

# TIME 100% UPTIME GUARANTEE

HIGH PERFORMANCE NETWORK GUARANTEE



# ENGINEERED FOR MISSION-CRITICAL NEEDS

High availability and consistent network quality are crucial in meeting businesses' mission-critical needs. Downtime in the business world today could directly impact revenue and potentially affect future prospects.

At TIME, we understand that. Our self-healing meshed network is the most robust transborder terrestrial system ever built. Tough and resilient, TIME has built a network for the future that is ready for any eventuality.

The results are stunning, 100% availability.

TIME High Performance Network is your assurance of uninterrupted network uptime.



100% Uptime



High Performance  
Network



Secure



Flexible



Money-back  
Guarantee

# TECHNOLOGICALLY ADVANCED

Employing the latest Dense Wavelength Division Multiplexing (DWDM) technology, TIME offers seamless route protection and the flexibility of provisioning wavelengths across specific or preferred segments. The flexibility allows us to co-plan capacity and design requirements directly with customers.

The self-healing and mesh nature of the network alleviates the risk of overcapacity on any given node, whilst allowing optimal use of channel spacing to be employed.

The result is a future proof network that has ample capacity, and the ability for each logical route to protect one another.

TIME is proud to present Malaysia's first future proof network architecture with MPLS up to the edge design. With advanced technologies built into its infrastructure, we are able to monitor and control the performance of our data, Internet and voice services more efficiently with QoS flexibility over our metro network.

## 100% IP|MPLS



- End-to-end MPLS network
- Direct connection into core nodes
- Nationwide homogenous network
- Capable of extending native MPLS to customer

## Next Gen Features



- 9,000 bytes Ethernet jumbo frame
- VLAN control
- Traffic engineering capabilities

## Flexible and Scalable



- 24 hour network provisioning for upgrades/downgrades
- 1 Gbps standard port
- Design protected for 10Gbps ports
- 2.8Tbps total core network capacity

## Ultimate Resiliency



- Fully resilient meshed network
- Sub-second failover design
- Infinite link route iterations with dynamic MPLS routing
- Geo redundant routing engine

## Future Proof Network



- Single platform for any service
- Full native dual-stack IPv6
- Any Layer 2 or Layer 3 protocol
- Compatible to legacy networks via Layer 2 protocol tunnelling

## Full Network Visibility



- End-to-end visibility for performance statistics & troubleshooting
- Packet loss, latency and jitter
- Quality of Service capabilities for L3VPN services

# TIME HIGH PERFORMANCE PRODUCTS

TIME High Performance Products are developed to cater for demanding business needs. Customers who subscribe to the following products are eligible for TIME 100% Uptime Guarantee.



## TIME Private Leased Line

Dedicated, private line that only carries data communications and traffic between your organisation and its connected sites.

## TIME IP VPN

Fully-managed, high-performance private IP network to interconnect any number of geographically-dispersed branch offices and remote employees in a cost-efficient manner.



## TIME Internet Direct

Dedicated bandwidth connecting your business network directly to TIME Global Internet Gateway.



## TIME Ethernet Voice Trunk

Fully flexible and scalable next-generation voice trunk delivered through Ethernet.

# OUR COMMITMENT

## Malaysia's First Business Connectivity Guarantee

Knowing how crucial network uptime is to your business, we are fully-dedicated to providing you with an optimum network performance so you can focus on your business.

TIME 100% Uptime Guarantee is a Service Level Guarantee (SLG) that ensures optimum network performance for the High Performance Products you have subscribed from TIME.

With TIME 100% Uptime Guarantee, you get on-time service delivery and consistent network uptime. In the unlikely event of any delay in installation or service disruption, we will compensate you with a rebate.

We dare to commit. What about you?

### ON-TIME DELIVERY



100% waiver of the One-time charge (OTC) in the event of failing to commission on the agreed date.

### REBATE ON NETWORK DOWNTIME



A credit is given for every hour the service is impacted. The credit would be limited based on the chosen access resiliency design.

#### **Data and Internet services**

A credit equivalent to a single day's fee for every hour that the service is affected (limited to the chosen access resiliency design).

#### **Voice service**

A 1% rebate on the monthly fee for every hour of service disruption (up to a maximum of 3% per month).

50% monthly fee waived or service termination if failure of uptime for 3 consecutive months.

# TECHNICAL SPECIFICATIONS

100% SERVICE LEVEL GUARANTEE

OTHER SERVICE LEVEL GUARANTEE OR AGREEMENT OPTIONS

## Service Level & Network Performance

Service Level Guarantee (SLG)	100%	99.7% or 99.9%
Service Level Agreement (SLA)	Not applicable	99.7% or 99.9%
Mean Time to Repair (MTTR)	4 hours	Up to 24 hours

## Resiliency Options

Single Fibre Single Homed	Standard	Standard
Dual Fibre Single Homed	Optional	Optional
Dual Path Single Homed	Optional	Optional
Dual Path Dual Homed	Optional	Optional
Dual Path Dual Service Provider	Optional	Optional

\*For TIME Ethernet Voice Trunk, only Single Fibre Single Homed resiliency option is available.

## Rebate for Service Level Guarantee (SLG)

Installation Fee	Waived if past installation date	Not applicable
Monthly Fee Rebate		
• Data & Internet	Up to 100%	Up to 20%
• Voice	Up to 3%	Not applicable

\*For TIME Ethernet Voice Trunk, only 100% SLG is available.

## Value Added Service

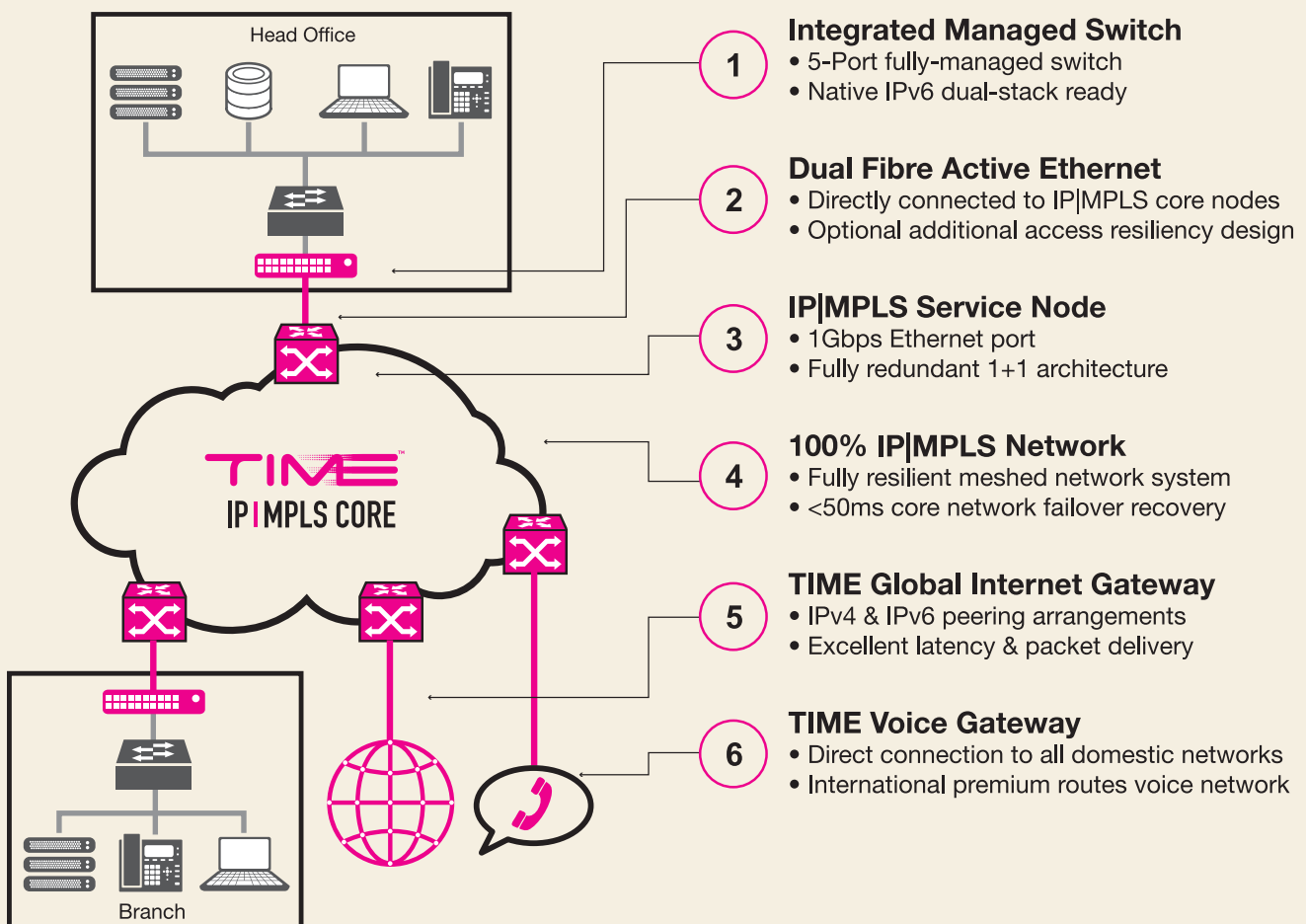
Dedicated Hotline	1800 18 3838	Not applicable
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# SERVICE ARCHITECTURE

We have built a solution that exceeds industry standards. We connect your network directly into our 100% IP|MPLS Core, giving you a fully resilient network. This not only multiplies the resiliency link but also eliminates the risk and complexities of a traditional ring architecture. If there is any fault within the core, it would be corrected within a sub-second threshold.

There is no comparable solution provided to businesses in Malaysia.

You get unheard of service levels and the peace of mind that your business needs are being met by the best solution there is.



# We're Built for Enterprise Needs

From our network delivery platform to our customer support, we have not compromised in delivering the best solutions to you. Mission-critical requirements are the norm for us with some of the most uncompromising customers operating off our network.

You get first-class service levels as your needs are supported by a Client Manager, your single point of contact.

Our DNA is hardwired for business.

