

## Exceed Expectations

Let us raise and exceed the expectations you have of your internet service provider. Our MPLS will ensure you never have a choppy call or video conference again. Choosing iTel MPLS also includes:

- Multiple ethernet virtual connections
- Class of service (best effort, priority, real-time)
- Lower latency
- One of the furthest-reaching multi-carrier networks nationwide
- 24/7 “no-holds” Canadian support
- Industry-leading 100% SLA
- 4 hour Mean time to Repair (MTTR)

## Multiprotocol Label Switching

What MPLS technology can do for your business

### Maximize Network Potential

Connectivity is no longer just about accessing the internet, but finding a comprehensive network that unifies all locations and allows access to advanced cloud platforms. Cloud technologies are changing the way we do business, reflected in the fact that **87% of enterprises** trust the cloud with at least one mission-critical workload.

Companies juggle to find a cost-effective private connection that fits both their head office and smaller branch needs. Unable to find a custom solution, businesses segment locations and pay multiple carriers for individual networks at high overhead.

**iTel MPLS** utilizes multiple carriers to build a single network encompassing multiple connection types, allowing companies to cut unneeded overhead costs and unify branches. Our MPLS is a layer 2 service that enables interconnections within the network and prioritizes traffic, so critical applications like video conferencing and digital voice are guaranteed the bandwidth they need to perform. The added security of layer 2 also means your private network traffic avoids public gateway, so **vital data remains secure**.

### Cost Savings and Connectivity in One

**Cut costs.** By converging all of your connections to one single network, you can **save up to 50% or more** on voice and data services. One bill, one support number, one company.

**Maintain strategic priorities.** Supporting your own IT network is time-consuming. With our **“no-holds” Canadian support of level 3-only technicians**, we ensure connections are up-to-date so you can maintain your strategic focus.

**Full-performance connectivity anywhere.** iTel MPLS allows employees to connect to your company anywhere, so branch locations and remote workers are unified under one network.

**Tap into one of the largest networks nationwide.** By partnering with all major internet service providers, we’re able to build a “network of networks” that **covers 90% of North America** – one of the largest nationwide.

## Fulfill the Promise of the Cloud

On average, more than half of a company's IT will be hosted in the cloud by 2017. Your mission-critical workloads depend on the cloud, so you need a service provider that has the resources you need to work at maximum efficiency. A strategic partnership with **IIX Console** allows us to create direct-access L2 connections to leading cloud providers and business-critical applications like **Amazon Web Services, Google Cloud** and **Microsoft Azure**.

## MPLS Mbps Profiles

### ADSL

- **BC/AB:** 6/1, 15/1, 25/5

### COAX\*

- **BC/AB/SK:** 1.5/1.5, 3/3, 5/5
- **ON/QC:** 2/2, 10/2, 5/2, 10/10

\*Profile subject to change based on provider

### T1

- **BC/AB/SK:** 1.5/1.5
- **ON/QC/Maritimes:** 1.5/1.5

### DS3

- **BC/AB/SK:** 45/45
- **ON/QC/Maritimes:** 45/45

### Fibre

- **BC/AB/SK:** 10-10,000+
- **ON/QC/Maritimes:** 10-10,000+

## What is MPLS?

For most connections, networks need to look inside every data packet at each router to know where it's going. It's like having to look inside a package at every post office along the way to find out its final destination.

MPLS labels these packets, so routers know exactly where the data is going without having to open it again and again. This increases available usable bandwidth, and allows data to be prioritized on "class of service" to ensure real-time quality on your mission-critical workloads.

### Access Speeds:

1.5Mbit to 10Gbit

### EVC Increments:

1.5 Mbps to 1000 Mbps

### EVC Types:

Best effort, priority, real-time

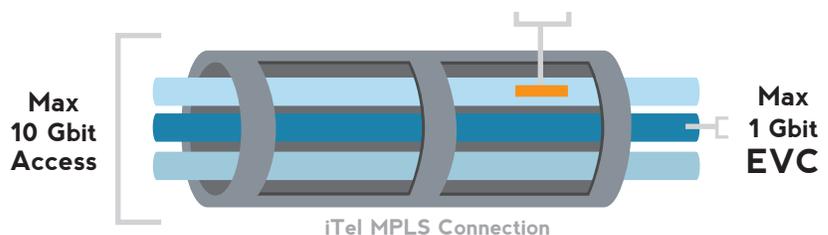
### Configuration:

Point to Point, Multipoint to Multipoint

### Access Types:

T1, ADSL2+, Coax, Fibre

**Max MTU Size: 9216**



## The Competitive Advantage of iTel MPLS

**Custom-tailored Connections.** With our multi-carrier network, we're able to offer MPLS across various connection types (e.g. fibre, ADSL, COAX, T1) and bond any of these to create custom last-mile solutions. By creating a tailored solution for your business, your small-branch offices can be serviced on MPLS ADSL, while head offices can be serviced on fibre all within the same network.

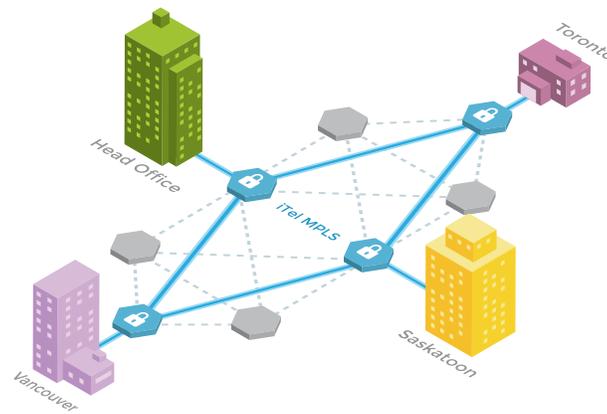
**Multiple Services on One Network.** iTel MPLS allows for an organic expansion into SIP trunking and other hosted services that can benefit from priority over standard internet traffic, ensuring a unified network that encompasses all of your connections. We also allow for virtual machines to be created at any one site, enabling them to exist within your network while being provisioned on iTel's infrastructure.

**Security and Reliability.** Our layer 2 MPLS connection ensure security by routing over our own network, and reliability is quite literally guaranteed. Our 100% SLA outlines our commitment to provide you with high-quality service. Network expectations like downtime, availability, latency and jitter, and time to repair are addressed to ensure performance levels are met.

**Bandwidth Pooling.** If a customer subscribes to internet gateway, iTel MPLS allows you to buy a pool of bandwidth for your entire organization instead of by location. By sharing resources amongst branches, overall bandwidth commits are reduced by up to 40%.

**Ethernet Virtual Connections (EVC) Capability.** iTel can offer internet gateway access over MPLS as a separate EVC or VLAN within a network, which increases performance and improves manageability.





Typical ADSL and COAX connections expose you to the internet. iTel's layer 2 MPLS means your private network traffic avoids public gateway and reduces DoS attacks.

## Why iTel Networks?

As a Canadian company solely serving business clients, we ensure you get the optimal solution and support to maximize efficiency and increase ROI. All iTel support experts are level 3 technicians, and walk you through step-by-step troubleshooting no matter how big or small the issue.

With guaranteed lowest pricing, 24/7/365 no-holds support, and a 100% Service Level Agreement (SLA) on one of the largest-reaching networks nationwide, you'll be cutting costs without compromising service.

## What's the Benefit of MPLS ADSL/COAX?

**Reliable L2 path between multiple sites.** Unlike typical ADSL and COAX, which run on a layer 3 connection with no guaranteed reliability or security, our MPLS ADSL and COAX services use a layer 2 connection that guarantees security and performance through our 100% SLA.

**QoS (Quality of Service).** Our MPLS provides special prioritization for your packets, so vital data is guaranteed delivery within your private network.

**No bottlenecks and improved performance.** Quality voice and video conferencing is essential, but basic ADSL and COAX cannot prioritize the available bandwidth needed. MPLS ensures these workloads get priority, so virtual conferencing is smooth.

**Less prone to DoS (Denial of Service) Attacks.** Typical ADSL and COAX use direct internet access and are exposed to DoS attacks that decrease speeds and valuable bandwidth. iTel MPLS ensures your private network traffic is protected and never enters public gateway.

## Add-on Services

We offer discounted add-on services originating from the same cores that provide our MPLS connectivity, giving you the highest possible performance and reliability:



### Voice Services

SIP trunks from one of the largest IP networks



### Voice Systems

Cloud PBXs unify locations without upfront costs



### Virtual Machines

Offsite L2 backup (e.g. websites, clusters)



### Internet Gateway

Enterprise-grade connections on an MPLS network