Telstra Wholesale Business Internet™
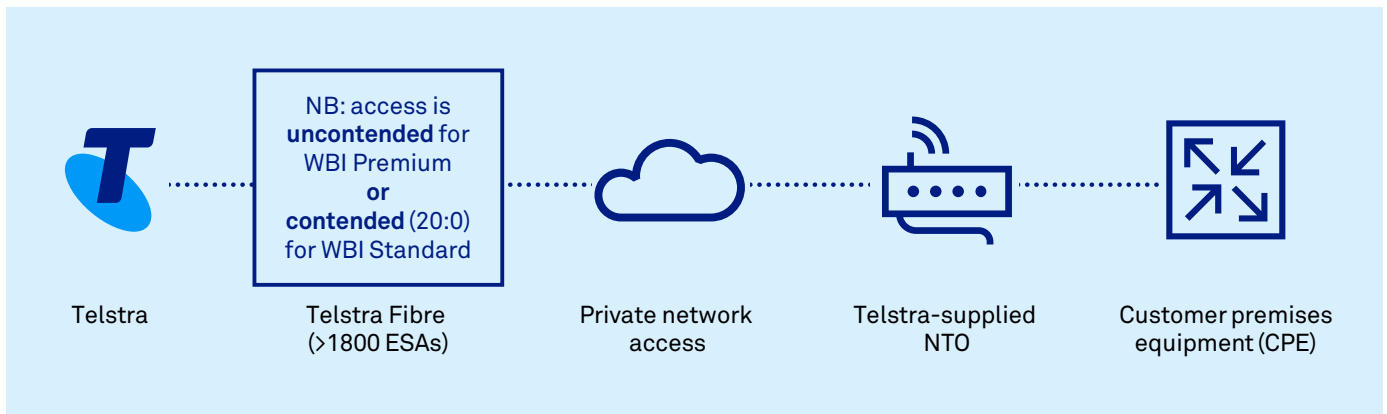
Product overview document

Wholesale

Overview

Wholesale Business Internet™ (WBI) is a complete, ready-built solution that makes it simple to provide business grade internet straight to your end-users, with no network required.

The Telstra Wholesale Business Internet™ NTU is the segregation point. The customer CPE connects to Telstra's internet network by a gateway to provide private network access utilising Telstra fibre.

WBI is a standalone offering that connects your end-users straight to the Telstra network and internet (no head-ends or backhaul needed).

Examples of typical WBI end-users include:

› Retail stores
› Finance agencies
› Service companies

WBI has two classes of service to cater to your customers' needs

Standard: Provides symmetrical, contended access (20:1), bundled with internet, provided over Telstra fibre infrastructure.

Premium: Provides symmetrical, uncontended access, bundled with internet provided over Telstra fibre infrastructure.

Contended vs. uncontended

While both Standard and Premium are provided over Telstra fibre connections, the main difference between the two is that

Premium is **uncontended**, meaning you will have access to the entire upload/download speeds for your connection, while Standard is **contended**, meaning you may share the available bandwidth with other Telstra customers at the same exchange.

In our standard offering, there is 1:1 access between the customer device and the network, but a 20:1 contention at the core where the traffic comes together. You will experience up to 80% (and above) of your line speed at more times of the day.

Software-defined networking in a wide area network

For Wholesale customers providing SD-WAN to end user businesses, Wholesale Business Internet ™ offers a simple and reliable solution for providing point to point internet connectivity over which value-added services can be delivered.

Using SD-WAN you can maximise the performance of your end-user's internet operations by effectively utilizing the existing bandwidth, to make for a more efficient and secure network - this means your end-users can prioritise the applications that are most important to them.

Telstra Wholesale Managed Service Hub™

The Telstra Managed Service Hub™ is a self-service web base interface for Telstra Wholesale Business Internet™ which allows you to:

Manage opportunities

› Perform service qualifications on prospective opportunities, this includes requesting manual service qualification in the portal if the site location is not qualified by the portal, for support by Telstra Wholesale team

› Raise orders, keep across the stages of delivery and use the follow option to be kept informed as the order progresses to delivery

› Know what is to be billed once service is completed

Manage active services

› Allows the modification of orders

› Attain more IP addresses to be added to the services

› Able to use self-help tools to assist you determine where faults may have occurred

› Able to raise a trouble ticket with Telstra Wholesale for any faults associated with the service provided

Manage your staff

Simple way to invite staff to your instance of the Telstra Managed Services Hub™ and assign them the roles to suit your organisation structure.

Contact

For more details on Telstra Wholesale Business Internet, please contact your Account Manager, or check our Become a Customer page at **https://www.telstrawholesale.com.au/become-a-customer.html**