

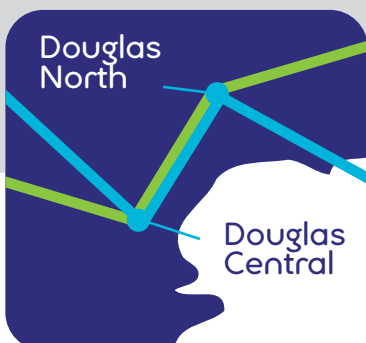
world class
connectivity



manx telecom



Connectivity map



Key

- Manx Telecom Node
- Manx Telecom Link 1
- Manx Telecom Link 2

A World Class Network

Manx Telecom provides world class Private Circuit and Internet connectivity for customers, both on and off-Island.

On-Island

On-Island, we offer reliable cost effective connectivity delivered via a range of products and services designed to meet the needs of every type of company, of every size, in every sector.

Our on-Island network is supported through Alcatel Lucent, Fujitsu and Allied Telisis.

Off-Island

Our newly upgraded off-Island network offers a variety of flexible options designed to meet the connectivity needs of a wide range of customers.

Our high capacity Cisco-powered Multi-Protocol Label Switching (MPLS) off-Island network is fully resilient and diversely supplied over protected multi-carrier links, via a 10 Gbps SDH (Synchronous Digital Hierarchy) backbone which connects the Isle of Man directly to the core of London's global communications Points of Presence (PoPs), just 12 milliseconds away, and onwards around the world.

The SDH ring which supports the MPLS network is also available directly to customers; enabling them to access the benefits of clear channel point-to-point services.

The ring has Points of Presence in the Isle of Man, Manchester, London, Dublin and Belfast, offering customers a world choice of end locations from which to take services to and from. Manx Telecom also offers Ethernet services over this ring, as either un-protected, or protected, which offers maximum flexibility and resilience.

We use multiple partners to ensure the best possible connectivity and quality for our global services.

Whether we are delivering services from New York to Hong Kong – or from anywhere to anywhere around the globe – we can provide a world class service each and every time.

Our Internet peering strategy involves multiple Tier 1 networks and key peering partners such as LINX (London Internet Exchange), AMS-IX (Amsterdam Internet Exchange) DE-CIX (Frankfurt Internet Exchange) providing consistent high speed Transatlantic, European, and Asian connectivity.

Protection against DDOS attacks (distributed denial of service) is also a priority.

Manx Telecom has designed, installed, and manages its own multi-layer and multivendor hardware and software DDOS protection platform which incorporates the latest technologies available from leading suppliers such as Cisco Systems and Arbor Networks. All traffic is monitored at the point where we connect to Tier 1 Providers; malicious traffic is filtered out automatically, while genuine traffic is passed straight through to our customers. DDOS protection is an integral part of our network service and – unlike some other providers – is not charged separately.

Manx Telecom works closely with many leading global players, including, Alcatel-Lucent, BT, Cable & Wireless Worldwide, Cisco, Dell, HP, Level 3, Microsoft, Mitel, Nortel, Red Hat, Sun Systems, Telefónica, and Verizon.

We have achieved 100% availability of off-Island connectivity since operations began in 2005.



Industry-leading service level agreements, consistent high speed Transatlantic, European, and Asian connectivity.

Private Circuits

Private circuits are dedicated for a customer's exclusive use and provide an inherently secure, resilient, and cost effective connection.

Ideal for companies with more than 15-20 users who are in touch with the same locations regularly, or for long periods (at least 5 to 6 hours per day), or companies who send large files, host data, or support end users who demand fast download speeds. Also ideal for customers who want to link Private Branch Exchanges (PBXs) together, or need a service which is unaffected by contention ratios and the varying speeds incurred when routing traffic over the public Internet.

Private circuits can provide substantial cost savings because they are leased at a fixed tariff, regardless of how much they are used.

Ethernet Services

Manx Telecom provides a wide range of Ethernet services which deliver reliable, cost effective, Local Area Network (LAN) interconnectivity for voice, data, and multimedia communications between premises on the Island and beyond.

Ethernet services can easily be upgraded, can be integrated with modern LAN technologies, and offer more favorable pricing, especially at higher bandwidths.

Our Ethernet services offer:

- Point-to-point service.
- Permanently connected communication links dedicated for a customer's exclusive use.
- Dedicated un-contended bandwidth options from 2Mbit/s up to 10Gbit/s.
- Scalability - bandwidths can be quickly and easily upgraded.
- Resilient connection options, including circuit diversity and separacy.
- Off-Island bandwidth that is "on net" to Manx Telecom, which offers better monitoring and faster fault resolution. Points of Presence (PoPs) available are Manchester, London, Dublin, and Belfast.
- Service Design - from the outset, we can design any network to ensure the most efficient configuration possible, tailored to a customer's specific needs.
- End to end management . we offer a variety of service management options which range from passive to active monitoring, including the management of the entire LAN infrastructure.

- Linking of PBX or LAN equipment - digital PBXs with a large number of channels can be interconnected, combining speech and data at a wide range of speeds at number of different sites, regardless of distance.
- Flexibility using modern software-based multiplexors or attachments, network configurations can easily be changed to meet complex networking requirements.
- Rigorous Service Level Agreements with service credits if not met.
- A proven and reliable network with 24x7x365 monitoring and support.

Megaline

Megaline, Manx Telecom's portfolio of digital leased line private circuits, provide high-speed permanently connected communication links between multiple locations on the IOM, and throughout the world at a fixed cost.

Our Megaline services offer:

- A point-to-point service.
- Dedicated un-contended bandwidth options from 2Mbit/s up to 2.4Gbit/s (STM-16).
- Scalability . bandwidths can be quickly and easily upgraded.
- Reliable, cost effective Local Area Network (LAN) interconnectivity.
- Resilient connection options, including circuit diversity and separacy.
- Combining of analogue and digital PBXs, telephones, and high-speed facsimile equipment; also networking of CAD/CAM, video conferencing, EPOS and slow scan TV.
- Linking of PBX or LAN equipment at a number of different sites regardless of distance. Digital PBXs with a large number of channels can be interconnected, combining speech and data at a wide range of speeds.
- Off-Island bandwidth that is gon net h to Manx Telecom which, enables us to offer better monitoring and faster fault resolution. Points of Presence (PoPs) available are Manchester, London, Dublin and Belfast.
- Rigorous Service Level Agreements, with service credits if not met.
- A proven and reliable network with 24x7x365 monitoring and support.



Manx-based customer service, priority fault resolution and the largest off-Island network.

MPLS



Manx Telecom's Multiple Protocol Label Switching (MPLS) is a high-speed, global IP network service which can provide a resilient virtual private network (VPN) connecting any number of locations via our secure, dedicated, network infrastructure.

Ideal for:

Companies looking for an economical private managed data network linking multiple sites on and off-island; companies who use multiple applications such as, email,

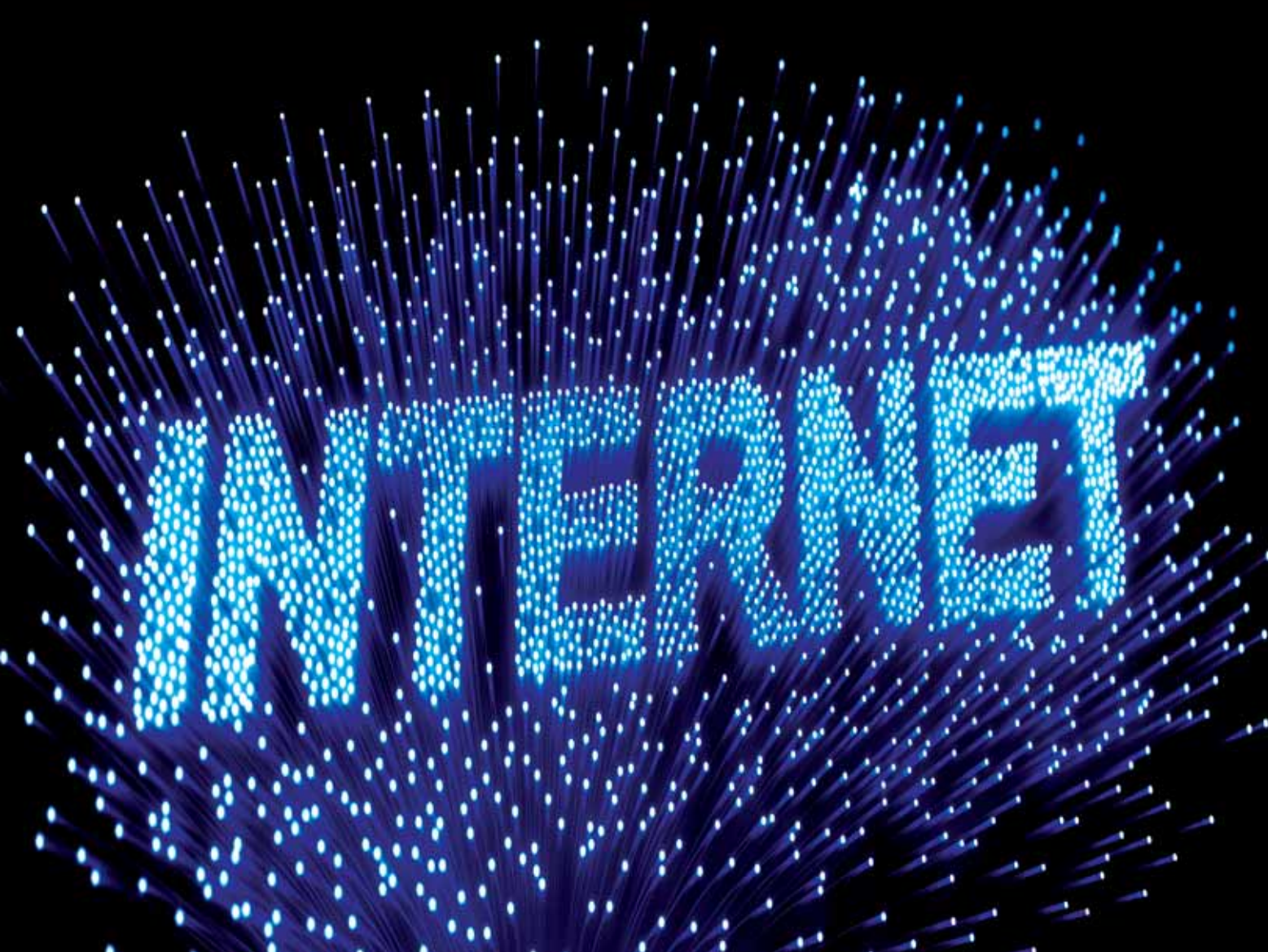
file transfer, VoIP, hosting, etc. Manx Telecom's MPLS is also ideal for wide area network (WAN) implementation and can be a key component in an integrated communications and IT infrastructure.

Our MPLS Services offer:

- A high-capacity, fully-managed global backbone.
- Point-to-point, and point to multipoint service.
- Dedicated un-contended bandwidth options from 2Mbit/s up to multiple Gbit/s.
- Scalability – bandwidths can easily be upgraded; customers only pay for the bandwidth used and performance levels required.
- Traffic prioritisation by 'classes of service' to differentiate high-priority traffic from lower priority, ensuring that business critical services are given precedence.

- Traffic is "burstable"; customers choose a level of bandwidth which they can "burst" above, if needed. Burst charging is done monthly on a 95 percentile basis. This effectively gives 36 hours of "free" burst every month above an agreed level of bandwidth.
- Traffic monitoring tools enable customers to monitor their own bandwidth usage, and give them the ability to evolve and develop their own network.
- The MPLS network has Points of Presence in the Isle of Man, London (Telehouse North and Sovereign House), and Dublin (Servecentric). This offers a true point to multipoint service to customers, enabling them to build up and tear down bandwidths with minimal lead time.
- Industry-leading Service Level Agreements (SLAs).





Cost effective connectivity,
simple pricing structure
and competitive tariffs.

Internet Access



Manx Telecom offers cost effective, flexible and reliable Internet access, delivered by a range of products for every size and type of business.

Choose from two cost effective fixed IP Broadband Business packages, with a high SLA for customers who demand the best from their broadband.

Broadband for Business Lite

Ideal for SoHo (Small Office / Home Office) and small companies who only have a relatively light usage of the Internet, but who need one fixed point of presence on the web; typically those who host their own website, run an email server, or Virtual Private Network.

Broadband for Business

Ideal for small to medium sized companies who have medium to heavy usage of the Internet and who need one – or more – fixed point of presence on the web; typically those who host their own website, run an email server, a Virtual Private Network, or an FTP server.

Our Broadband Business Lite and Broadband Business services offer:

- 1 Fixed IP Address (additional addresses available with Broadband Business)
- Up to 16Mb/s (Megabits per second) download, and up to 832 Kb/s (Kilobits per second) upload speeds. Our Business lite product also supports up to 40Mb/s download and up to 2 Mb/s upload speeds
- Extensive online help
- 24x7x365 help desk
- Priority fault resolution – an 8 business hour response – Monday to Friday – 8am to 6pm.

Both Broadband Business Lite and Broadband Business use an existing telephone line for multimedia and high speed data communications, in parallel with regular telephone voice services.

Broadband SDSL

Broadband SDSL (Symmetric Digital Subscriber Line) provides the same bandwidth both upstream and downstream.

Ideal for companies that have substantial outgoing Internet traffic, or who host their own web or email servers in-house, and use services such as VPN's (Virtual Private Networks).

Our Broadband SDSL service offer:

- One Fixed IP address (additional available)
- Symmetrical service speeds / upstream and downstream
- Available in 512Kb, 1Mb, and 2Mb (subject to distance limitations)
- Zero contention across the Manx Telecom broadband network
- 24x7x365 helpdesk
- Priority fault resolution – an 8 hour response – Monday to Friday – 8am to 6pm (we aim to have most faults cleared within 24 hours)

Broadband SDSL uses a dedicated telephone line. Every telephone exchange on the Island is enabled for SDSL services, but SDSL bandwidth is “distance dependent” and SDSL broadband services are only available to customers within a limited distance from their local exchange.

Flex Internet

Flex Internet offers offers customers high quality Internet access over a private circuit. This is provided as an “MPLS service” to the customer, and comes with the associated premium Service Level agreements which customers expect and demand of such a service.

Ideal for companies who have variable volumes of Internet traffic, typically over a 24 hour period.

Customers who already have an MPLS service but need to extend this to include Internet, and customers who are 100% reliant on their Internet access for their business to operate. Particularly suited to customers who need the flexibility of “bursting” bandwidth.

Flex offers:

- 10, 100, 1000Mbit/s access circuit speeds, with actual bandwidth speeds from 2 Mbit/s through to 1000Mbit/s.
- DDOS protection.
- Traffic monitoring tools enable customers to monitor their own bandwidth usage, and give them the ability to evolve and develop their own network.
- Ability to burst on bandwidth, as with MPLS the burst billing is based on a 95th percentile basis.
- Lower latency and better Ping times than are available on any Broadband product.
- Industry-leading Service Level Agreement (SLAs).



Exemplary resilience, multi-media and high speed voice and data communications.

An Unlimited Service

All of our Internet access products have one additional attraction – they offer unlimited data usage – there are no caps or extra charges for exceeding a specified data usage limit.

Many other providers – including most in the UK – have limits, but at Manx Telecom we don't want there to be any restrictions on our business customers' access to the net – we believe that “open for business” should mean just that.

Managed Services

Our considerable experience of managing large networks - especially the Isle of Man Government's ConnectMann network – which is one of the largest of its kind in the world – plus our 24 Hour Network Operations Centre, enables us to offer managed network services to corporate customers both on-Island, and around the Globe.

All of our connectivity services can be provided as managed, from Broadband through to MPLS.

We can offer an end-to-end service which includes remote diagnostics and active reconfiguration of key parameters on the customer's behalf.

Clients find that commissioning Manx Telecom to design, install, and maintain their business communications systems - including connectivity and associated hosting solutions – on a managed services basis has many advantages. It can be a very cost effective and operationally advantageous solution, freeing them to concentrate on growing and developing their core business, secure in the knowledge that their communications are being taken care of to world class standards.

Service & Support

All our products come with the promise of a unique Manxbased service package. Our belief in the value of Service Level Agreements is total, and our commitment to them absolute. Each Service Level Agreement is tailored to meet each client's most demanding needs. In addition, we require and implement equally rigorous Service Level Agreements with our suppliers.

There are over 30 Manx Telecom staff dedicated to delivering on and off-Island connectivity services, guaranteeing that skills and expertise are always on hand locally, something which makes a huge difference when it comes to delivering a great service and speedy fault resolution.

Manx Telecom's on and off-Island networks are monitored by our Network Operations Centre – the only facility of its kind on the Island – which provides 24x7x365 days a year “real time” monitoring.

Standards & Accreditations

Manx Telecom's commitment to standards and accreditation underpins its service promise.

- Manx Telecom is accredited to ISO/IEC 27001, the only auditable international standard which defines the requirements for an Information Security Management System (ISMS) and one of the most rigorous standards of its type anywhere in the world.
- Manx Telecom's ISO 27001 certification covers all of our Data Centre service operations, managed service platforms, IP networks, business systems provision, fixed and mobile networks, repair services, access networks, strategic network development, power and estate management.

	Help Desk Available	Response Time	SLA
Business Broadband	24x7x365	8 Business hours (8-6, Mon - Fri)	Aim to clear all faults within 24 hours
SDSL	24x7x365	8 Business hours (8-6, Mon - Fri)	Aim to clear all faults within 24 hours
Flex	24x7x365	15 mins from fault being logged	Aim to fix within 4 hours SLG credits based on 99.7% availability per month
Ethernet / Megaline	24x7x365	15 mins from fault being logged	Aim to fix within 4 hours SLG credits based on 99.7% availability per year
MPLS	24x7x365	15 mins from fault being logged	Aim to fix within 4 hours SLG credits based on 99.7% availability per year



We can help

For businesses on the Isle of Man, communication has never been easier, cheaper, or offered more potential for growth.

Many companies are unaware of just how much an improved connectivity package could help them increase their efficiency, cut costs, and give their customers a better service.

As the Island's largest communications company, we really can offer a "one stop solution" enabling customers to take an integrated view of all their communication, connectivity, and network requirements – and get the best from them.

For further details contact the Connectivity Commercial Team

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Visit manxtelecom.com

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