

Probiz™ Product Guide

A Complete Guide to Superloop **Probiz™ Ethernet Access** enabled by Telstra Wholesale on the Telstra Network.

Superloop Probiz™ Ethernet Access (EA) is brought to you from Telstra Wholesale using a Telstra Network enabling you to connect with one of the most extensive fibre footprints in Australia.

The Probiz Ethernet Access solution provides a high speed and reliable business grade fibre-based solution to your business. It supports symmetrical bandwidth options up to 2Gbps, multiple classes of service and wireless Mobile Backup² to ensure your business is continually connected.

Business & Enterprise Service Offering

Download/Upload Speed¹	100/100Mbps - 2000/2000Mbps symmetrical
IP Route	Static IP; incl. 1 x public IPv4 address.
Footprint Availability	In >3200 Exchange Service Areas, reaching 140,000 business premises.
Monthly Data Allowance	UNLIMITED
Quality/Class of Service	Option of Standard or Premium Class of Service (CoS)
Service Availability	99.90% for single link. 99.95% for single link with mobile backup.
Mobile Backup²	Choose from up to 40 Mbps or 100 Mbps speed tiers.
Equipment at your premises	Telstra Wholesale will install a Network Termination Unit (NTU).
Max Transmission Unit (MTU) size	9000 bytes
Metro Ethernet Forum (MEF)	MEF 2.0 compliant.

Mobile Backup²

Keeps your business continually connected with a failover backup mobile service. Select from 40 Mbps up to a maximum of 100 Mbps speed tiers* depending on your selected Probiz plans on Telstra Ethernet Access:

- Optional Add-on on 100/100, 200/200, 500/500 and 1000/1000 Mbps speed plans.
- Not available on 2000/2000 Mbps plan.

Enterprise-grade fibre connection

Ethernet Access is enabled by Telstra Wholesale on a Telstra network allowing for greater bandwidth to support your internet, network services, and business application.

Symmetrical plans and Superior speeds

Connect to fast symmetrical plans and enjoy our highest speed up to 2Gbps/2Gbps (2000/2000Mbps) and get the most out of your application performance.

Enhanced Service Level Target

Superloop have a target restoration time of up to 4 hours on Probiz, otherwise service rebates may be applicable.

High network reliability targets

Get access to the highest network availability target of up to 99.95% on a dedicated fibre.

1. Actual speeds may be lower due to many factors including your network configuration, the location and type of content, the number of users simultaneously accessing the network, and the performance of third-party interconnection infrastructure that Superloop does not monitor or maintain.
2. Not available in all areas – subject to service qualifications and 4G coverage checks.

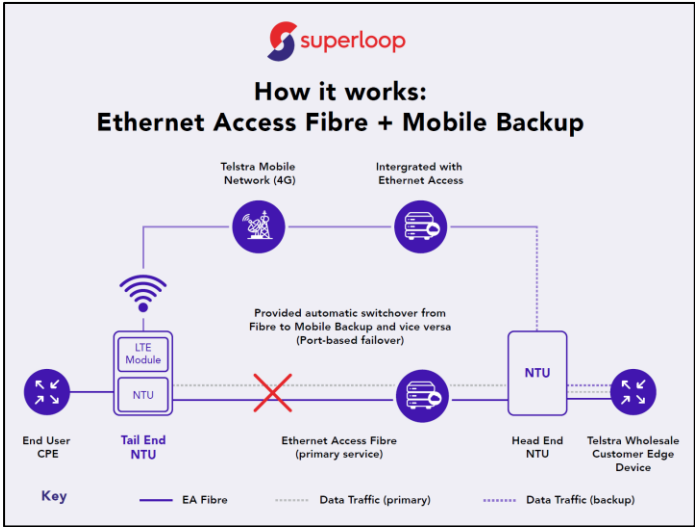
Probiz Ethernet Access + Mobile Backup.

How does it work?

Your business relies on the internet to keep things humming, and when it goes down, things get bleak, which may affect your business.

Probiz Ethernet Access comes with the option to add Mobile Backup* providing a failover backup mobile service to keep your business continually connected. Unlike using two fixed connections that are likely to enter a building using the same conduit or path to supply primary and backup services, mobile backup increases service resilience by offering a wireless path.

The great part about Probiz Ethernet Access with Mobile Backup is that it works seamlessly, with no intervention required to switch services should your primary fibre service be interrupted.



Feature and Benefits

- ✓ Mobile Backup automatically provides connectivity if the tail-end Ethernet Access fibre service is interrupted.
- ✓ Adds resilience and increases service availability.
- ✓ Uses Telstra Wholesale's reach with fixed and mobile networks.

* The speed tiers on Telstra mobile access represent the maximum data speeds applied to downstream and upstream transmissions on the Telstra network. The typical speeds you will experience will vary depending on a range of factors and will not always be at or towards the top of the typical speed range. Depending on the speed tier selected, mobile access can experience typical 4G speeds of 2-50Mbps in the download and 1-10Mbps in the upload.

Service Level Target.

Our Service Level Target gives you additional peace of mind that your critical business applications are running over a network that comes with a level of up-time and fault resolution timeframes.

Superloop have a target restoration time of up to 4 hours on Probiz Ethernet Access. Superloop will provide you with a designated service up time per calendar month basis. If we do not deliver the service covered under our service level targets, then a schedule of rebates of the monthly access fee may apply.

Service Level Target are measured monthly. The Credit per Outage will be a percentage set out in the table below of the recurring monthly charges that are payable by the customer for the calendar month in which the line outage occurred.

Service:	Service Availability
Description:	Availability of the connection between the customer router/modem and Superloop network
Service Level:	Superloop will aim for a Service availability no less than 99.5%

Service Level Target are measured monthly. The Credit per Outage will be a percentage set out in the table below of the recurring monthly charges that are payable by the customer for the calendar month in which the line outage occurred.

Service Credit	0%	10%	15%	20%
	↓	↓	↓	↓
Network Availability	100 - 99.95%	99.94 - 99.5%	99.49 - 99%	Under 99%

Why businesses need Superloop Probiz™.

Enterprise-grade connection	Network Reliability	Ultrafast Speed
Dedicated ethernet fibre to your business premises for fast, reliable and scalable high-performance connectivity.	Up to 99.95% network availability target ensuring reliable performance and more productivity with less downtime.	Symmetrical speeds up to 2Gbps with data prioritization perfect for advanced and critical apps now and into the future.
Traffic Prioritisation	Corporate Grade Support	Service Level Target
Class of Service (CoS) options let you prioritise data traffic for mission-critical apps and business needs.	Fast setup by experts plus dedicated account manager for direct, personalized and premium level support.	4-hour Fault restoration target and 24/7 support on all Probiz plans to get businesses back online fast.

Frequently Asked Questions.

Q. What are the contract terms available?

- A. We offer 12, 24 & 36-month contract terms. To check pricing and offerings on our different contracts, please refer to our customer information summary page. Please note your contract length will affect your plan cost, including the fibre build cost and setup fees.

Q. What are the different Classes of Service options?

- A. Ethernet Access Premium - A reliable connection for very large and multi-site businesses. Suitable for broad IPVPN connectivity allowing flexibility across all traffic types.
- Ethernet Access Standard - The ideal connection for multi-site VPNs and cloud-based applications. The most appropriate CoS for internet traffic or lower cost input to a SD-WAN solution.

Q. What is the maximum bandwidth I can get on Probiz Ethernet Access?

- A. Superloop Probiz™ Ethernet Access offers a wide range of bandwidths starting from 100Mbps up to 2Gbps.

Q. How long will it take to get connected?

- A. This is subject to availability in your area, the build time required, Service Qualification and site inspection. The typical delivery time is around 6-8 weeks. To understand our installation process, download our [Installation Guide](#) or contact our sales team.

Q. How do I know which speed is best suited for my business?

- A. Every business has different requirements. Speak with your account manager who will be able to provide the recommendation to meet your business needs or contact us at 1800 57 87 37.

Q. Can I increase the speed during the contract term?

- A. If you require a higher speed during your contract term, speak to your account manager to discuss the requirements and potential options or contact us at: 1800 57 87 37.

Get in touch

For more information, please contact your Account Manager or our Sales team.

1800 57 87 37
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superloop.com