



# WHOLESALE PARTNER PROGRAM



DATA TAILS



NETWORK



VOICE



SD-WAN



HARDWARE



SECURITY

# WHO IS TELAIR?

## OUR STORY

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Established in 2006, Telair delivers services across the Cloud spectrum, providing cost effective solutions and high speed responses to customer requirements and their emerging needs as the businesses grow.

## OUR REASON FOR BEING

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Our mission is to be recognised as Australia's most trusted B2B Provider of Connectivity and Cloud Centric Communications solutions, simplifying a complex world.

**Committed to delivering  
what we promise.**

### **PIONEER**

Lead the way with quality innovative solutions that anticipate and satisfy our customers' needs and desires.

### **PROMISE**

Be committed to delivering excellent customer service by delivering what we promise.

### **PEOPLE**

Be a great place to work where people are inspired to be the best they can be.

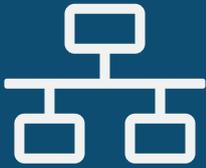
### **PARTNERS**

Continually develop a valued network of loyal customers and partners.

### **PRIDE**

Have pride in everything we do, be passionate about getting it right.

# WHAT WE DO



## DATA TAILS (L2/3)

nbn™ TC1-4/EE  
Telstra EA/MLL/TWBI  
Vocus | AAPT | et al



## NETWORK

IP Transit | Backhaul  
InterCap | Dark Fibre  
Colocation



## VOICE

Inbound | SIP | CTS  
Hosted PBX  
Contact Centre



## SD-WAN

Bonding | Failover  
Encryption | QoS  
WAN Optimisation



## Hardware

Yealink | Cisco | Poly  
Mikrotik | Draytek  
Meraki | D-Link



## Security

Firewall | End-Point  
Email | Network  
Professional Services

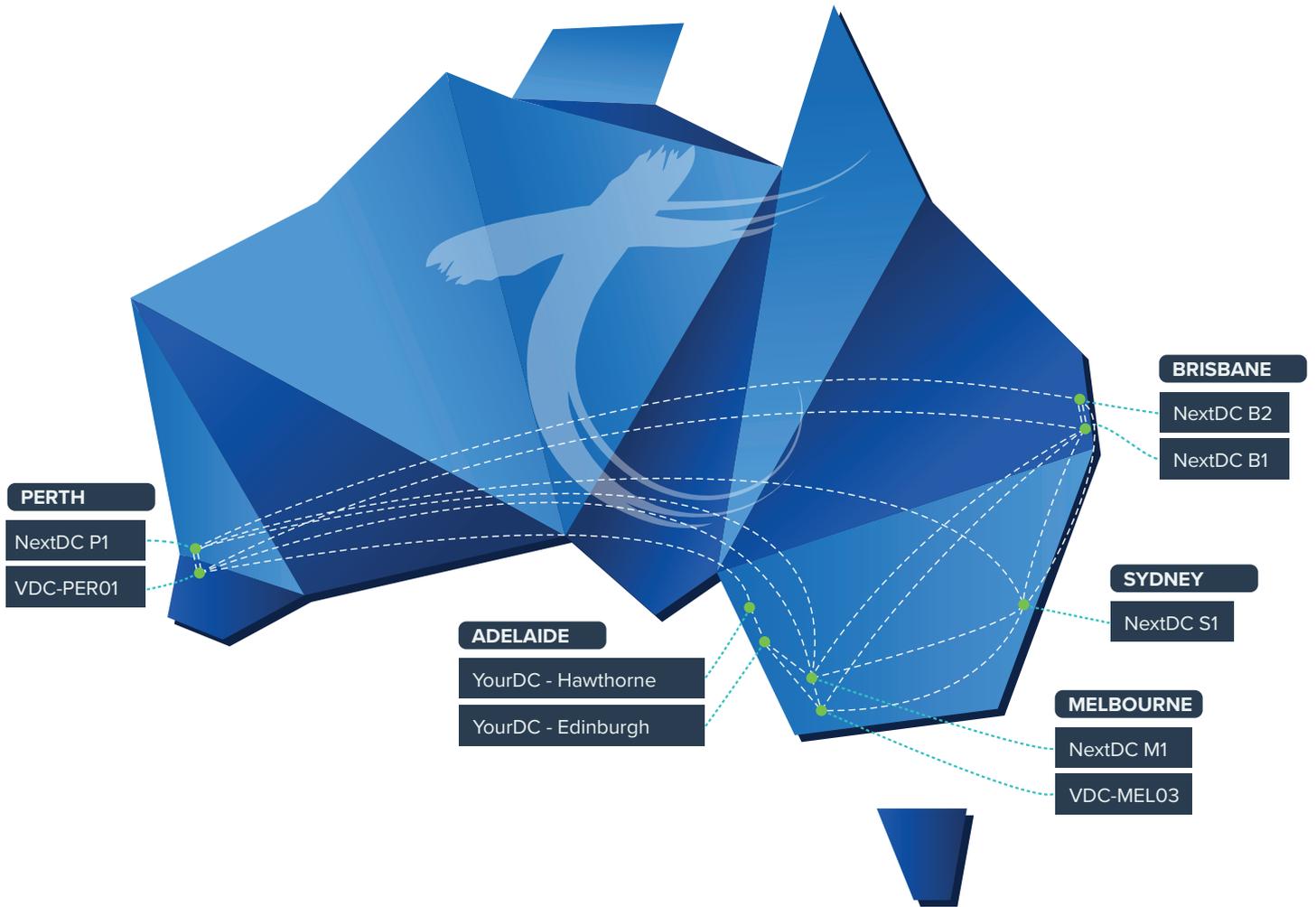
# CARRIERS

Retail Service Provider of



# OUR NETWORK

Telair operates an Australia wide network with points of interconnect (POIs) in Sydney, Melbourne, Perth and Brisbane. The backbone of our network is made up of carrier-grade redundant paths between these POIs. In most cases Telair will have multiple POIs in each city.



## CORE NETWORK

Telair has invested heavily in our core network infrastructure, deploying cutting edge switching and virtual appliance based routing. This is combined with out-of-band management and fully managed power delivery.

Our core switches have built-in redundant power and cooling, and 1.44Tbps capacity. Our switches link into diverse X86 server stacks at each POI which handle the routing configuration.

This gives us huge scalability and flexibility while being very resilient to any point of failure.

With multiple Points of Presence (POPs) nationally, our customers choose between national aggregation, state-based aggregation, or pure Internet tails.

Both 1G and 10G ports are available in all POPs.

Telair operates multiple upstream transit paths with DDOS protection, and diverse path 10G-100G backhaul between POPs.



# OUR NETWORK

## KEY ADVANTAGES

### COST EFFICIENCY

Delivering services to the local POI reduces the backhaul costs in each end user connection, allowing the savings to be passed on.

This means more money for your bottom line.

### LOW LATENCY

Customers are connected to the local POI and routed directly to their destination to avoid shipping data across the country needlessly.

This means better performance for end-users.

### REDUNDANT ROUTES

The network uses BGP to dynamically heal in the event that any key route is disconnected. Our inter-capital network is designed as a ring so that there are always two paths to any POI. Each individual link is run on carrier-grade fibre with multiple paths.

Telair has never lost connectivity to a POI.

### CARRIER AGNOSTIC

Our POIs are carrier network agnostic, meaning we can deliver connectivity between the POI and the customer site using any carrier network. We connect to all our carrier partners in each POI.

This means we can choose the best network for each customer location, which is particularly useful when customers have multiple sites.

### HIGH UPTIME

Each POI has redundant hardware and is housed in either a Tier 3 or 4 data centre. The secure, quality controlled environment combined with the diverse connectivity of these data centres provides the highest possible power and connectivity uptime.

Within each facility, our hardware is configured for high availability so that in the event of hardware failure redundant hardware automatically takes over.

KEY /       
ADVANTAGES

# PARTNER PROGRAM

## GEARED FOR SUCCESS

Telair's Wholesale Partner Program enables you to confidently go to market with a full suite of white labelled telecommunications products designed to meet the requirements of businesses from SMB to Enterprise. This empowers you to concentrate on building your brand and expanding your customer base.



## WHY PARTNER WITH US?

### SQ & Ordering Portal

Qualify your opportunities against all of the possible infrastructure options in one place with Telair's SQ and Ordering portal. Written by our own software development team and integrated into all of the carriers' own systems, you can enter one SQ and get automatic updates as the carriers respond. All the options possible are in one convenient place with a simple ordering process available once you have closed the deal.

### Hosted Voice Platform

Make use of our remarkably intuitive, easy to use and reliable system. Telair's Hosted Voice platform is based on Free Switch technology overlaid with Chameleon, plus hundreds of thousands of dollars and years of development to make it the very best platform available. With a white-label/custom-branded user interface and UC client, you can take your business to the next level and impress your customers with confidence.

### Enablement

We've been in the game for over 15 years and have the systems and support to help streamline your operations and enable you to focus on selling and growing your business.

- ✓ Billing platform
- ✓ Marketing
- ✓ White-Label Helpdesk
- ✓ Hardware Procurement & Configuration
- ✓ Professional Services

### Onshore & Accessible Support

Our support desk is entirely Australian based and covers all standard national operating hours, with physical offices in Brisbane and Perth. Telair prides itself on having a proactive approach to support and a highly accessible NOC team with clear escalation pathways to management when required. We can extend this support to your customer base with branded level 1 technical support to further free you up to build your sales engine.

### One-Stop-Shop

Telair is Carrier Agnostic, which means you gain access to all of the carriers and can choose your flavour; Dark Fibre, Layer 2, Layer 3, MPLS or SD-WAN, Fixed Wireless or Fibre etc. All options are available, easily accessible and competitively priced. We know what works at retail and have packaged our SD-WAN and NBN bundles to suit the market. We can also provide the hardware, configured and drop-shipped to your client, so all you need to do is sell.

### Hardware & Managed Services

Telair is a Premier Yealink partner, enabling us to provide competitive pricing and 3 year warranty on Yealink IP handsets in addition to offering the best and newest range of handsets and accessories. We can supply all of your hardware requirements across all brands as well as configuration and managed services as part of our Managed IT services offering.

# LEVERAGE TELAIR FOR YOUR SUCCESS

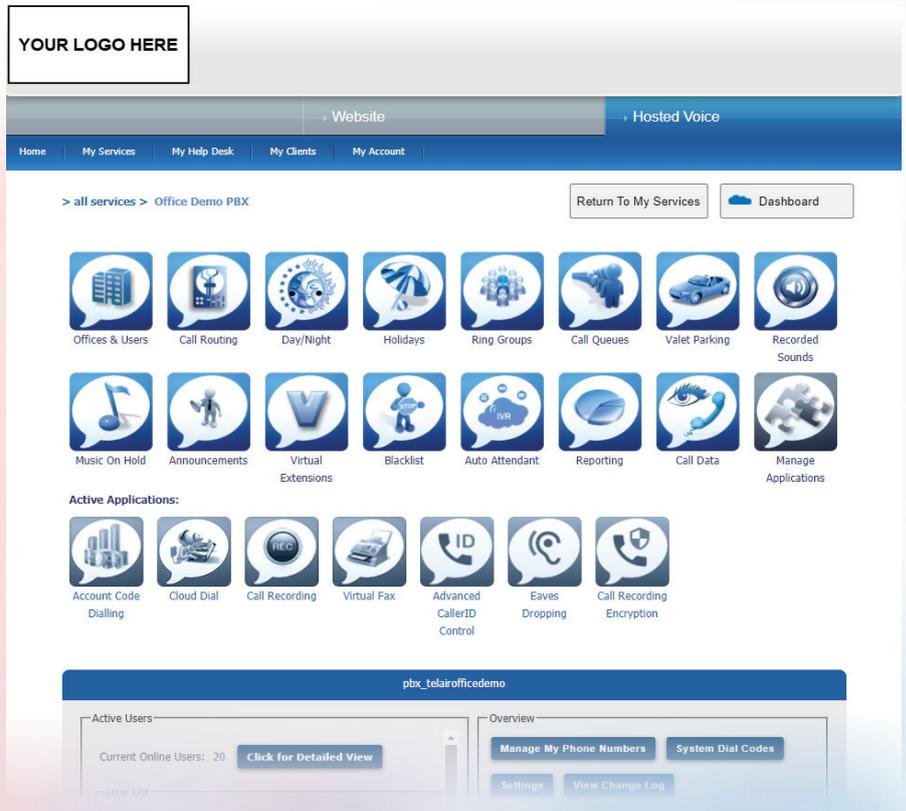
# YOUR CLOUD PBX

## BRANDED PBX PORTAL

Welcome to Telair's ground-breaking PBX platform. With an incredibly intuitive interface and customisable to your own brand, you can access the full enterprise feature set all in one place.

Tile-based and categorised by feature, you are never more than a couple of clicks away from completing a given task. From creating offices and users, configuring handsets and extensions to completing call routes and auto attendants; the entire process is quick, simple and effective.

Telair's Dashboard provides in-depth analysis of critical inbound/outbound call information with graphical charts and widgets that can be accessed via a URL for live board displays.



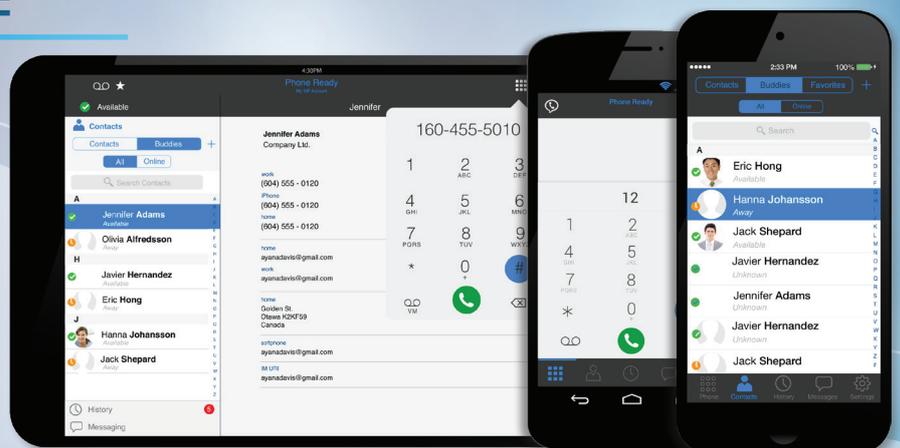
## KEY FEATURES



## UConnect SOFTPHONE

UConnect is Telair's Unified Communications client. It works on iOS, Android, Windows and Mac and will revolutionise the way you and your customers work.

If you're not a fan of desktop clutter or you're always on the go, UConnect will be a dream come true for the true office professional.





## CONTACT US

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