# MANAGED CPE / vCPE

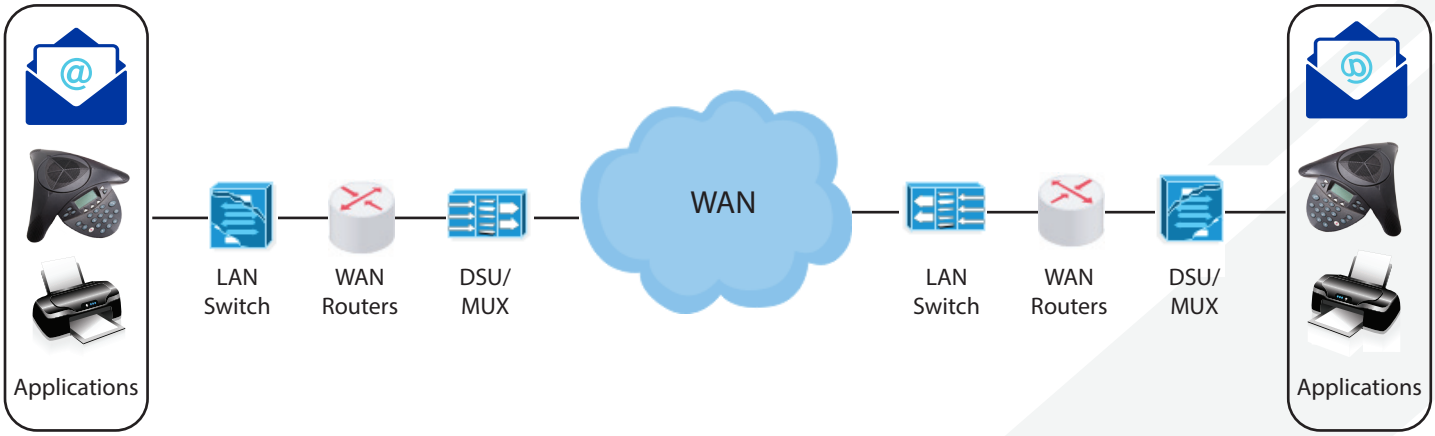
China Telecom Americas' Managed Customer Premises Equipment (CPE) solution enables your organization to cost-effectively outsource your router and equipment management, while our expert network engineers can build and maintain your network. We deliver fully managed custom solutions from on-site equipment installs to virtual deployments of software-based infrastructure (vCPE) per the unique requirements of each branch, fully optimizing your WAN architecture so that your staff can focus on growing your business.

## WHY CHINA TELECOM MANAGED CPE?

- End-to-End Design and Implementation – We develop a customized solution based on your company's needs and implement and manage that solution for you.
- Advanced Security – Continuous around the clock intrusion monitoring, firewall administraiton, vulnerability assessments and systematic alert service to keep infrastructure secure and more.
- Single Point of Contact – CTA's US-based project teams ensure global installations, renewals and upgrades are delivered with first-class customer service.
- Flexible Pricing Options – 12 to 60 month terms, no deposit required and pay when installation is complete. One time charge available for equipment purchases, upgrades, renewals or product/service modifications.

## PRODUCT FEATURES

- CPE / IT Infrastructure Project Management, including design, deployment, systems integration, maintenance, local IT equipment sourcing, leasing, maintenance and repair
- Router configuration, installation and maintenance services and remote vCPE configuration and management
- On-site troubleshooting, hardware replacement, upgrade and optimization
- Customs clearance services
- On-premises service availability across China and in key metro areas in 72 countries
- Turnkey circuit provisioning / CPE solution with centralized management and control
- Seamless integration with Managed Security (NetCare)
- Partnerships and certifications from all leading equipment manufacturers
- 24/7 certified multilingual customer service and dedicated project management teams



## QUALIFYING QUESTIONS

- How do you manage your network and voice equipment?
- How much are you spending on equipment management monthly?
  - Is maintaining and troubleshooting your network becoming a burden on limited human and financial resources?
  - Do you struggle to ensure IT staff support for your worldwide network?

## OBJECTION HANDLING

**Q:** My company would like to avoid vendor lock-in. How flexible are your Managed CPE solution terms?

**A:** China Telecom offers custom packages and flexible terms of 12 to 60 months, with no deposit required up front. You don't have to pay anything until the installation is completed. We also have one-off charge options that can help you purchase equipment, upgrade, renew or modify your product/service.

**Q:** How can my company be assured of technical support when needed?

**A:** With China Telecom's Global Customer Service Center (GCSC), our 24/7 hotline provides bilingual service (Chinese and English). We provide our global customers with daily 24-hour support, including service enquiries, technical support, fault reporting, and the filing of feedback and suggestions. This demonstrates our commitment to deliver the professional, efficient and comprehensive services, giving you the necessary resources to manage your network.

**Q:** My company is concerned about network security. Can outsourcing our router and equipment management to China Telecom increase network vulnerability?

**A:** China Telecom provides professional online monitoring and systematic alert services for your equipment, keeping it up-to-date so to ensure the stability of your network.

## OUR TRUSTED TECHNOLOGY SOLUTION PARTNERS

**SOURCES:**

Managed CPE Product Page
CTG ICT Business Briefing Presentation