Service certificate

ServiceID	SRV01007
Service area	**Connectivity Services**
Service name	**NetConnect**
Summary	Point-to-multipoint standard fixed connection
Service level in accordance with SLA documentation	Standard (10x5x8) Premium (24x7x8)
Annual availability	99.5%
Scope of services	• Provision of a point-to-multipoint standard fixed connection at the two agreed handover points with digital interfaces and a fixed, maximal transmission bandwidth • Coordination of the digital interface by chosen bandwidth according to the PFALZKOM standard • VLAN-transparent line
Service parameters	• Data transmission speed • VLAN-transparent line • Packet loss < 0.05%
Optional services	• Bandwidth changes • Conceptual consulting services • MACsec transparency (IEEE 802. 1AE)
Framework conditions	• 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. • PFALZKOM reserves the right to obtain the access lines for the connection from third parties if necessary. This may influence the performance parameters.
Customer's contribution obligations	• 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