

Service certificate

ServiceID	SRV01006
Service area	Connectivity Services
Service name	HighP
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 two officially registered IP address spaces (IPv4/29 and IPv6/48)
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 (also on short notice, e.g., for migrations, trade fairs, etc.) • 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"> • 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. • Attention: Optical customer-premises equipment poses health hazards from laser radiation.
Delivery time	Best effort, timeframe in accordance with project planning