Service certificate

ServiceID	SRV01002
Service area	**Connectivity Services**
Service name	**FixedLine line-speed encrypted**
Summary	Encrypted point-to-point standard fixed connection via terminal devices (CPE) that provide hardware-supported encryption (cryptography) of the data on the connection route between the two terminal devices
Service level in accordance with SLA documentation	Standard (10x5x8) Premium (24x7x8)
Annual availability	99.5%
Scope of services	• PFALZKOM suggests an encryption-capable terminal device (CPE) and provides the manufacturer's information for the integrated cryptography functions for validation by the customer • Provision of a standard fixed connection to the terminal devices confirmed by the customer at the two agreed handover points • Enabling and monitoring of the cryptography function status according to manufacturer's specifications • Installation of patches and updates for integrated cryptography functions
Service parameters	• Data transmission speed • Encryption in accordance with the chosen terminal devices
Optional services	• Viewing of the cryptography function or user interface of the terminal devices on site • Conceptual consulting services
Framework conditions	• The terminal devices are placed secured against direct access • The service requires support availability on the side of the cryptography function's manufacturer.
Customer's contribution obligations	• Confirmation for selection of transceivers • Validation of applicability and adequacy of the cryptography function integrated in the terminal device
Delivery time	Best effort, timeframe in accordance with project planning