VPN Solution

China Telecom’s VPN services are the ultimate cost-effective solution for business communication needs, offering the same security and reliability as digital private leased line circuits. Running on China Telecom CN2 network, exclusively tailored for high-end users and offering premium VPN services, we adeptly provide any-to-any connectivity, full managed, flexible and secure VPN solutions with unique service quality.

China Telecom also provides enhanced value-added services to give businesses security in knowing their networks are permanently in superior condition. Our value-added services include NetCare, equipment procurement and leasing, equipment maintenance outsourcing and system integration.

Service Options

- Layer 3 MPLS VPN
- Layer 2 VPLS VPN
Our vast network resources ensure secure data transmission; in particular, for VoIP, Video or ERP applications, we provide 5 levels of Quality of Service (QoS) and Services Level Agreement (SLA) to meet all your specific needs and requirements.

### Service Specifications

<table>
<thead>
<tr>
<th>Class</th>
<th>QoS Parameters</th>
<th>Service / Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diamond</td>
<td>Latency, Jitter, Packet Loss</td>
<td>Available to strictly high demand on latency and/or jitter, such as quality real-time voice (VoIP), etc.</td>
</tr>
<tr>
<td>Platinum</td>
<td>Latency, Jitter, Packet Loss</td>
<td>Available to high demand on latency and/or Jitter, such as video conference, etc.</td>
</tr>
<tr>
<td>Gold</td>
<td>Latency, Packet Loss</td>
<td>Available to high demand on latency and packet loss rate in enterprise data, such as ERP, interactive messages, etc.</td>
</tr>
<tr>
<td>Silver</td>
<td>Latency</td>
<td>Available to fair demand on latency in daily business affairs, such as internal server accessing, intranet accessing, etc.</td>
</tr>
<tr>
<td>Bronze</td>
<td>None</td>
<td>Available to non-critical common application, such as Internet http traffic, email, FTP, etc.</td>
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</table>
Layer 3 MPLS VPN

Layer 3 MPLS VPN (L3 VPN) provides secure, cost effective and fully meshed IP private connectivity essential for enterprise communication network. China Telecom’s L3 VPN offers class-specified quality of service (QoS) commitments and supports multi-service on an integrated MPLS-based IP network, leveraging the advanced route distribution control capabilities of BGP.

China Telecom combines its own global Internet and 3G/4G mobile networks with those of its global partners, ensuring a quick and reliable corporate network for secure encrypted enterprise data transmission. The Distributed Service Platform comprehensively covers the Asia-Pacific region, North America, South America, Europe, the Middle East and Africa. Our customers will benefit from the use of China Telecom’s MPLS VPN hybrid network.

China Telecom’s VPN Network Empowers Your Business Globally

When you make the decision to expand your business globally, you need a communications partner who works with you to seamlessly implement everything you need for your VPN network - on-time and on-budget - and keep it running smoothly so that your team can concentrate on your company’s success.

Optimize Total Cost of Ownership

- Simple and competitive VPN solution
- Flat rate for sites within mainland China
- Discounted VPN port charge for 1 location in HK, USA or Canada
- Revenue based contract

Proactive Real-time Network Monitoring – NetCare

NetCare offers proactive real-time network monitoring service. It saves your IT manager’s time and CapEx by monitoring his or her network performance in a highly effective way. Intensive customer web portal provides you with information on your network performance anytime anywhere.

- Real-time 24/7 MPLS QoS monitoring
- Customer network IP SLAS monitoring: Real-time 24/7 jitter, packet loss and delay monitoring
- Netflow monitoring: Real-time 24/7 monitoring via Netflow technology. It includes source IP, destination IP and protocol monitoring
- Layer 7 flow monitoring: Real-time flow monitoring including abnormal flow, alarm analysis, notification and fault handling
- VoIP Monitoring: Monitor MOS / Jitter / Packet Drop / Delay
Layer 2 VPLS VPN

Layer 2 VPLS VPN (L2 VPN) provides multipoint-to-multipoint connectivity with standard Ethernet access interface. The service is independent of Layer 3 protocol as well as seamlessly and cost-effectively supports the extension or interconnection of LANs across metropolitan and wide area networks.

Key Benefits to our VPLS Customers

• Flexible Network Scalability
  China Telecom’s CN2 network is available across APAC, the Americas and EMEA, and it allows you to manage your connectivity with one single supplier. - China Telecom owns over 300 backbone nodes in mainland China with an operating capacity of 4000Gbps and over 40 POPs around the world.

• Adjustable Quality Service
  The VPLS service can deliver the network solution that matches your enterprise application requirements with its 5 classes of services and industry-leading SLA.

• Secure Routing Control
  With a Layer 2 transport service, you can efficiently control your WAN routing and eliminate concerns of IP route leaking and other security issues.

• High Network Reliability
  Our robust CN2 network ensures that in the event of a network failure, traffic is automatically redirected via the best alternative route, in which will bring only a minimal service disruption.

• Convenient Control Portal
  Award-winning customer portal for you to control your VPLS services anytime, anywhere.

Invincible Customer Service

• One Stop Service:
  China Telecom will assign a dedicated account manager, a project manager, and a service support engineer to supervise your account. Periodic project progress reports are also available upon request.

• Global Customer Service Centre
  China Telecom’s 24/7 hotline provides bilingual service (Chinese and English) for round-the-clock customer support.

• Global Network Operation Centre
  China Telecom’s world-class GNOC provides 24/7 proactive real-time monitoring, troubleshooting and maintenance services. Network performance reports can be obtained periodically from our web portal.

• Field Technical Support
  In critical cases, China Telecom will directly dispatch technical experts to customer sites to repair system faults and restore services.