

## Service certificate

Service name         HighP           Summary         Symmetrical internet access with various bandwidths for transmission of IP packages from and to the internet           Service level         Standard (10x5x8)           in accordance with SLA documentation         Premium (24x7x8)           Annual availability         99.5%           Scope of services         • 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 two officially registered IP address spaces (IPv4/29 and IPv6/48)           Service parameters         • Data transmission speed           • Data transmission speed         • Packet loss < 0.1% (in the PFALZKOM network)           Optional services         • Bandwidth changes (also on short notice, e.g., for migrations, trade fairs, etc.)           Framework conditions         • 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.	ServiceID	SRV01006
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Customer's contribution • Provision of the site of setup and power supply	Customer's contribution	
	obligations	• The customer must not make any changes to the customer-
<ul> <li>Attention: Optical customer-premises equipment poses health hazards from laser radiation.</li> </ul>		• Attention: Optical customer-premises equipment poses health
	Delivery time	