Telstra Managed Data Network Bundles

Our Managed Data Network (MDN) Bundles provide a one-stop installation, commissioning, management, maintenance and reporting solution for your on-premises network routers or switches.

Over the years, large and small Australian companies have used our MDN Bundles to streamline the management of their network equipment – enjoying flexible expansion and upgrade options to keep their solution in step with their business needs.

Your preferred bundle allows you to combine all your network equipment management into a single, integrated, expert service based on a flat monthly fee with no up-front payments.

You can choose a 12, 24 or 36 month term to cover LAN switches or routers by Juniper or Cisco (there is a pre-defined equipment list), with proactive or reactive issue management. You can also select bundles for single or multiple sites.

By moving to a bundled solution, you'll be able to improve the visibility and predictability of equipment ownership costs, while gaining access to levels of expertise and support you may not be able to provide in-house.

Your internal IT staff and budgets will be freed up for more strategic projects, while our best-of-breed technology options will help reduce your technology selection and deployment risks.

Features and benefits

Choose a bundle size (and predictable monthly fee) with Cisco or Juniper equipment.
We offer a range of bundle options and add-ons, including support for Cisco UCS E-Series*.

Asset size†	Management	Cisco devices^	Juniper devices
Mini	Reactive	✓	✕
Small	Proactive	✓	✓
Medium	Proactive	✓	✓
Large	Proactive	✓	✓
Maxi	Proactive	✓	✓

† Your Telstra account executive can provide chassis details.
* Cisco UCS-E Series only available on medium, large and maxi bundles for Cisco devices.
^ Mobile backup is only supported on Cisco Router bundles.

Choose a contract term to suit your business plans

12, 24 or 36 month options.

Enjoy simple equipment deployment

Our professional on-site installation includes a full design and commissioning service.

Enjoy proactive or reactive service management, matched to each site's mission requirements

Proactive management
We provide a comprehensive proactively managed service which includes monitoring and alarming; plus response, diagnosis and repair services; along with monthly activity and online reporting to support your sites where network services are mission critical.

Reactive management*
Users contact our help desk when they detect a fault. With this option, your equipment is not proactively monitored by Telstra, and provides an economical solution for business sites where network services are less critical, such as small branch offices.

* Only available with our mini sized Cisco Router bundle.

Have the security of assured network services

- Technical help desk service for your MDN Bundle is available 24x7.

- Device maintenance or replacement is provided within a 4 hour target window (where available in your location).

- We provide standard restoration service levels (from when Telstra logs the fault).

You may also like to consider the added assurance of Telstra SLA Premium services, which provide enhanced service levels for a true end-to-end SLA with tailored response times.

Enjoy the transparency of comprehensive reporting

Service model	Included reports	Optional reports
MDN reactive bundle	• MDN activity report	
MDN proactive bundle	• MDN activity report • MDN online reporting • Response path reporting (max 6)	• MDN written analysis reporting

About Telstra

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP® network and Telstra mobile network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service® and one of Australia's largest and most qualified field and technical workforce.

⌂ **contact your Telstra account executive**

✆ **call 1300 telstra**

⌕ **telstra.com.au/business-enterprise/network-services/ managed-network-services/network-performance-management**