



Metro Ethernet





Welcome to Openserve

For years, Openserve has underpinned telecommunications in South Africa.

In recognition of the dramatically changing communications landscape here and around the world, we have recently invested heavily at all levels of our next-generation network.

This is with an eye on building the foundation of an open, vibrant and innovative communications eco-system.

We invite you to take this opportunity to astound your customers with truly innovative products and services that help them work better and communicate easier.





Metro Ethernet

Cost-effective, high-speed connectivity within and between cities.

It's the quality of service levels we offer that give you the flexibility to really differentiate your services, and so not only retain but improve your revenue streams. Our next generation technology will take you into the future with unequalled speed and service levels.

Openserve offers two Metro Ethernet services:



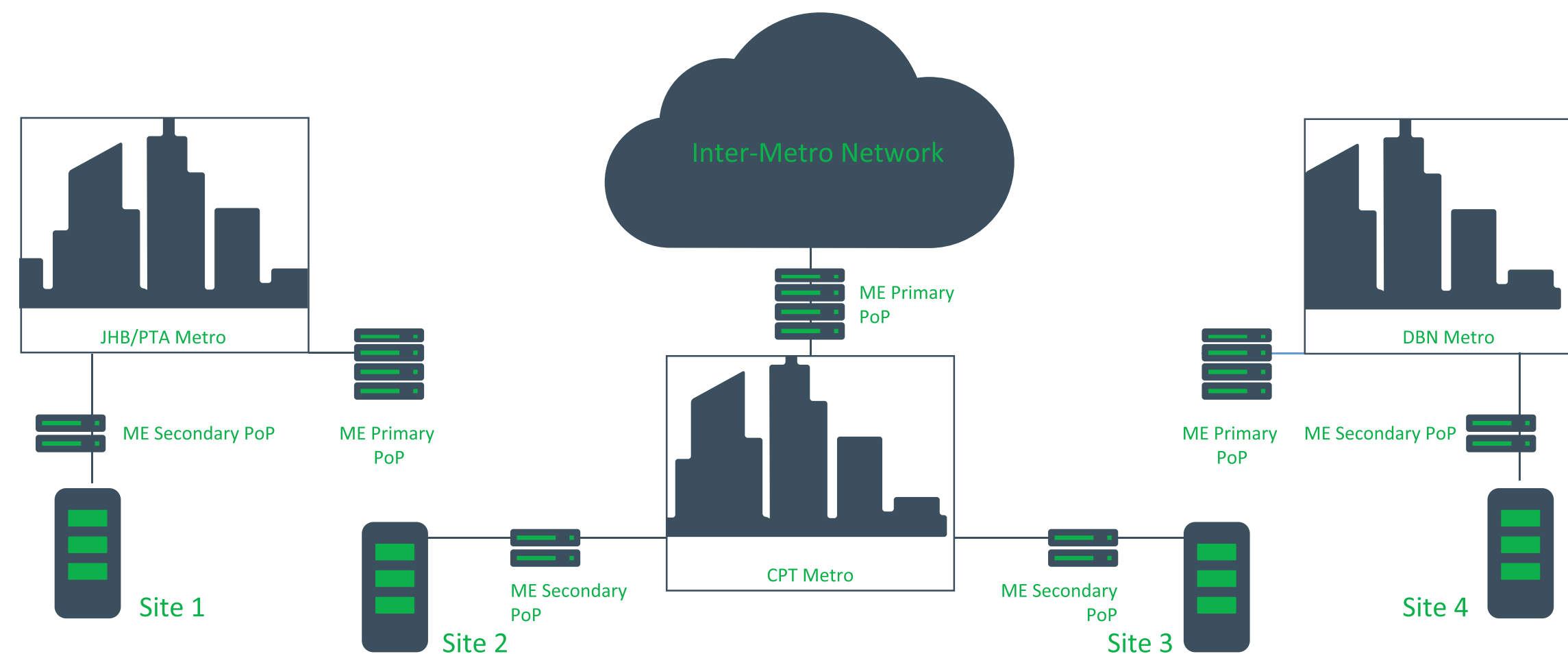
MetroClear



Ethernet Express

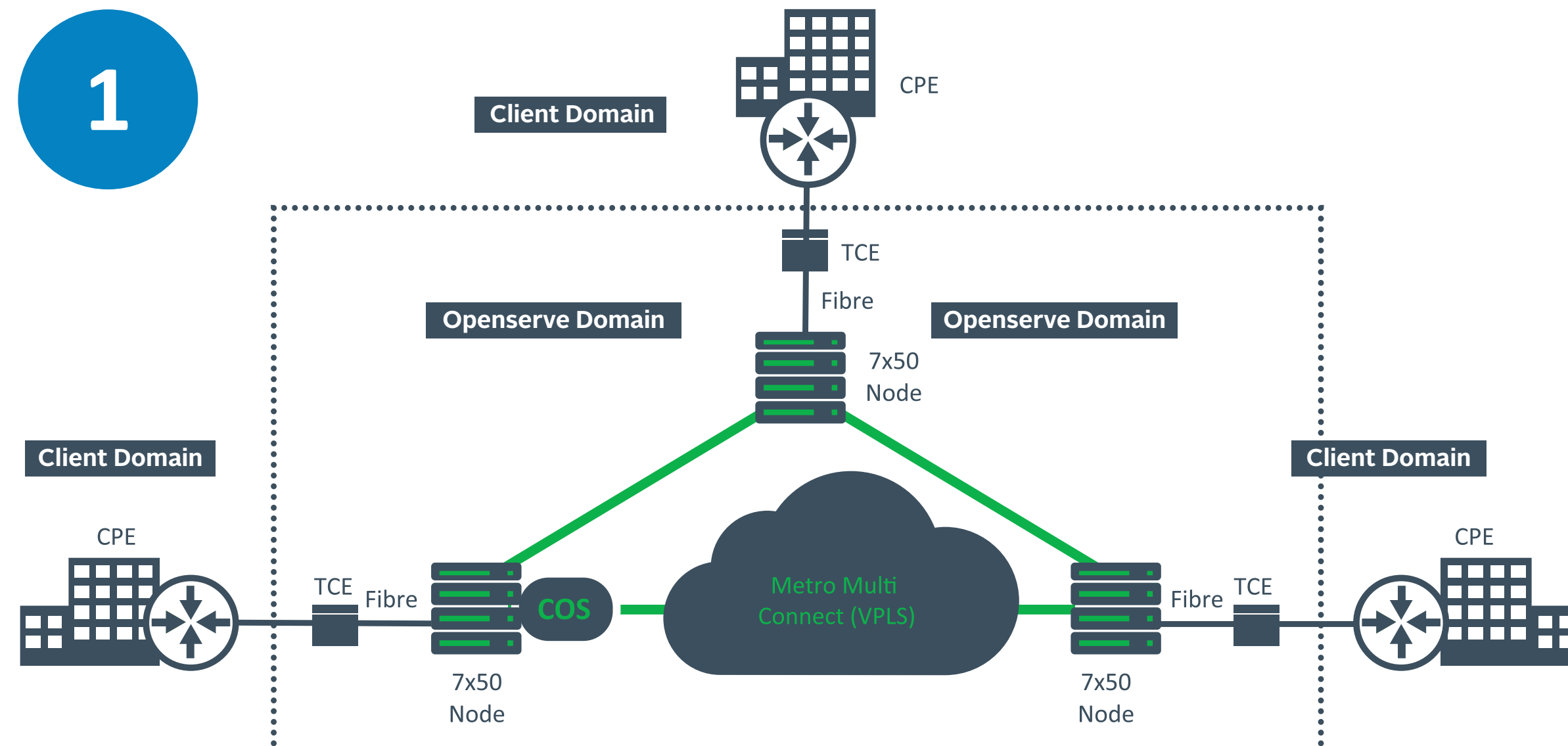


MetroClear product overview (Intra + Inter)



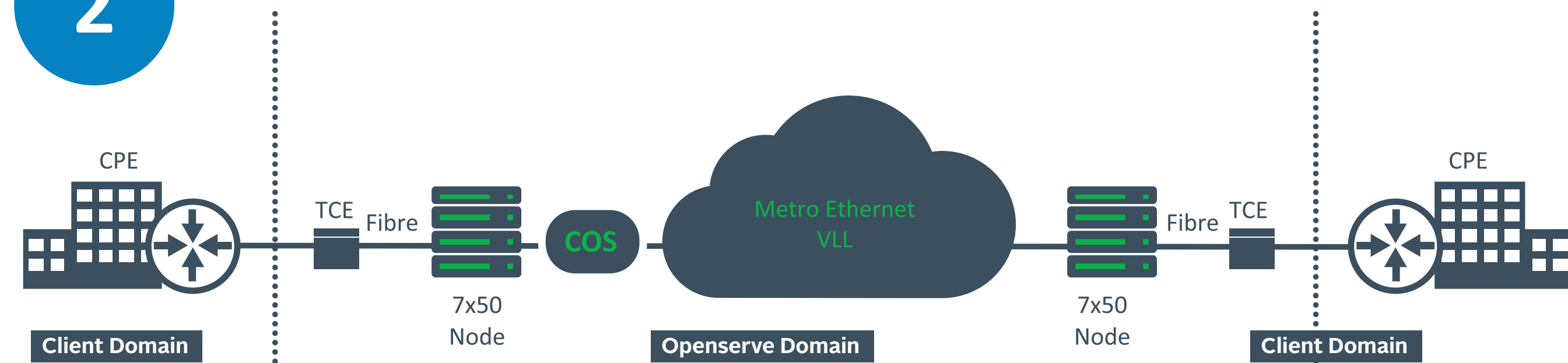
MetroClear is a point-to-multipoint (P2MP) layer 2 (L2) Ethernet service providing bandwidth options of 1-1000 Mbps.

Intra-Metro product overview



Ethernet Express overview

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Ethernet Express is a point-to-point (P2P) layer 2 (L2) Ethernet service providing bandwidth options of 1-1000 Mbps.

What you need to know about Openserve's ME



It offers customers **high-speed connectivity** between multiple sites with increased economies of scale on higher bandwidths.

The Ethernet interface is relatively **inexpensive** and bandwidth can be added in small increments via software changes – **you only pay for what you need.**

Granular bandwidth pricing on a “per bandwidth unit (Mbps)” basis.

ME is a **Quality of Service (QoS)** enabled service and offers **scalability** based on customer needs.

You can provision your own value-add **Layer 3 services** on top of the MetroClear service.

Metro Ethernet is a cost effective alternative to ATM and **offers higher bandwidth options.**

Metro Ethernet integrates easily with **existing infrastructure.**

Openserve provides and manages all TCEs for the solution reactively.

MetroClear and Ethernet Express



Access Medium: Fibre Standardised Pricing for access less than 5km to the nearest ME exchange.		Access Medium: Microwave where fibre is not feasible and site within 5km from ME exchange or where the timelines are prolonged.	
Infrastructure (Core) Shared.	Interfaces Ethernet Optical & Electrical.	Throughput Guaranteed with QoS.	SLA Silver on Logical service 100 Mbps.
Data Rate 1-124 Mbps in multiples of 1 Mbps. 125-600 Mbps in multiples of 5 Mbps. 600-1000 Mbps in multiples of 100 Mbps.		Service Type L2 VPN/VLL with QoS.	Scalability Easy to upgrade.
Management Proactive network management (NNOC). Reactive service management 100 Mbps.		Pricing Approach Same access pricing. Reduced bandwidth pricing.	



Cost-effective,
high-speed connectivity
in and between Metropolitan
Area Networks (MAN).

**Johannesburg, Pretoria,
Cape Town, Durban,
Bloemfontein & Kimberley,
Port Elizabeth, East London.**
Hosted on the Metro
Ethernet network.



Classes of Service (CoS)

3 classes of service available			
CoS	Real Time	Business Data	General Data
Max Bandwidth	130 Mbps	600 Mbps	1000 Mbps
Definitions	Suitable for applications such as voice and video traffic that are time sensitive.	Intended for mission critical data applications that are interactive or time dependent.	"Best effort" delivery intended for non-mission critical applications.
Applications	Voice over IP Video Conferencing	SAP, Oracle, Peoplesoft, Telnet, Intranet Web Exchange, Groupwise, Lotus Notes, File/Print Sharing.	E-mail, Internet, FTP.

Openserve will supply & install the TCE device.



Service multiplexing: MetroClear

Product Enhancement

It allows for terminating various VLANs on one port.

This is the multiplexing of two or more Layer 2 VPNs/VLLs onto one physical port of an end-user device.

What you need to know about service multiplexing:

You can have up to 30 MAC addresses per service end-point. This gives you the ability to inject up to a maximum of 4 044 different individual VLANs per port.

You need to indicate the TCE port as well as the VLAN ID to be used for service multiplexing.

Service multiplexing is available on the SAS-E and SAS-D devices.



Service multiplexing: Ethernet Express

Product Enhancement

It allows for terminating various VLANs on one port.

This is the multiplexing of 2 or more Layer 2 VLLs onto one physical NTU port on the respective TCE.

What you need to know about service multiplexing:

This gives the ability to inject between 1 and 4095 VLANs per port.

You need to indicate the TCE port as well as the VLAN ID to be used for service multiplexing.

Service multiplexing is available on the SAS-E and SAS-D devices.



No Ethernet Demarcation Device (EDD)

Product Enhancement

The provisioning of access without an end user device (No SAS-E).

Applicable at Teraco sites and TSA ME enabled exchanges.

TSA ME Exchanges
Co-location rules apply.
HOF / HOC needs to be in place.
HOF / HOC = separate product agreement.

Teraco Sites
No HOF / HOC require.
ME port @ existing price.
Client to arrange connection to the Meet Me Room.



Pricing Structure - Overview

Includes an access and a bandwidth component, as well as once-off charges for installation, configuration and interface change.



Contract Terms

- Available in 1, 2, 3, 4 and 5, 10 and 15 year contract terms.

Bandwidth

- Distance-independent Bandwidth to the Openserve ME-enabled exchange.
- The bandwidth pricing will be flat rated but different rates will apply to links within a metro (Nodal) and between two metros (Inter nodal).
- Available in Business Data, General Data and Real-Time Class of Service.

Access per customer site

- 1x TCE, Access Fibre, 1x Port.

Once-off charges

- Installation of the TCE (pays for the labour, not for the capital cost of the TCE) for 1, 2 & 3 year contract terms.
- No installation charges for 4, 5, 10 & 15 year contract terms.
- Configuration fee is charged per configuration change per TCE for bandwidth configuration.

Pricing Structure - Overview



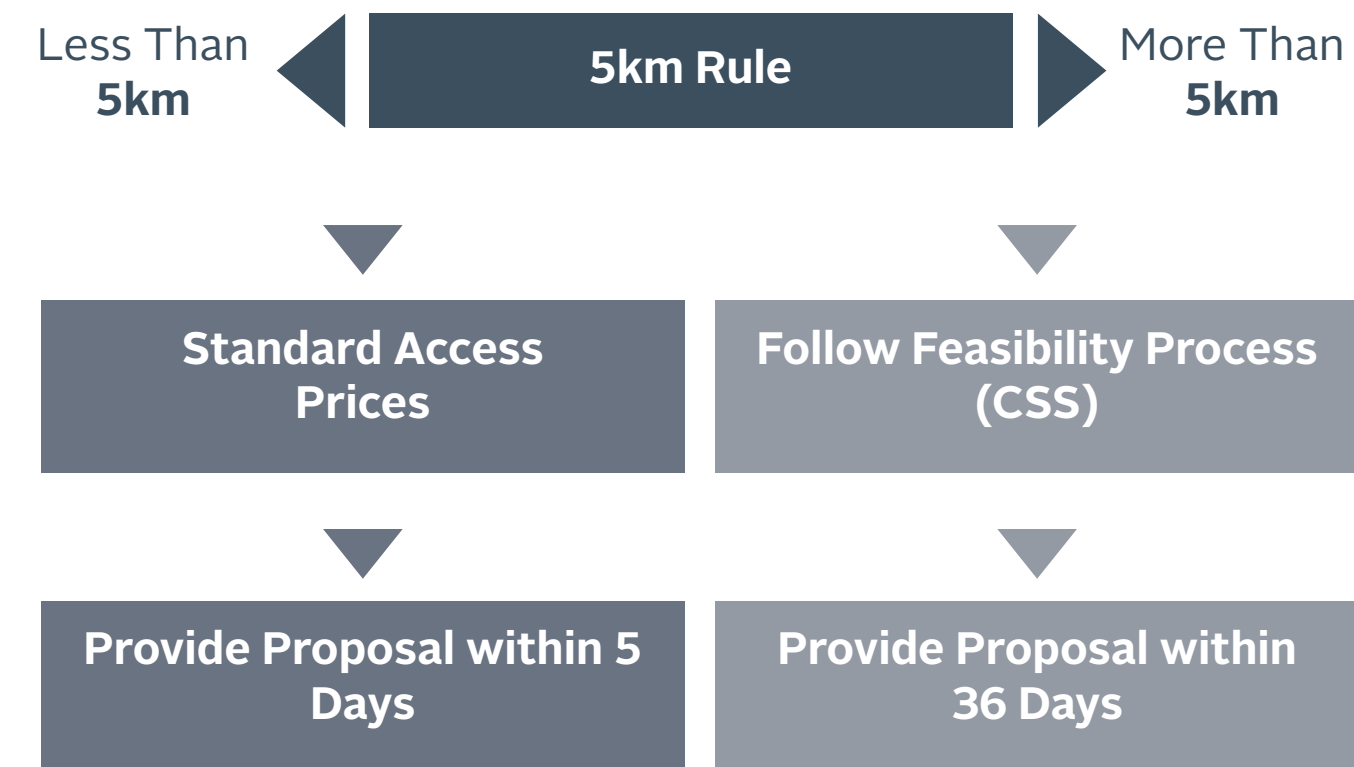
Provide full A and B site address with GPS co-ordinates.

Provide applicable contact details.

Provide bandwidth requirements and QoS (GD,BD,RT).

Provide contract term period.

Ordering Process



What is the Feasibility Process & What does it entail?

CRD document (capture client requirements)
Feasibility, Costing, Pricing, Proposal.



Ready For Occupation (RFO)



Metro Ethernet integrates easily with your existing infrastructure. Reduce the time taken from ordering a MetroClear service to having it up and running in 30 days.

Openserve makes the customer site ready for occupation (RFO), using Openserve-approved contractors, at LO's cost. This is done according to RFO specification and includes the product equipment in the order.



Contact

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