

# OPTIMUM TRAFFIC PERFORMANCE

TIME CLASS OF SERVICE



# EFFICIENT TRAFFIC MANAGEMENT

## TIME CLASS OF SERVICE

Telecommunications networks are constantly under pressure to accommodate growing traffic volumes. Network congestions during peak periods can cause delays in data delivery, dropped/undelivered data and as a result, your business may suffer losses.

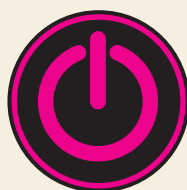
TIME Class of Service is an end-to-end, MPLS-based service designed for TIME IP VPN products. It allows dedicated IP and CPE-based IP VPN customers to make efficient use of existing bandwidth by ensuring the delivery of time-sensitive or mission-critical applications over non-critical applications during periods of congestion on the customer access link.

## SERVICE FEATURES



### REAL TIME MONITORING

Provides almost real time visibility to SLA performance data.



### USER FRIENDLY APPLICATION

A web-based application that enables you to log in from any where and at any time.



### PERIODIC REPORT GENERATION

A reporting function that generates periodic reports for statistics and analysis.

# CHOOSE A PROFILE THAT SUITS YOUR NEEDS

TIME Class of Service categorises IP applications into 4 service classes, namely multimedia, mission-critical, business and standard data.

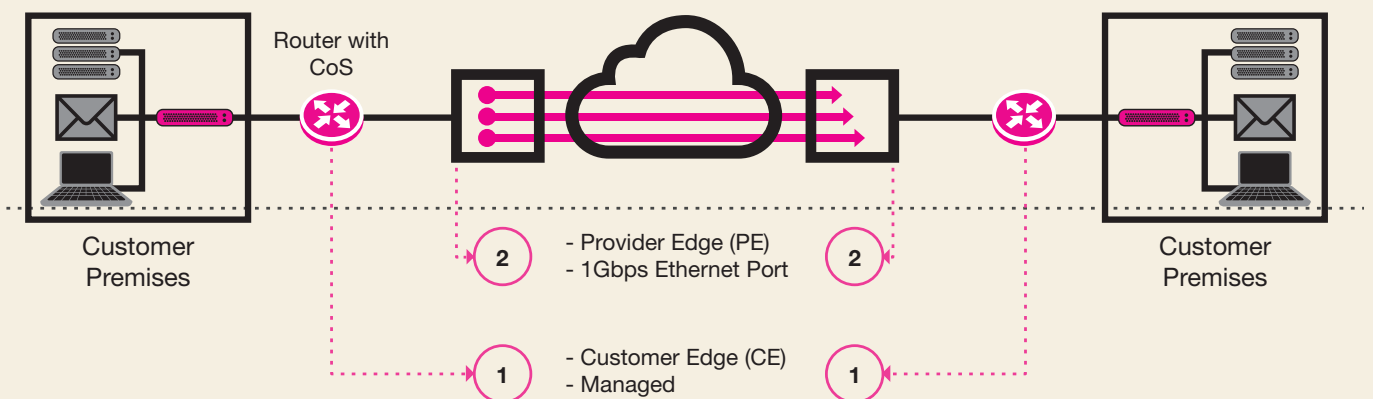
Service Classes	MULTIMEDIA	MISSION-CRITICAL	BUSINESS DATA	STANDARD DATA
• Forwarding Priority	Highest	High	Medium	Lowest
• Typical Applications	VoIP, Video Conference, Video Streaming, Skype	Citrix, SAP, Oracle, Financial transactions	Emails	Web browsing, FTP

Based on your business requirements, you can choose between our Premium and Standard Profiles to prioritise the 4 classes of service. If you have different needs of bandwidth allocation, you are able to customise a profile to suit your business needs. The smallest denominator of bandwidth allocation is 5%.

Service Classes	PREMIUM	STANDARD	FLEXI
• Multimedia	30%	-	Customisable
• Mission-Critical	30%	30%	Customisable
• Business Data	20%	20%	Customisable
• Standard Data	20%	50%	Customisable

# SERVICE ARCHITECTURE

This service provisions and manages various types of traffic between your CPE router and TIME network’s MPLS core. It is typically configured as an any-to-any or multipoint-to-multipoint service.





Network  
Performance  
Guarantee



24/7 Certified  
Technical  
Support Hotline



Dedicated  
Client  
Manager



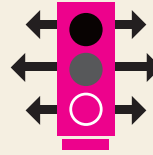
Integrated  
Engineering  
Support



Network  
Performance  
Reporting



Project  
Management  
Support



24/7 Proactive  
Network  
Monitoring



Fully Featured  
Customer  
Portal

# HIGH PERFORMANCE SUPPORT™

## We are Built for Enterprise Needs

From our network delivery platform to our customer support, we have not compromised in delivering the best connectivity 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.