



ACCESS

VPN (Virtual Private Network)

Sending confidential business information via a public infrastructure such as the Internet is inexpensive, but risky. A VPN offers a secure alternative – one that has all the advantages of a private network, but at less cost and with no management responsibility on your part.

A Virtual Private Network (VPN) uses Internet technology to connect branches or offices in much the same way that your company PCs and printers are connected to each other. VPNs are similar to wide area networks (WANs) but incorporate robust encryption and authentication software that enables them to use public networks like the Internet rather than private long-distance leased lines.

A Multi VPN from MWEB Business gives your organisation all the benefits of a private network, but without the prohibitive costs and without having to manage, maintain or upgrade it yourself. It gives staff access to centralised services like intranets, extranets, email, Internet browsing, enterprise resource planning, customer relationship and accounting systems. It also allows you to take advantage of Voice over Internet Protocol (VoIP) products.

WHAT WE OFFER

The MWEB Business Multi VPN solutions scale in features, benefits and price, enabling you to start with a small cost-effective solution that will grow with your business. As a Multi VPN utilises services from both your telephony company and MWEB Business, monthly connectivity charges are invoiced separately, over and above the monthly fee charged by MWEB Business for the Multi VPN access solution.

Our fully supported Multi VPN solutions are based on three types of connectivity:

1. ADSL Internet connectivity:

This is best suited to smaller branches where bandwidth guarantees are less important.

2. Multi-Protocol Label Switching protocol (MPLS):

A Multi VPN based on MPLS is ideal for larger organisations, as it provides for real-time bandwidth management at a protocol level. This allows a business to converge existing disparate networks into a single, end-to-end infrastructure that can support combined data, voice, and video services. Added features include centralised Internet access and the option of hosting your server in the MWEB Business Data Centre.

Unlike other large network environments, MPLS-enabled VPNs are virtually unlimited as to the number of sites they can reach, making it quick and easy to deploy many value-added services. They also have the flexibility to divert and route traffic around link failures, congestion, and bottlenecks.

3. Access Point Name (APN) connectivity:

APN connectivity can be used to connect people or devices that are based in remote locations where connectivity is not available. It can also be used as a secondary link in an office environment as a failover option.

Simply put, an APN (Access Point Name) is the point where a mobile device can enter an IP network. Mobile providers offer two types of APNS: Public APNS and Private APNs. A public APN allows customers to access the Internet, and private APNs allow for direct access to a company LAN using the GSM network. Private APN settings can be customised to authenticate users and even to provide monitored Internet access via the company's dedicated web proxy. All Traffic is routed via the MWEB Business MPLS network.

APNs offer the following benefits:

- The user-friendly online APN interface allows customers to view itemised billing, daily usage and graphs.
- Customers receive a single bill for all their services, and have one point of escalation.
- The data bundle can be shared with all users who have a SIM card configured on the APN, while Internet access can be controlled per card through the MWEB Business Data Centre using a firewall.



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ADSL-BASED PRODUCT TYPES

Following the launch of MWEB' Uncapped products, customers are routed to the MWEB network and not over the public Internet. This allows MWEB to offer the following cost-effective products for accessing VPNs over ADSL:

VPN ACCESS ONLY: This provides customers who already have ADSL Internet connectivity, with the necessary login details to access their VPN. It is ideal for customers with remote branches or remote users, who need to share central resources.

The Access-Only VPN product can be configured on an L2TP capable router, or on any L2TP enabled device, such as Windows VPN Client for remote VPN users. When added to an access product that has Internet access, routes can be set separately for VPN traffic and Internet traffic.

UNCAPPED VPN ACCESS: This innovative service provides MWEB customers with an uncapped account purely for accessing their VPN. MWEB customers have the option of a 384K, 512K or 4 096K line, and a router is bundled with this service. The service is primarily focussed on VPN access, customers making use of this product will not be allowed internet breakout unless they subscribe for centralised breakout.

BONDED VPN ACCESS: The Bonded VPN Access service provides a customer with two, three or four bonded ADSL lines, purely for accessing their VPN. By bonding multiple ADSL links in a virtual, single-channel, high-speed connection, this option offers greatly increased speed at a cost effective price. A router is bundled with this service. The service is primarily focussed on VPN access, customers making use of this product will not be allowed internet breakout unless they subscribe for centralised breakout.

UNCAPPED DATA CENTRE ACCESS ONLY: This service provides a customer with uncapped access to the MWEB Business Data Centre only, enabling them to access any MWEB Business VoIP/PBX, hosted PBX, Hosted Exchange and Server hosting offerings to which they might subscribe. Options include a 384K, 512K or 4 096K line. The service does not include internet breakout.

NOTE:

- If a customer has a 1 024K ADSL Line and purchases a 512K uncapped offering, the customer will be rate limited to 512K line speed. Fixed IP will run at the speed of the ADSL line.
- Customer can use their own Cisco or Billion hardware if the device supports VPN functionality – excludes Bonded offerings.

PRODUCT FEATURES

Inter-branch connectivity: Multi VPN allows for rapid, guaranteed communications between all your branches, irrespective of location within South Africa. We have various different broadband and diginet speeds for inter-branch connectivity to cater for your unique business requirements, ranging from an entry-level 64Kb/s right up to an enterprise class 2 048Kb/s.

Each of the MPLS connectivity speeds (64Kb/s through 2 048Kb/s) is guaranteed across the Multi VPN service at a 1:1 contention ratio.

MWEB Business does not multiplex our MPLS based bandwidth. This means that whether you purchase a 64Kb/s MPLS link or a 2 048Kb/s MPLS link, your inter-branch traffic is guaranteed to be no less that the line size that you choose to purchase.

Routers: An MPLS router is a physical hardware device that routes data traffic across the VPN, based on the protocol transmitted and a predefined business rule. It also supports LAN-to-LAN communications by connecting multiple branch segments to each other in an encrypted environment. Each of the Cisco Routers contained within an



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MWEB Business Multi VPN solution is either purchased or rented from MWEB Business for the duration of your contract.

Alternatively, if your current routers are Cisco based and support a level of IOS software that is MPLS aware, MWEB Business will manage the routers at a minimal cost.

Centralised Internet access: Centralised Internet access can be configured within our existing infrastructure to accommodate these requirements. This means that each of your branches that connect to the Multi VPN solution will browse the Internet through this central service. It is not necessary to configure centralised Internet access across a VPN, but this does help to generate a rapid return on investment.

PRODUCT BENEFITS

MWEB Business's Multi VPN solutions provide real-time, fast, guaranteed and secure inter-branch communication as well as centralised Internet access and management (if required).

Staff have all-hours access to company systems, information and email, while easily sharing common files and hardware resources. This creates a secure, reliable and extremely cost-effective way of reaching staff and accessing information in real time, without having to manage, maintain or upgrade it the way you would a traditional network. It also allows you to take advantage of Voice over Internet Protocol (VoIP) products, by bypassing the public telephone network and channelling calls over your VPN, usually at a substantially lower cost.

MWEB Business implements, manages and supports your Multi VPN solution, and you only pay for your connection to the network and a monthly service fee. Unlike large network environments, VPNs offer tremendous flexibility for growth, making it quick and easy to deploy many value-added services.

MWEB Business is also the only major ISP to offer uncapped ADSL lines for pure VPN access.

FREQUENTLY ASKED QUESTIONS

Q: I need several remote users to access the VPN. Is this possible?

A: Yes. Multi VPN supports remote/mobile users through APN connectivity, working via the GSM cellular network. Please contact your MWEB Business account manager for more details.

Q: Can I configure my rental router at any time?

A: No, only qualified MWEB engineers are allowed to make any changes to the MWEB rental router at any stage.

Q: If I rent a router, will I ever own it?

A: No, MWEB keeps all rented routers after the rental contract has expired. The same applies for the software available for rental.

Q: What happens when something goes wrong with your rental router?

A: Rental routers are covered by both a hardware warranty and an office hour support contract. This means that in the event of hardware failure, we will replace the defective router within two business days. Please note that this does not cover damage generated by lightning, theft, wilful damage or other items not covered under our standard warranty. For more information on this topic, please contact your MWEB Business Account Manager.

Q: Does my service come with a Service Level Agreement?

A: Yes, a standard service level agreement is included in the Multi VPN solution that you purchase from MWEB Business. If you require a more sophisticated, advanced service level agreement, you may purchase it at an additional monthly charge.



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Q: Can I add additional IP addresses to my network?

A: You can add as many additional IP addresses to your internal network as your business needs dictate. However, Multi VPN does not allow for static Internet based IP addresses. Centralised Internet access will provide this functionality.