

Service Description

Home Broadband – Full Fibre – (On-Net FTTP)

26/05/2017



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

Service Code	Home Broadband Full Fibre Services. For full list see below.
Service Family	Spectrum Internet
Service Title	Home Broadband – Full Fibre – On-Net (FTTP GEA)

Service Overview

Service Outline

This Service Description applies to all Spectrum Internet Home Broadband Fibre To The Premise (FTTP) Services, whether purchased independently or as part of a ‘bundle’.

Spectrum Home Broadband FTTP services are ‘superfast / ultrafast’ Internet connection services intended for domestic / consumer use. These services are based on GEA FTTP services from Openreach.

These Services provide unlimited uploads / downloads and are available in four speeds with a Minimum Service Period (contract term) of 12 months.

Services Covered

This Service Description applies to the following Products:

S-BAU-60203 Home Broadband – Full Fibre - 40/10 On-Net	S-BAU-60204 Home Broadband – Full Fibre - 80/20 On-Net
S-BAU-60205 Home Broadband – Full Fibre - 220/20	S-BAU-60206 Home Broadband – Full Fibre - 330/30
S-BAU-60212 Home Broadband – Full Fibre - 40/10 On-Net & Telephone Line	S-BAU-60213 Home Broadband – Full Fibre - 80/20 On-Net & Telephone Line
S-BAU-60214 Home Broadband – Full Fibre - 220/20 On-Net & Telephone Line	S-BAU-60215 Home Broadband – Full Fibre - 330/30 On-Net & Telephone Line

Service Availability

These services are available in ‘On-Net’ locations where Spectrum Internet have deployed the necessary infrastructure and are delivered via Openreach GEA FTTP.

These Services do not require a functioning PSTN circuit (telephone line), but can be purchased with a telephone line as part of a bundle.

Applicable Service Level Agreement

No SLA applies to these Services

Applicable Terms and Conditions

The following Terms and Conditions apply to these services:

- Spectrum Internet General Terms and Conditions for Home Broadband Services

Contract Periods and Cancellations

Services are offered on a 12-month Minimum Service period either singly or as part of a Bundle. Cancellations are governed by the relevant Terms and Conditions.

Delivery

Lead times for these services are typically **eleven** business days from our acceptance of the Sales Order and dependent on Engineer availability. Lead times may be longer where there are capacity enabling works required to the local exchange. This can be advised at time of order.

Unless we are migrating the service from an existing GEA FTTP service, the broadband services will require up to 2 engineer visits for the installation of the Openreach Optical Network Termination device (ONT). A pre-configured router will be shipped by Spectrum Internet to the customer site ready for installation.

Please note that these lead times are variable due to requirements for engineers to attend the customer premises and may be affected if any traffic management measures are required. Spectrum Internet will liaise with the customer to determine a suitable appointment time. All appointments for installation will be Monday-Friday excluding Bank Holidays. The customer can request specific installation dates (the CRD) but these may not always be possible. The CRD may not be more than 90 days from the date of order.

Service Migration

Where a customer has existing GEA FTTP services from another supplier we may be able to migrate this service over in order to minimise disruption and loss of service. Our ability to do this will depend on the nature of the existing service. Guidance on this should be provided during the Sales Process.

Service Detail

The Fibre Broadband (FTTP) circuit

The Fibre Broadband FTTP circuit is delivered via an Optical Fibre connection from a Spectrum Internet Point of Presence to the customer premises and will terminate at the ONT. This ONT terminates the fibre circuit and presents a CAT5E Ethernet port into which the Customer Premises Equipment (CPE) is connected. The CPE is also known as a router.

Installation

Installation requires an engineer visit and may occur in two stages. In some circumstances both stages can be completed in one visit.

Stage 1: Installation of Customer Splice Point (external to the premises)

This stage usually does not require customer attendance although it is advisable. During this stage the initial fibre drop is run from the nearest Distribution Point (DP) to the Customer Splice Point (CSP) mounted on the exterior of the premises.

Stage 2: Installation of the ONT.

The final fibre is run from the CSP to the location within the premises advised by the customer. ***The customer or another authorised person over the age of 18 must be present for this installation.***

The ONT will be installed no more than 30m from the location of the CSP and requires standard AC power, to be provided by the customer. The ONT must be wall mounted to prevent damage to the fibres.

The router (CPE) is preconfigured by Spectrum Internet and shipped to the customer site with a default, secure configuration. The customer is responsible for installation of the router and connection of any devices such as PCs, Smart TVs etc. The router is provided with a 1.5m CAT5E cable to connect to the ONT and a single additional 1.5m CAT5E Ethernet cable to connect to a LAN port on the router.

Both the ONT and the router require a standard 3-pin UK power supply.

The Router

Standard Customer Premises Equipment (CPE) for these services is a Zyxel VMG8324 router. Other router options are available (see Options below). Due to the way in which Spectrum Internet manage the quality and performance of the circuits, customers cannot provide their own router.

All LAN side functions of the router can be configured by the customer and the customer is responsible for all changes they make to the router. Documentation for the router is provided.

The router is WiFi enabled but Spectrum Internet cannot guarantee the performance or coverage of WiFi connections and customers should consider this when siting the router.

Periodically Spectrum Internet may be required to update the router firmware. This is done typically to improve router performance or to address security issues. Router updates will normally be communicated to customers in advance and are carried out remotely.

Note: The Router provided becomes the property of the customer upon payment of any set-up charge. While within the Minimum Service Period, Spectrum Internet will support free router replacement in the event of a hardware failure, as determined by Spectrum Internet engineers. Router replacement under other circumstances, for example physical damage to the device, may result in a charge. Such charges will cover both the cost of the replacement device and any additional administration costs. The ONT remains the property of Openreach.

IP Addresses

These Services come with a single static IPv4 address. Under normal conditions this IP address will not change during the contract term. Should a change of IP Address be required due to Spectrum Internet network changes, we will inform the customer of this in advance.

Connection Speeds

The Services are offered in four variants:

40/10 – Up to 40 Mbps download / up to 10 Mbps upload

80/20 – Up to 80 Mbps download / up to 20 Mbps upload

220/20 – Up to 220 Mbps download / up to 20 Mbps upload

330/30 - Up to 330 Mbps download / up to 30 Mbps upload

As these are FTTP services the connection speeds will not vary from the specified service.

Performance

The connection speed sets the maximum performance for the Service. Openreach also allow for congestion on their services. As such, FTTP services will be subject to traffic prioritisation which aims to ensure all customers maintain a minimum service at times of peak congestion. The prioritised traffic rates for the services are shown below.

Service Type	Max Downstream (Mbps)	Prioritised Downstream (Mbps)	Max Upstream (Mbps)	Prioritised Upstream (Mbps)
40/10	40	15	10	10
80/20	80	30	20	20
220/20	220	30	20	20
330/30	330	40	30	30

The General Terms and Conditions for Home Broadband Services detail the remedies available to the customer with regards to poor circuit performance.

Service Options

Router Options

The default VMG 8324 router can be upgraded at time of order. This will incur an additional one-off charge.

Zyxel VMG 8924

All the features of the VMG 8324 but with additional support for 802.11ac WiFi supporting up to 1.3Gbps wireless throughput powered by 3 x internal 3dBi 5GHz antennas.

Document History

Version	Date	Author	Summary
1.0	26/05/2017	KH	First Publication



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