

# Service Description

S-BAU-60001 Spectrum Optic Local Access 100

*Rev 1 May 2016*



## About Spectrum Internet

Spectrum Internet is an expert in providing superfast and ultrafast internet services. We literally go the extra metres, installing our own infrastructure and trialling new methods of delivering connectivity to bring speeds up to date for businesses and communities across Wales and the South West of England.

As a leading independent Internet Service Provider that transforms how people connect, communicate and collaborate, we continuously work hard to build and maintain a reputation for creating innovative solutions without compromising on service. This has been recognised in the industry through numerous prestigious awards.



## Service Description

<b>Service Code</b>	S-BAU-60001
<b>Service Family</b>	Spectrum Internet
<b>Service Title</b>	Spectrum Optic Local Access 100

## Service Overview

### Service Outline

A fully managed fibre optic 'leased line' service delivered from a local Spectrum Internet enabled Point of Presence (PoP) to the customer's premises.

This service will be delivered using a 100 Mbps fibre circuit coupled with uncontended Internet transit from Spectrum Internet Ltd. This service is available wherever Spectrum Internet have unbundled the customer's **local** fibre serving exchange or PoP.

This service is delivered as standard with a static \29 block of public IPv4 addresses, giving 5 (five) IPv4 addresses for allocation by the customer to their equipment.

This service is a high-speed, low latency, uncontended service. The Service Level Agreement (SLA) has a 99.99% uptime target and robust, financially backed, commitments for guaranteed fault repair times. This is a business grade service suitable for both Enterprise customers and SMEs.

### Transit

Irrespective of the fibre bearer capacity the service will provide a fixed, uncontended transit to the Internet. Transit on this service is available from 30Mbps to 100Mbps in 10Mbps increments. Costs for transit are determined at the time of order.

### Transit Flexing

During the contract period the customer may request that the available transit on the service is 'flexed' up subject to the following:

- Flexing must be done in increments of 10Mbps.
- The minimum period for flexing transit is 1 month.
- A circuit may not be flexed higher than the contracted transit rate for more than 4 months out of any 12-month period, starting from the Operational Service Date. If more than 4 months is required, then the customer will need to sign a new contract for the higher transit rate.
- Flexing is subject to overall network capacity and may not always be available.
- Flexing is subject to charges which will be set at the time of the request. These charges will include a fixed service modification charge and an increase to the recurring charges relating to the increased transit.

### Service Availability

This service is available from an enabled **local** Spectrum Internet Ltd unbundled exchange or PoP and therefore is geographically restricted to the Spectrum Internet Ltd network. Where the customer premise is not served by a local fibre exchange or PoP which has been enabled by Spectrum Internet alternate products are available.

### Excess Construction Charges

Occasionally, additional charges may be required to carry out work deemed 'Excess Construction.' These are reported once we or our agents have carried out a survey of the work required and cannot be provided prior to order.

Excess Construction Charges (ECCs), where applicable, are passed on to the customer. In the event of ECCs being applicable to the customer the customer will be asked to either approve and accept the charges or to cancel the order.

### Applicable Service Level Agreement

The *Premium Connectivity Services SLA* applies to this Service.

### Applicable Terms and Conditions

Our *General Terms and Conditions for Spectrum Internet Business Services* and *Service Specific Terms and Conditions for Leased Line Internet and Private Circuits* apply to this service

### Contract Periods and Cancellations

This service is available with minimum contract periods of 12 months to 60 months. Cancellation is as detailed in the terms and conditions identified above.

### Delivery

Typical lead time for this service is subject to survey but it is usually around 45 working days if the exchange or PoP has been commissioned for service.

Where Excess Construction Charges apply this will typically extend the normal lead times.

### Monitoring & Reporting

Bandwidth monitoring, automated alerting and notifications are standard on this Service. These are detailed in the relevant SLA.

### Customer Presentation

*Note: Spectrum Internet Optic Services are 'Wires Only' Services. Customers are expected to provide their own Routing / Firewall solution to suit their business requirements. These can be provided by Spectrum Internet as a separate Managed Service. As these are high speed, business grade services customers are advised to ensure that any routers / firewalls they intend to use are capable of appropriate throughput.*

The Network Terminating Equipment (NTE) and Customer Presentation Equipment (CPE) for this service are typically rack mounted. If the customer is unable to provide adequate rack space, then the equipment can be optionally wall mounted.

The customer will be required to provide details of the exact location required on site as well as details of site contacts before the order is progressed.

The equipment will typically require at least 4U of rack space within a standard 19" communications / networking cabinet comprising:

- 2U for NTE (including free air space)
- 1U for CPE
- 1U for Fibre / cable management.

The Customer Premises Equipment is a single Cisco Managed Switch. Presentation of service to the customer is via a single Ethernet RJ45 port on this presentation switch.

All equipment supplied as part of the service remains property of Spectrum Internet Ltd at all times.

The equipment will require three standard UK 3-Pin power supplies within two metres of the intended installation location, to be provided by the customer.

## Service Options

### Additional Static IP Addresses

The service is delivered with one /29 block of 8 IPv4 addresses, of which 5 (five) are available for assignment by the customer - please state if more are required. An additional fee is applicable and a customer requirements form will need to be completed detailing the need for the additional requirement. If requested during the order process additional IPs may be available in a contiguous block. If requested after the order has completed additional IPs will be allocated as separate blocks and there will be an additional set up charge.

### Expedited Install:

In some areas Expedited install may be available. For an additional charge Spectrum Internet Ltd will work to an accelerated lead time and specific install deadline. If Spectrum Internet Ltd are unable to meet the Expedited Install date, then no additional charge will be applied. Expedited install availability is subject to survey and prices will vary by location and target lead time. Expedited install is available with lead times of 40, 30, 20 and 10 business days from confirmed order acceptance. Refer to the Service Specific Terms and Conditions for more details.

## Document History

Version	Date	Author	Summary
<b>1.0</b>	17/05/2016	KH	Initial Release



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