

### Frequently Asked Questions

#### Why is there a growing need for Video Extranets?

An ever growing number of enterprise class IP video users are deploying their video service over various private networks, most of which are 100% closed to the outside world -- thereby stranding video communications on separate network "islands" that cannot talk to each other. Thus, corporations cannot talk to their suppliers, customers and partners, nor can they extend their networks through multiple carriers to gain reach and reduce costs.

Although use of video conferencing via the public Internet is possible, it does not guarantee QoS and as a result introduces unreliable performance. Additionally, use of the open Internet presents the enterprise with a complex set of security considerations. Not surprisingly, many enterprises opt to run their expensive video conferencing equipment on closed, private networks thereby depriving themselves of the ability to communicate with the outside world and limiting the inherent utility of video communications and the potential ROI. This not only affects enterprise customers, but also in turn affects video equipment manufacturers, resellers, and professional services organizations negatively.

#### What does MASERGY's Video Extranet solution offer?

- Enables seamless video interconnection capabilities amongst MASERGY's customers on different private networks while maintaining QoS and security.
- Enables seamless video interconnection capabilities among MASERGY's customers and other corporations on different IP carriers while maintaining QoS and security.

#### Does MASERGY's Video Extranet provide any security?

MASERGY's Video Extranet is designed to be an inherently secure network environment thereby eliminating the need for encryption. The security is derived from the fact that the extranet works at MPLS VPN/VRF level-- enhanced where appropriate by ACLs on peering routers.

#### How is Traffic routing handled?

Once the customer is connected to the MASERGY platform, MASERGY handles traffic routing among the networks while maintaining security and quality. A customer connected on one network can communicate with a customer on another network (subsidiary, customer, community of interest, etc.) once the appropriate routing, translations and security policies are put in place. Traffic routing can be done directly through the connectivity platform with the appropriate security in place, including VLANs, tunneling, etc.

### **What is the benefit of MASERGY's Video Extranet for enterprise customers?**

- Ability to do seamless B2B video-conferencing with key customers, partners, suppliers, etc. inside of a secure, QoS protected network environment even when the parties use different, otherwise non interoperable network providers.
- Ability to do seamless B2B video-conferencing across multiple carriers, thus extending the reach of the network and bringing down additional access costs.
- Ability to plug different application equipment (MCU's, gateways, streamers, VoIP switches) into a secure network environment
- Maximize return on investment in expensive equipment and rooms

### **What is the benefit of MASERGY's Video Extranet to resellers/agents?**

- Ability to do seamless B2B video-conferencing with key customers, partners, suppliers, etc. inside of a secure, QoS protected network environment even when the parties use different, non interoperable network providers.
- A simple to implement and easy to use tool added to their portfolio that can deliver a fully integrated, total IP Video conferencing solution to enterprise customers- key for success in the High definition /TelePresence Video market.
- Ability to sell more video conferencing equipment in a marketplace enabled to grow exponentially
- Ability to introduce "custom integrated" Video conferencing solutions at realistic price points that can actually sell in large quantity.

### **How is MASERGY's Video Extranet billed?**

MASERGY's Video Extranet will be billed as a monthly recurring fee or as a one time fee for customers who want to do only a one-time video call.

### **Which locations are covered by MASERGY's Video Extranet?**

MASERGY's Video Extranet is available globally for connection to any and all customer or reseller locations.

### **Will MASERGY provide any monitoring tools for the Extranet service?**

MASERGY will offer an add-on service with the Video Extranet called Insight. Insight is a powerful, but simple to use monitoring and diagnostics tool that provides a 'real time' view of all of the components of the network. With the Insight tool, one can view the current status of any network device, view system logs and SNMP information, view network performance and packet loss and also run diagnostic tests to determine latency and trace routes to determine problem locality.

### **Will MASERGY provide extranet registry services?**

No, MASERGY does not plan to provide any registry services. However, we have many close relationships with existing video conferencing partners who provide the registry service along with the video conferencing equipment they offer.