mail & Web Protection (Optional Extra)	✓
to outsource their network management?	✗	✗	✗	✓
to access information from outside the office?	✗ (MyConnect available)	✓ (IP Sec/Cisco equip) via Business Support Extra	✓ (IP Sec/Cisco equip) via Business Support Extra	✓ (Optional IP Wireless solution)
remote IT support for equipment configurations?	✗	✓ Remote Support Service – reactive solution (optional extra)	✓ Remote Support Service – reactive solution (optional extra)	✓ (Reactive or proactive managed solutions)
reporting tools to track of business internet usage for planning purposes?	✗	✓	✓	✓ (utilisation reporting on CPE) (internet reporting tools available when purchased with TID)
to run disparate/geographically separated systems?	✗	✗	✗	✓
to run mission critical applications, such as a web or email server?	✗	✓	✓	✓
to transfer high volumes of data to and from applications located on a central server, at high speeds?	✗	✗	✓	✓ (BDSL access)

[#]Excess usage charges apply



TELSTRA BROADBAND OPTIONS AT A GLANCE

	BigPond	TBB ADSL	TBB BDSL	Telstra Connect IP
Predictable Performance	✗	✓	✓	✓
Predictable Cost	✓	✗	✗	✓
Speed Shaping	✓	✗	✗	✗
Data usage shared across sites	✗	✗	✗	✓
Network Security	✗	✓ (optional extra)	✓ (optional extra)	✓ (Firewall only – other network security as an optional extra)
Business Restore SLA	✗	✗	✗	✓
Targeted restore and restoration times (Core TID Network)	✗	✓	✓	✓ (*Standard & Advanced options only)
Data passes through public internet	✓	✓	✓	✗ (option to connect through firewall)
Managed Network (COS)	✗	✗	✗	✓ (optional)
WAN solution	✗	✓ (optional extra) CPE-based	✓ (optional extra) CPE-based	✓ IP Network-based
Multiple access types	✓ ADSL High Speed Cable (where available)	✗ ADSL only	✗ BDSL only	✓ ADSL BDSL Frame Relay
Remote access options	✗	✓ CPE-dependent	✓ CPE-dependent	✓ Network based
Backup service (Fallback internet access)	✗	✗	✗	✗ (optional)
Unlimited usage plans	✗	✓	✓	✗
Advanced internet reporting	✗	✓	✓	✓ (utilisation reporting on CPE) (internet reporting tools available when purchased with TID)
Core network reporting	✗	✗	✗	✓
Optional Customer Service levels	✗	✗	✗	✓
Throughput guarantee	✗	✗	✓	✓ (Frame Relay and BDSL access)
Securely manage and route information/ data between multiple locations	✗	✗	✗	✓
Supports mission critical applications	✗	✓	✓	✓
Domain name registration and hosting	✗ (optional extra)	✓ (.au 24 months) (others 12 months)	✓ (.au 24 months) (others 12 months)	✗
POP email	✓	✓	✓	✗
SMTP Mass email	✗	✓ (optional extra)	✓ (optional extra)	✗
Uploads count toward total usage	✓	✗	✗	✗