

Service Description

N-BAU-60002 Net Support Optic Local Access 1000

Rev 1 - May 2016



About Net Support UK

Net Support UK offers cloud solutions with smart advice and support. There's no doubt that we're experts.

We think, act and deliver differently to other IT companies by taking a 'blank paper' approach to every challenge and start by listening to what our customers want to do with their business.

For over 17 years we've kept ourselves savvy with the top tech and avoided the traps of a 'brands only' approach. It's all about the whole team working together and there's nothing more rewarding than seeing great ideas put into practice - and our customers' businesses grow as a result.

Service Description

Service Code	N-BAU-60002
Service Family	Net Support UK
Service Title	Net Support Optic Local Access 1000

Service Overview

Service Outline

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

This service will be delivered using a 1 Gbps fibre circuit coupled with uncontended Internet transit from Net Support UK Ltd. This service is available wherever Net Support UK 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. It is 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 100Mbps to 1Gbps in 50Mbps 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 50Mbps.
- 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** Net Support UK Ltd unbundled exchange or PoP and therefore is geographically restricted to the Net Support UK Ltd network. Where the customer premise is not served by a local fibre exchange or PoP which has been enabled by Net Support UK 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 Net Support UK 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: Net Support UK 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 Net Support UK as a separate Managed Service. As these are high speed 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 comprises a single Cisco Managed Switch. Presentation of service to the customer is via a single 1Gbps Ethernet RJ45 port on this presentation switch. Presentation can also be via an LC Fibre connector, see options below.

All equipment supplied as part of the service remains property of Net Support UK 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.

Fibre Presentation:

The default presentation for this service is via a 1Gbps Ethernet RJ45 socket. Optionally the customer can request presentation via fibre in either of two formats:

SMLC: Single Mode LC Fibre Module

MMLC: Multi-Mode LC Fibre Module

Note: Should the customer require a change to presentation format after the service has gone live this can be achieved via a Change Request but will incur a standard charge. The customer must provide their own fibre patch lead to connect their equipment to the presentation port.

Expedited Install:

In some areas Expedited install may be available. For an additional charge Net Support UK Ltd will work to an accelerated lead time and specific install deadline. If Net Support UK 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.

Document History

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



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