

ne

Connecting Business



NETWORK SERVICE

Why Choose Us?

NewMedia Express Network Service is reliable and resilient:



Low Latency



Carrier Neutral



Connect to Multiple Global & Regional Internet Exchange



Multiple Tier 1 / Regional Tier 1 Upstream



Flexible Contract term

Product Services



DATA CENTER SERVICE



MANAGED SERVICE



NETWORK SERVICE



EXPRESS SERVER SERVICE

Contact Us



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NewMedia Express Latency Table

A-end	Z-end	Latency (ms)	Industry Player SLA Guaranteed Latency (ms)*
Singapore, SG	HongKong, HK	30	41
Singapore, SG	Tokyo, JP	67	76
HongKong, HK	Tokyo, JP	43	59
Singapore, SG	London, UK	180	188
Singapore, SG	Amsterdam, NL	160	180
Singapore, SG	Seattle, US	185	193
Seattle, US	Tokyo, JP	118	127

NewMedia Express Network Service

Our Main Network Services:



Ethernet
(Resale of Lease Circuit)



Internet



Ethernet VPN



Direct Connect

NewMedia Express Ethernet

MetroE Point to Point

- Carrier-Grade Connectivity
- Security
- Scalability
- Disaster Recovery

MetroE Speed and Connection Type

- | | |
|--|---|
| <ul style="list-style-type: none"> • 100Mbps • 200Mbps • 1Gbps • 2Gbps • 10Gbps | <ul style="list-style-type: none"> • Single Mode SC/LC • RJ45 |
|--|---|

NewMedia Express Internet

- Awarded SBO license by IMDA of Singapore Government
- 15 Years Experience in providing Internet Service
- Competitive Latency
- Flexible Contract Terms

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Global Connection

- Multiple Global Tier 1 Upstream
- Multiple Local Tier 1 Direct Connection
- Low Latency Across Global
- Intelligent routing deployed in Singapore to reduce packet loss and improve latency significantly

Internet Access Speed & Connection Type

- | | |
|--|---|
| <ul style="list-style-type: none"> • 100Mbps • 200Mbps • 500Mbps • 1Gbps • 2Gbps • 5Gbps • 10Gbps | <ul style="list-style-type: none"> • Via - NewMedia Express Ethernet • Via - Data Center Cross Connect <ul style="list-style-type: none"> - Single Mode SC/LC - RJ45 |
|--|---|

Internet Access Technical Feature

- IPv4/IPv6 Dual Stack
- BGP/Static routing
- Community Tagging
- Remote Trigger Black Hole
- Full route / Partial route / China Direct Route / Default Route
- Intelligent Routing
- High Availability
 - Standby
 - Optical Switch Failover
 - Multipath (ECMP)

NewMedia Express Ethernet VPN

NewMedia Express E-VPN enables customers to communicate with multiple sites within the NewMedia Express network. E-VPN is especially relevant to businesses looking to deploy a VPN to connect multiple sites, but want to maintain their routing control and manage their network in-house, simplified with Carrier Ethernet.

Benefits

- Improved business agility with scalable network solutions
- Cost-effective connectivity across multiple office locations
- Enhanced productivity and decision making with IP traffic monitoring and management across global offices

NewMedia Express Direct Connect

Internet Access - Direct Connect

- Equinix Cloud Connect @ [Equinix Data Center](#)
- Megaport @ [Global Switch](#)
- Megaport @ [Equinix Data Center](#)

Technical Specs

- | | |
|------------|------------|
| • 1G Port | • 10G Port |
| - VC: 50M | - VC: 1G |
| - VC: 200M | - VC: 2G |
| - VC: 500M | - VC: 5G |
| - VC: 1G | - VC: 10G |

Benefits

- Reduce 3rd party dependency
- Private Connectivity
- Consistent Network Performance

Network Services SLA

Network Uptime Guaranteed

- 99.95% - Across entire NewMedia Express Network

Hardware Replacement Guaranteed

Same-day hardware replacement

Hours of Coverage

The Technical Support hours are 24/7. Tickets can be entered via the support ticket system or sent via email 24 hours a day, 7 days a week, and will be responded within 4 hours.



Using Support Ticket via the web interface of NewMedia Express Support Ticket System is the most efficient method to log and process service requests and incidents.

Prioritization

If you consider your service request urgent, contact our support hotline at +65-66368873. An urgent example includes reporting a service outage or reporting an impact to instruction.

For reference, NewMedia Express has a set of criteria to prioritize an incident as urgent based on a global view of support needs. NewMedia Express prioritizes incoming incidents as "urgent" priority if it meets any one of the following criteria:

- Significant risk to life and safety.
- Significant impact on the delivery of service.
- Significant risk to law, rule, or policy compliance.
- Significant number of customers affected.