Service Description

Service Code	S-BAU-60062
Service Family	Spectrum
Service Description	Spectrum Broadband Multi-Tenant Ultrafast Symmetrical

Service Overview

Service Outline

A low latency symmetrical business broadband service delivered from a Multi-Tenant location which has been enabled by Spectrum Internet.

This service is typically delivered through a Single Mode Fibre installation to the customer unit. On a limited number of sites customer presentation may be via CAT5E copper. This does not affect service delivery.

Backhaul from the site to a Spectrum Internet Point-of-Presence (PoP) is via either a direct fibre bearer or a point-to-point wireless connection. Backhaul is either 100Mbps, 1Gbps or 10Gbps. The size of the enabled backhaul will determine the services available to the customer from the site.

The service is delivered with a single dynamic public IPv4 address.

This service is suitable for SMEs.

Speeds

Download	100 Mbps
Upload	100 Mbps
Contention	50:1

Performance of the circuit is fixed and is *not* distance dependent. All customers will be able to achieve connection at the service headline speeds, subject to contention.

Service Availability

This service is available from any enabled Spectrum Internet Multi-Tenant location.

Installation Charges

Installation charges are one of two types and the relevant installation charge will need to be verified before agreeing the customer contract.

- Type A: Remote Configuration. Spectrum Engineers will remotely configure the service at the site and pre-configured Customer Premises Equipment(CPE) and Network Termination Equipment (NTE) will be shipped to site for the customer to deploy.

- Type B: Fibre Install. Where a customer unit fibre termination has not been fully commissioned this will require an engineer install visit. Remote configuration activities and shipping of preconfigured equipment can take place in advance of these works to minimise lead times.

Service Level Agreement

The Spectrum Business Broadband SLA applies to this Service.

Terms and conditions

Our General Terms and Conditions apply to this Service.

Contract Periods and Cancellations

Minimum contract period for this service is 12 months and customers must be given this option. The service can be offered on up to 2 year contracts. Cancellation is in line with our Ts&Cs. Upon completion of the original contract term the service continues to be supplied on a rolling basis with a 3-month notice of termination.

Upon termination of the contract Spectrum Internet will contact the customer to arrange for return of the NTE \ CPE. Failure to rerun this equipment may result in a charge to the customer. This charge will be advised

Delivery

Typical lead time for this service is dependent on installation type.

- Type A: 5 business days

- Type B: 10 business days, subject to site survey

Monitoring and Reporting

Backhaul Services to the site are monitored as part of Spectrum Internet's core infrastructure monitoring. No other customer specific monitoring or reporting is provided.

Customer Presentation

The Network Terminating Equipment (NTE) and Customer Presentation Equipment (CPE) for this service can be rack mounted or 'desktop'. If the customer is unable to provide adequate rack space, then the equipment can be optionally wall mounted. Deployment on-site is the customer's responsibility.

The Network Terminating Equipment comprises a single Cisco Managed Switch. This is connected to the designated Spectrum Internet Fibre Port using the supplied Fibre patch lead. Presentation of service to the CPE is via the designated Ethernet RJ45 port on this presentation switch.

Spectrum Internet will supply by default a preconfigured wireless router. This will be configured with Network Address Translation (NAT) and a DHCP Server as standard. Optionally the customer may provide their own router or firewall, which they will be required to configure as needed. Spectrum Internet do not provide support for third party devices.

All equipment supplied as part of the service remains property of Spectrum Internet at all times.

The Spectrum supplied equipment will require two standard UK 3-Pin power supplies within 1.5m of the intended installation location.

Service Options

Additional Static IP Addresses

IP: The service is delivered with one dynamic IPv4 address. A static IP may be requested for an additional monthly charge. Please note that if a static IP is requested after initial installation we cannot guarantee that the current customer allocated IP address can be retained.

MIP. A block of 8 x static IP Addresses (/29) may be requested for an additional monthly charge. Note that this option is only available with customer

supplied router \ firewalls or a Managed Firewall Service from Spectrum Internet. IP address allocations larges than a block of 8 (/29) are not available on Spectrum Broadband Services.

Installation Options

AC: (Advanced Configuration). Standard router configuration will work out of the box, and the customer is able to amend the configuration themselves. Optionally the customer may elect to have Spectrum Internet provide and agreed non-standard configuration pre-installed on the router. This service includes remote engineer support during installation to ensure the configuration is as per customer specification.

Items that can be covered by the Advanced Configuration are:

- DHCP Scope Options
- Internal Subnets and Interface IP allocation
- NAT Rules (Port Translation) – where static IP addresses are available
- WiFi Configuration – SSIDs, WiFi channel settings

ES: (Engineer Site Setup). Typically, equipment is shipped to site for customer deployment. If required a Spectrum Engineer can attend site and setup the equipment for the customer. This would include connecting up any existing customer equipment to the Spectrum NTE \ CPE. *Note: This service does not cover any configuration or troubleshooting of customer owned equipment.*

Document History

Version	Date	Author	Summary of Changes
0.1	20/01/2016	KH	Initial Draft
1.0	**11/02/2016**	**KH**	**First Release**
1.1	14/03/2016	KH	Minor amendment to SLA