



TELUS Business Solutions | Converged Networks
Business. Backed by TELUS.

TELUS Business Internet

high-performance Internet connectivity

maximize connectivity

Internet connectivity is your cornerstone for business success – a fundamental building block that allows you to stand out from your competition. Your customers depend on your services and the Web-based applications you use need to be based on a solid foundation.

When TELUS provides your company with Internet access from your LAN, you get much more than just a connection. TELUS Business Internet is a fully managed, dedicated solution that integrates easily with your LAN and delivers assured availability, reliability and scalability.

TELUS Business Internet solutions are part of our suite of Converged Networks solutions, which address the key connectivity needs of our clients. They enable you to connect profitably with customers, suppliers or employees – via voice, video or data – anywhere, anytime.

the best for your business

Your business already uses the Internet to routinely transfer documents. E-mail has become a vital communications tool. The World Wide Web, intranets and extranets have made procurement, shipping and other essential tasks faster and easier than ever before. The Internet has become as important to your business as the phone. At TELUS, we think it should also be just as reliable. TELUS Business Internet bolsters your competitive advantage by helping your organization:

Consolidate your Internet traffic. With TELUS Business Internet, you gain a single, TELUS-managed connection that eliminates multiple dial-up and high-speed accounts.

Maintain your strategic focus. Implementing, managing and supporting Internet access yourself can be difficult, costly and time consuming. By having TELUS look after your Internet services, your employees can focus on core business operations. TELUS is a single point of contact – your one-stop shop for Internet solutions, saving time and effort for your in-house staff.

Increase revenues. Seamless connectivity to the global marketplace allows you to explore new revenue growth opportunities.

Enhance efficiency. Integrated multimedia applications require greater networking capabilities. TELUS Business Internet delivers this capability – at lower cost – through the use of a single converged access for intranet and Internet applications.

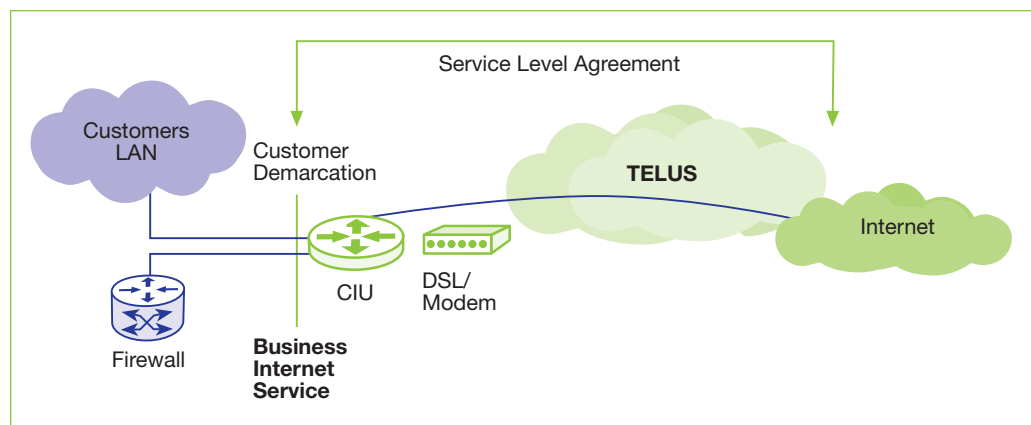
TELUS is an industry leader in Internet access reliability. Our world-class network delivers assured reliability and availability and we continually optimize its capacity to keep performance levels at their maximum. We commit to a contracted service level agreement of 99.9%* with a money-back guarantee. This service level agreement extends from your customer site to the Internet gateway, unlike any other provider.

everything you need

When you implement your own solution, you have to upgrade every time technology advances beyond your current capabilities. With TELUS Business Internet, we supply and maintain the Customer Interface Unit on your premises. We upgrade or replace the unit when required, at no extra cost so you don't have to face technology risks. Our service also includes:

- A generous allocation of Internet traffic per month
- A modem line to remotely manage the Customer Interface Unit for high service availability
- Registration and provision of all required IP addresses[†]
- Hosting of up to 5 primary and/or secondary Domain Name Server entries*

TELUS also offers direct support for fault management, configuration and name and address change management. Our Web-based reporting and monitoring tool provides you with comprehensive monthly service and usage reporting, so you can view and manage your usage on a continual basis.



With TELUS Business Internet, we monitor your access around the clock* and manage it proactively – right up to the Customer Interface Unit on your premises. As a result, we resolve most problems before you are even aware of them. TELUS Business Internet is available nationally.*

reliability and speed

Your users expect constantly high, stable levels of performance and reliability from their Internet connection. They won't tolerate disruptions caused by network congestion and downtime. The TELUS Tier 1 Backbone Network offers DSL uncompromised reliability and speed, using dedicated OC48s (Optical Carriers @ 2.488Gbps) for the Internet. In addition, it connects or peers directly with other major North American Tier 1 Internet Service Providers, giving you extensive, direct reach to over 80% of Internet content and ensuring high performance.

Our Service Level Agreements (SLA) lead the industry with an assurance of 99.9%* availability per full calendar month. We stand behind this stringent SLA with a credit-back policy.

* Certain conditions apply.

† IP addresses remain the property of TELUS and are subject to TELUS' IP Address policy.

The key to top-notch performance and reliability is in-depth knowledge and best-of-class technology. Whether it's fibre optic, ADSL or another leading-edge technology, TELUS can provide the Internet solution that is right for your business – now and in the future. Our technicians are specially trained to configure, manage and maintain your Internet connection.

You can count on the TELUS team to help you select the TELUS Business Internet solution that supports your business needs.