
IP WAN



Vocus IP WAN services are based on Multiprotocol Label Switching (MPLS) with Quality of Service. Our IP WAN is a routed Layer 3 service offered nationwide as a managed or self-managed service.

vocus.com.au

VOCUS

Our solution for you

Vocus Managed IP WAN provides a fully monitored and managed Layer 3 network, offering bandwidth speeds from 2Mbps to 10 Gbps. This service allows your business to completely outsource the design, implementation, management, and maintenance of your Wide Area Network for a fixed monthly fee.

Our self-managed service provides you with all the benefits of a national MPLS network whilst maintaining control of your own communication hardware.

Why Choose Vocus

- Connected to more than 100 data centres in Australia
- An experienced fibre operations team that provides industry-leading, innovative solutions
- Full project management from order to delivery, including network design, facilities access, contractor management, civil works, and testing
- Optimised network design with low-latency strategic routes (e.g. Sydney CBD to ASX Data Centre)

Vocus IP WAN key features



We can install, manage, and maintain your entire network



Years of experience managing some of Australia's largest networks



IP WAN services include 24/7 support and management



Delivered over Ethernet First Mile, Ethernet over Fibre, ADSL, and NBN



Scalable bandwidth depending on your needs



Real-time reporting via a dedicated management portal



Features and Benefits

Vocus IP WAN is suited for medium to large-sized businesses needing a managed network that can be scaled to handle addition of bandwidth-critical services.

	Self-managed IP WAN	Managed IP WAN
Core network management		
· Scale bandwidth depending on business needs from 10Mbps to 10Gbps, in pre-defined increments	✓	✓
Flexible and scalable		
· Easy to add additional sites as your business grows, 2 Mbps to 10 Gbps in pre-defined increments at your fingertips	✓	✓
Core network service level support		
· Strong Service Level Agreement (SLAs) on network availability	✓	✓
Enable a full suite of ICT services		
· Service enabled to setup and turn on new services when required	✓	✓
Fixed monthly charges		
· A single bill, consolidating all your Vocus services, to simplify accounting and tracking	✓	✓
Dedicated Management Portal		
· Real-time reporting giving visibility into traffic utilisation, throughput, network errors, and service availability	–	✓
End-to-end network management		
· A pre-configured solution with complete 24/7 management support	–	✓
Managed equipment		
· Proactive management of routers with the latest hardware and 24x7 [^] replacement of hardware throughout Australia	–	✓
Managed firmware upgrades		
· Proactive management of all firmware upgrades	–	✓
Support & Service Level Agreements (SLAs)		
· Our range of products are supported by an experienced team of technical experts within our 24x7 Network Operations Centre	✓	✓
· Industry leading Service Levels under our service level agreement*		

*This IP WAN service is subject to the Vocus Standard Terms and Conditions, and the IP WAN Service Schedule found at <http://www.vocus.com.au/legal-contracts>

[^]Subject to geographical location

Quality of service options

We pride ourselves on providing secure, predictable, and measurable services. QoS involves prioritisation of network traffic and ensures that our network delivers reliable results achieved by managing the delay, network bandwidth, and error rate. We have a range of QoS options listed below to suit your service requirements.

Class Name	Description	IP Precedence	DSCP marking	CoS	BW
QUEUE 1	Queue 1 is a best effort only service				
QUEUE 4					
Reserved	Customer network control	6, 7	CS6, CS7	6, 7	5%
Voice & Video	Voice	5	EF	5	35%
	IP Video-conferencing / Telepresence	4	AF41	4	
	Video on demand / Streaming	4	CS4	4	
Business Critical & Transactional Applications	Business critical applications	3	AF31, AF32, AF33	3	40%
	Voice and video signalling traffic	3	CS3	3	
	Business interactive applications but of a lesser priority than Business Critical applications	2	AF21, AF22, AF23	2	
	Network management protocols such as SNMP, Syslog, DNS	2	CS2	2	
Standard Data	Business bulk non-interactive data such as large data transfers	1	AF11, AF12, AF13	1	20%
	Less than best effort traffic / scavenger	1	CS1	1	
	Default class / No service guarantees for this class	0	0	0	0%

Your customer portal

The Web Portal, available on our Managed IP WAN service, provides a range of aggregated metrics describing the current performance and consumption of data. Metrics include: Link speed as per contract, link availability, operational status of the CPE and throughput.

