

Southern Cross Cable Network

Securely connecting your business to the heart of the internet

Drop Restoration

Enhancing traffic security and peace of mind

Southern Cross is an independent company capable of offering fully protected capacity solutions between Australia, New Zealand, Fiji, Hawaii and mainland USA .

With the increase in network capacity as part of our 2009 upgrade, Southern Cross introduced **Drop Restoration** capability on qualifying circuits on the North-South route of the Southern Cross network.

Southern Cross recognises the changing way our customers utilise their capacity and the increasing growth of IP and internet related traffic. Further, the dependence on state of the art performance of their international connectivity to deliver high quality services is a primary concern to service providers. Southern Cross appreciates the commitment and trust that customers have made to Southern Cross through the provision of large capacity circuits across its network.

Taking this position of trust seriously, Southern Cross also correspondingly increased its commitment to its customers by introducing its 'Drop Restoration' policy to enhance the reliability of large capacity N-drop circuits along our North-South route.

With *Drop Restoration* a customer can *fully exploit the capacity on both sides* of their N-drop circuits with much greater confidence and cost effectiveness taking advantage of the inherent loop benefits of the Southern Cross network than they could achieve though the use of an equivalent number of disparate cable systems and providers.

What is our Drop Restoration Policy?

Drop Restoration is a commitment by Southern Cross that in the event of the failure of either of two nominated paths in an N-drop service, Southern Cross will switch the affected capacity to an alternate path within a target time of 5 minutes for SDH based services.

Unlike two disparate unprotected services, traffic throughput is minimally affected by a failure of one of the N-drop circuits as Southern Cross restores the service on an alternate path.

Each path (e.g. in a STM-16 2-drop service) can be loaded to effectively 100% and suffer minimal impact in the event of path failure. Utilising separate STM-16's on disparate cable systems, maximum loading would be effectively limited to 50% to achieve the same level of security and network performance.

How much does it cost?

Southern Cross provides its Drop Restoration commitment on all STM-16/2.5Gbps and greater capacity purchases on its North-South route *free of charge*.

Southern Cross recognises the commitment and trust a customer increasingly places with its international capacity provider through the provision of larger capacity links and in return *Drop Restoration* reflects Southern Cross' commitment and recognition of trust.

Drop Restored versus Protected?

A *Drop Restored* circuit is not a Southern Cross *protected* service. Southern Cross maintains its premium Protected offering which is designed to switch to the protection path within 50 msec. An N-drop Drop Restored service continues to be treated as an N-drop service under the Southern Cross Customer Commitment Agreement.



QUALITY
RELIABILITY
DIVERSITY
SERVICE

flexible solutions for

your business needs

DROP RESTORATION

KEY FEATURES

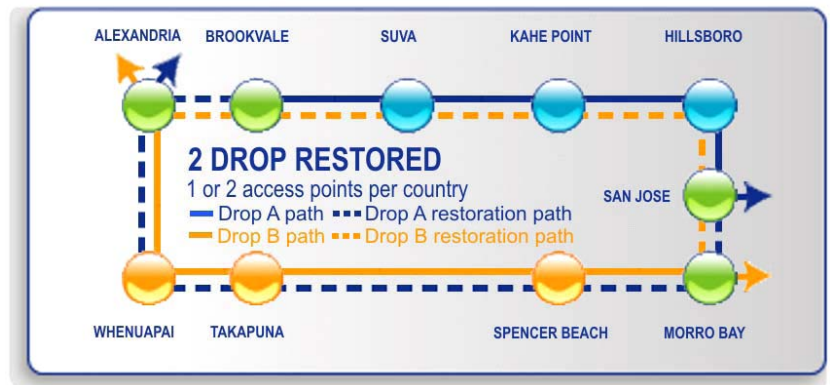
Utilising Southern Cross existing high performance SDH ring infrastructure, Drop Restoration allows a customer to fully exploit the capacity on both sides of their N-drop service with greater peace of mind. Features include:

- Applicable to North-South loop (Aus/NZ to mainland USA);
- Applicable to N-Drop configurations of STM-16/2G5 or above;
- Applicable SDH and Ethernet services are targeted to be switched to restoration path within 5 minutes;
- 2.5G and 10G Gigawave services may require notification by the customer of path failure;
- Port protection (MSP) option available on SDH and 10GbE WAN-PHY services;
- Customer nominates the 2 drop restoration covered paths on 3 and 4-drop services upon provisioning. Path nomination can be changed as part of SX standard circuit reconfiguration processes;
- Drop Restoration does not impact a customers O&M obligations;
- 24 x 7 proactive monitoring and management.

For more technical information, please contact:



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FAQs

- Q: Does Drop Restoration apply to services on the North and South rings?
- A: Drop Restoration does not currently apply to North and South ring services, however Southern Cross is looking at how these services can be technically accommodated in the future.
- Q: Can I access the 'Drop Restoration' capacity for traffic use?
- A: No, Drop Restoration utilises Southern Cross internal network capacity as part of its commitment to enhancing customer circuit performance and is not available for traffic access.
- Q: Do I get a discount if I don't want 'Drop Restoration'?
- A: No. Drop Restoration is not a separate product but a commitment by Southern Cross to maximising customer circuit performance, at no additional cost. A circuit can be provisioned without Drop Restoration functionality, but no discount applies.

For more information, please visit our website or contact:

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This document presents an overview of current products, terms and conditions for Southern Cross capacity and supersedes all previous information. Southern Cross pricing, products, network arrangements, terms and conditions are subject to change at any time and this document is not intended to constitute an offer.