

Service certificate

ServiceID	SRV01005
Service area	Connectivity Services
Service name	HighP Transit
Summary	Symmetrical internet access with various bandwidths for transmission of IP packages from and to the internet
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 symmetrical internet access with specified transmission bandwidth • Installation of an access system (customer-premises equipment) at the customer's site at the respective agreed handover point • Initial configuration and integration of the access system into present management systems • Provision of transfer networks (a IPv4/31 subnet with one (1) usable address and one IPv6/124 subnet)
Service parameters	<ul style="list-style-type: none"> • Data transmission speed • Packet loss < 0.1% (in the PFALZKOM network)
Optional services	<ul style="list-style-type: none"> • Bandwidth changes • Provision and management of BGP-capable hardware • Provision of further IP addresses • Conceptual consulting services (e.g., network setup, latency needs, etc.)
Framework conditions	<ul style="list-style-type: none"> • Area of maximal package size (MTU) 1,500 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. • PFALZKOM reserves the right to obtain the access lines for the connection from third parties if necessary.
Customer's contribution obligations	<ul style="list-style-type: none"> • The customer has a dedicated autonomous system (AS) e.g., the RIPE NCC and a dedicated IPv4/IPv6 address space. • Changes to the customer's networks are to be coordinated with PFALZKOM in advance (5 working days lead time). • Provision of the dust-free and dry 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