

# VectorFibre now internationally certified

June 14, 2011

Dear Customer,

On Tuesday, the Minister of Communications and Information Technology, Hon. Steven Joyce announced the Crown's selection of Enable Networks (Christchurch) and Telecom to rollout Ultrafast Broadband Network (UFB) in the remaining 25 candidate areas across New Zealand.

We put forward a UFB proposal for open access fibre to the home for the Auckland region which made commercial sense for Vector and met the Crown's published criteria. However we weren't chosen to build the fibre network for Auckland.

The good news is that this decision in no way affects the services we provide, or our commitment to our customers. In fact, we'll carry on doing what we have been doing for the last 10 years – providing our customers with the very best quality support and network services.

Vector will continue to operate a successful competitive fibre business. Our business performs well and this announcement opens up even greater opportunities for us to serve our customers better and deliver more value.

On that note, we're very pleased to make an exciting announcement of our own—the launch of New Zealand's first and only internationally-certified Carrier Ethernet services.

## Services launched on new Carrier Ethernet network

With the world class VectorFibre Carrier Ethernet network in place, we are now able to offer a range of new MetroEthernet services that deliver assured levels of reliability, performance and flexibility that was simply not possible before. Some key features of our new services include;

- **Complete traffic management and control.** Six Class of Service (CoS) levels enable you run multiple applications over a single connection without compromising performance of critical applications
- **MetroEthernet Forum (MEF) certification** provides you the confidence and assurance that your services conform to internationally recognised standards of quality and performance
- **Flexibility** to match your requirements, with multiple configuration options to choose from, e.g. EPL, EVPL or ELAN.
- **Simplicity and ease.** With a simple Ethernet interface, you get an easily managed end-to-end service and straightforward billing.
- **Bandwidth** speeds to 10 Gbit/s as standard.
- **Reliability** up to 99.999%.

**MetroEthernet Standard** provides highly reliable, high-performance carrier grade network connections that are as easy to use as plugging into your office LAN.

**MetroEthernet Flex** gives you the additional flexibility to manage different types of traffic on a single Ethernet Virtual Circuit (EVC). You can prioritise the traffic as you prefer.

**MetroEthernet options** let you choose the bandwidth, service availability and service configuration you prefer, as well as if you want to tag Ethernet frames or not.

To find out more about these services please call us or [click here](#)

## Head of MetroEthernet Forum to speak in New Zealand

Nan Chen, CEO of the global industry alliance MetroEthernet Forum will be making a presentation at the CIO Conference in Auckland on 27 June.

He will give a 40-minute presentation on "Making the Most of Ethernet". This session will highlight the global trends for Ethernet business services and the factors CIOs need to consider in terms of network reliability, security and robustness.

Last December, for the first time, the MetroEthernet Forum awarded a New Zealand company its official certification. VectorFibre's network is still the only one in New Zealand, and one of only 46 operators worldwide, to carry this globally recognised endorsement of quality and performance. This means Vector Communications customers are guaranteed truly world-class services on our Carrier Ethernet network.

## Businesses won over by WAN

An increasing number of businesses are acknowledging the crucial role of WAN services. In a survey conducted on behalf of Vector, 92% of respondents rated WAN as critical or very important to their business.

In the wake of the Christchurch earthquakes, multi-site deployments via WAN infrastructure have proven their value in business continuity. However, this is not the main reason businesses choose WAN. Most often cited motivations include:

- The adoption of cloud services
- Centralisation of IT and simplifying support
- Increased number of data applications
- Strategic IT initiatives

By providing guaranteed circuits between locations, WAN also enables cost reductions, e.g. with Voice over IP cutting phone costs, and improved staff efficiency. If it's well planned, the WAN can open up new business opportunities and provide future-proofing for the organisation.

If you're considering implementing or changing a WAN solution, please let me know. I'll be happy to assist.

## Plan now for construction restrictions during RWC

We are putting plans in place to ensure that we can deliver new and changed services to you despite council restrictions on public works during the Rugby World Cup.

Rugby World Cup 2011 runs from 9 September to 23 October, with both the first and the last games being in Auckland. Auckland Council has imposed limitations on construction work from even earlier – 15 August. This means the delivery of new connections as well as changes, upgrades and project work need to be complete by this date.

To make sure we can deliver your services as expected, the following cut-off dates apply for new agreements:

- Complex or specialised deliveries: **1 June**
- Simple connections requiring civil works: **15 June**
- Simple bandwidth change: **1 August**

If there's any possibility you may wish to upgrade or have a new fibre connection over this period, please get in touch with me as soon as possible.

## Improving our service delivery times

We keep working to improve our service delivery times. For the year, we've managed to deliver 95% of all services on time, with the trend improving steadily. If you have any comments or suggestions to help us raise the bar even more, please let me know or send an email directly to [contactus@vector.co.nz](mailto:contactus@vector.co.nz).

If there is anything else you would like to know about please let me know.

Kind regards,

Account Manager

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## Network Service Centre

For technical enquiries and network management

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