



VISTAWIZ VPN – QUESTIONS AND ANSWERS

1. What are the benefits of a VistaWiz VPN service over other services?

VW VPN enables our clients to utilize a business ADSL connection. There is no need to purchase a leased line (static IP address). This means that our clients can both save substantial sums of money and improve the quality of their service (see below).

2. Can't Etisalat block the VPN just like they've blocked Skype?

No. VistaWiz delivers a solution that cannot be blocked by a telecom provider.

3. Is this illegal?

No. The techniques that VistaWiz uses are a variant on industry standard approaches used by the entire internet, both within the UAE and worldwide.

4. If I have problems, how quickly will they be resolved?

As with all VistaWiz services, we guarantee that we will respond to your issues within 1 hour during business hours. 1 hour response on weekends, holidays and at night can be purchased for a modest additional annual fee.

5. How much can I save by switching to VistaWiz VPN?

VW VPN can deliver the same or better quality of service at a substantially lower cost. For example:

1. Shifting from a 512K Lease Line to a 512 ADSL with VW VPN quadruples bandwidth, saves 98,700.00 Dhms in bandwidth charges in the first year and including all costs, pays back the investment in 2 months.
2. Shifting from a 1MB Leased line to the VistaWiz VPN service with ADSL saves 1,59,660.00 Dhms a year in bandwidth charges for a totally payback time of a months.

6. What about quality of service?

Actually, most clients find that they can both save money and achieve a much higher quality of service. In fact when all costs are included, VW VPN can deliver the quality of a 1.5Mb solution for less than a traditional 128K cost. These are differences that your staff will notice!

7. What if I have an in-house mail server? Don't I need to retain my static IP?

No. By using VistaWiz email caching, we can ensure that your email server performs flawlessly **without** relying on a static IP address. In fact, you can add VistaWiz' industry standard spam and virus elimination solution and **still** achieve payback on your investment in a few months.

Confidential Summary – For VistaWiz and VistaWiz partner staff as an aid in answering customer questions. Not to be distributed to customers in electronic or hard copy form.