

Service certificate

| | |
|--|--|
| ServiceID | SRV01003 |
| Service area | Connectivity Services |
| Service name | FixedLine |
| Summary | Point-to-point standard fixed connection |
| Service level in accordance with SLA documentation | Standard (10x5x8) Premium (24x7x8) |
| Annual availability | 99.5% |
| Scope of services | <ul style="list-style-type: none"> • Provision of a standard fixed connection at the two agreed handover points with digital interfaces and a fixed, maximal transmission bandwidth • Installation of an access system (customer-premises equipment) at the customer's site at the respective agreed handover point • Coordination of the digital interface by chosen bandwidth according to the PFALZKOM standard • VLAN-transparent line |
| Service parameters | <ul style="list-style-type: none"> • Data transmission speed • Packet loss < 0.05% (in the PFALZKOM network) |
| Optional services | <ul style="list-style-type: none"> • Bandwidth changes • Conceptual consulting services (e.g., network setup, latency needs, etc.) • MACsec transparency (IEEE 802.1AE) |
| Framework conditions | <ul style="list-style-type: none"> • Area of maximal package size (MTU) 1,500 – 9,000 bytes • Changes to fibreglass cables and customer-premises equipment are forbidden since laser radiation may cause damage to health. • The charged data rate constitutes a maximal value; the data throughput is dependent on package size. |
| Customer's contribution obligations | <ul style="list-style-type: none"> • Provision of the site of setup and power supply • The customer must not make any changes to the customer-premises equipment or have such changes made. |
| Delivery time | Best effort, timeframe in accordance with project planning |