

PCCW Global  
Connected with your world



## PCCW

PCCW Limited (SEHK:0008) is the holding company of HKT Group Holdings Limited (HKT), Hong Kong's premier telecommunications provider and a world-class player in Information and Communications Technologies. As the provider of Hong Kong's first quadruple-play experience, PCCW/HKT offers a range of innovative media content and services across four platforms – fixed-line, broadband Internet access, TV and mobile. In addition, the Group meets the sophisticated needs of the local and international business community, while supporting network operators with cutting-edge technical services and handling large-scale IT outsourcing projects for public and private sector organizations.





## PCCW Global

PCCW Global provides integrated global communications solutions, as a wholly-owned operating division of HKT Group Holdings Limited (HKT). With centers in Hong Kong, Herndon, Virginia in the US, London in the UK and Dubai in the United Arab Emirates – plus teams covering the Middle East, Africa, Europe, Asia and the Americas – PCCW Global serves the voice and data needs of multinational enterprises, as well as the operational requirements of service providers. Covering more than 1,100 cities and 100 countries, the PCCW Global network supports a portfolio of integrated global communications solutions based on the latest IP, fiber and satellite transmission technologies.

### Resilient global infrastructure & robust network

- Covering 1,100 cities and 100 countries, PCCW Global strives to achieve best-of-breed performance based on leading-edge network design that incorporates full redundancy and resilience.
- Our technology-independent, MPLS-based Next Generation Network has been engineered to provide the highest levels of availability, reliability, efficiency, security, flexibility and quality of service – anytime, anywhere.
- PCCW Global also offers services via more than 20 satellites, amounting to a footprint that covers geographies throughout Asia, Africa, Europe, the Middle East, the Americas and Oceania.

### Service excellence

- Regional and global projects are managed by our teams, which utilize on-the-ground support, while world-class systems and processes ensure superior service delivery and operations management on a 24/7 basis.
- Based on world-class provisioning and operating processes, PCCW Global's service level agreements (SLAs) address network availability, packet delivery, network latency and jitter, as well as challenging installation timeframes.

### Innovative solutions based on leading-edge technology

- PCCW Global offers the widest range of integrated communications solutions over a fully-meshed IP, fiber and satellite network. With a track record for innovation, PCCW Global pursues a philosophy of continuous improvement by developing new solutions to enhance network performance and provide a better user experience to satisfy all IP, voice, data and video communications requirements.

## Product portfolio

PCCW Global's MPLS-based Next Generation Network is able to provide a wide portfolio of international data and voice solutions, as well as cost-effective value-added and managed services, plus a range of network-monitoring services, all based on leading-edge technologies.

### IP solutions

Providing reliable and secure access to your network from anywhere in the world, this technology-independent solution enables you to handle a multitude of tasks.

We serve your organization on a truly global scale and help solve traditional network problems relating to speed, scalability, class-of-service management and traffic engineering. With our leading backbone infrastructure and extensive private and public peering arrangements, we can keep you up to speed with the ever-increasing demands of Internet connectivity through reliable connections to domains worldwide.

Solutions include:

- Global Internet Access<sup>#</sup>
- IP Transit<sup>\*</sup>
- MPLS VPN
  - Layer 2 VPN
  - Layer 3 VPN

### Transmission solutions

Harnessing the power of optical-fiber and satellite technologies, PCCW Global's transmission solutions are designed to meet a variety of requirements. Our fiber approach, for example, provides worldwide connectivity to keep your customers connected and support mission-critical applications.

Fiber solutions include:

- International Managed Bandwidth Services
- International Ethernet Private Line

Alternatively, ease of use, speed, flexibility and reliability are the benefits of PCCW Global's turnkey satellite solutions for private data

networks that connect enterprises and governmental institutions around the world. Our satellite technology and deployment experience guarantees high-speed access for data, voice and video applications anywhere, anytime.

Satellite solutions include:

- Cellular Backhaul Service<sup>\*</sup>
- Mobile Satellite Services:
  - BGAN & FleetBroadband Services<sup>#</sup>
  - Maritime VSAT Service<sup>#</sup>
  - Satellite Phone Services<sup>#</sup>
- Internet Trunking Service<sup>\*</sup>
- Teleport Service
- Video Transmission Services
- Managed End-to-End VSAT Service
- Broadband VSAT Network Service

### Voice solutions

A wide range of voice services provided over PCCW Global's own dedicated network enables companies to reach far corners of the world. We also partner with industry leaders to deliver the highest quality service at an affordable price. Our commitment to the latest softswitch and gateway technologies ensures we can help you deploy a single connection for voice and Internet traffic and reap the benefits of improved cost and network efficiencies. Services include:

- Voice services:
  - International Voice Termination
  - International Toll Free Services
- Mobile Messaging and Signalling Services

### Managed services and solutions

Helping you take a step towards truly converged services via a single network for voice, data and video, managed services can reduce your costs, simplify management of new technology and provide big productivity gains, while equipping your business with powerful functionality. PCCW Global hosts your new applications in our data centers on the most reliable, feature-rich, carrier-class platforms available today. Services include:

- Colocation<sup>#</sup>
- Global Audio Conferencing
- Managed High Definition Video Conferencing
- Hosted PBX<sup>#</sup>
- Voice-over-IP Switching Platform<sup>\*</sup>
- Managed Equipment Service
- Managed Router Service

<sup>#</sup>Enterprise Solution    <sup>\*</sup>Service Provider Solution



## Why PCCW Global

PCCW Global operates an all-pervasive MPLS-based Next Generation Network, engineered to provide high availability, reliability, efficiency, security and flexible quality of service. This enables us to meet any connectivity requirement and provide customers with hybrid solutions through a single access port.

We take care of our customers before, during and after sales, with immediate technical support and operational assistance made available around the clock.

Able to serve you anywhere in the world, PCCW Global runs regional centers in Hong Kong, the US, the UAE and UK, with a presence in other geographies that include mainland China, Japan, Korea, Singapore, Malaysia, Argentina, Ivory Coast, Senegal, France, Sweden, the Czech Republic and Greece.

## Our awards & recognition

### World Communication Awards

- Top 10 Users' Choice 2009
- Best Managed Services 2008
- Best Project Management Finalist 2007
- Best National / Regional Operator 2006
- Best Managed Services Finalist 2006 & 2009

### Telecom World Awards Middle East

- Best Managed Services 2007 & 2009
- Best Managed Services Finalist 2008
- Best Customer Care Finalist 2008

### AfricaCom Awards

- Innovative Service Finalist 2008

### Frost & Sullivan

- NGN Service Provider of the Year 2006
- Best Broadband Provider of the Year 2005
- Best Marketing Strategy in Asia 2004

### Computerworld Hong Kong Awards

- Best Managed Services 2008 & 2009
- Best Data and Telecom Services Provider Award 2007, 2008 & 2009
- Best Managed Security Services Award 2007, 2008 & 2009
- Telecom Managed Service 2006 & 2007
- Hosting & Managed Services 2005
- Data and Telecommunications Provider 2005

### Quality system & service awards

- 1st Q Mark-accredited telecoms operator in Hong Kong
- HKQAA-5S
- ISO 27001:2005
- ISO 9001:2000
- TL 9000-R4.0/R4.0-V

### Other awards

- PC Market – Best Cross Border Connectivity Service Provider 2009
- Metro Ethernet Forum – Asia Pacific Carrier Ethernet Service Provider Awards – Services Innovation Award 2007 & 2008
- Metro Ethernet Forum – Asia Pacific Service Provider of the Year 2005 & 2006
- Best Practice Awards in Technology Development 2004 & 2006

Official partner to:



Employing approximately 18,200 staff worldwide, PCCW Limited is the holding company of HKT Group Holdings Limited (HKT) and serves customers as Hong Kong's premier telecommunications provider and a world-class player in Information & Communications Technologies. Operating as a wholly-owned subsidiary of HKT, PCCW Global provides integrated global communications solutions, runs a fully-meshed IP, fiber and satellite network and serves the voice, data and multimedia needs of enterprises worldwide, plus the operational requirements of service providers.

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