

# Ethernet

## Datasheet

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# 1 The Service

## 1.1 Overview

Our most advanced internet access service utilises fibre-optic technology which is fast, reliable, flexible and scalable, providing low latency, symmetric upload and download bandwidth. Delivering uncapped and uncontended internet bandwidth from 2Mbps to 10Gbps across 8,000+ points of presence, our Ethernet footprint enabling us to get closer and provide the most competitive pricing to our customers.

Our network, reliability and internet performance is unrivalled, supported by industry leading service guarantees which include response, fix, uptime and technical specifications – the ideal service for businesses wholly reliant on premium internet access.



Delivered over our fully fibre optic, Next Generation Network, Ethernet has the reliable bandwidth for high-end business grade connectivity. It supports technologies like VoIP and cloud-based services so you can access high quality voice, data and video as quickly as you need to.

## 1.2 How will the solution benefit your business

### **Scalable to manage costs**

With a choice of speeds from 10Mbps to 10Gbps and unlimited usage, our Ethernet delivers the scalability you need to stay ahead of the curve as your requirements evolve. And you only pay for what you need.

### **Upgrading is easy**

Getting on to our Next Generation Network is easy thanks to our migration and installation team. We fully manage all practical aspects at your premises, ensuring minimal disruption to your day-to-day business. Ethernet is fully go-live tested during the installation process.

### **Technical expertise**

Our dedicated account team have the experience understand your business strategy and maximise the value of your connectivity. A consultative process ensures you get the most advantageous and cost effective solution for you.

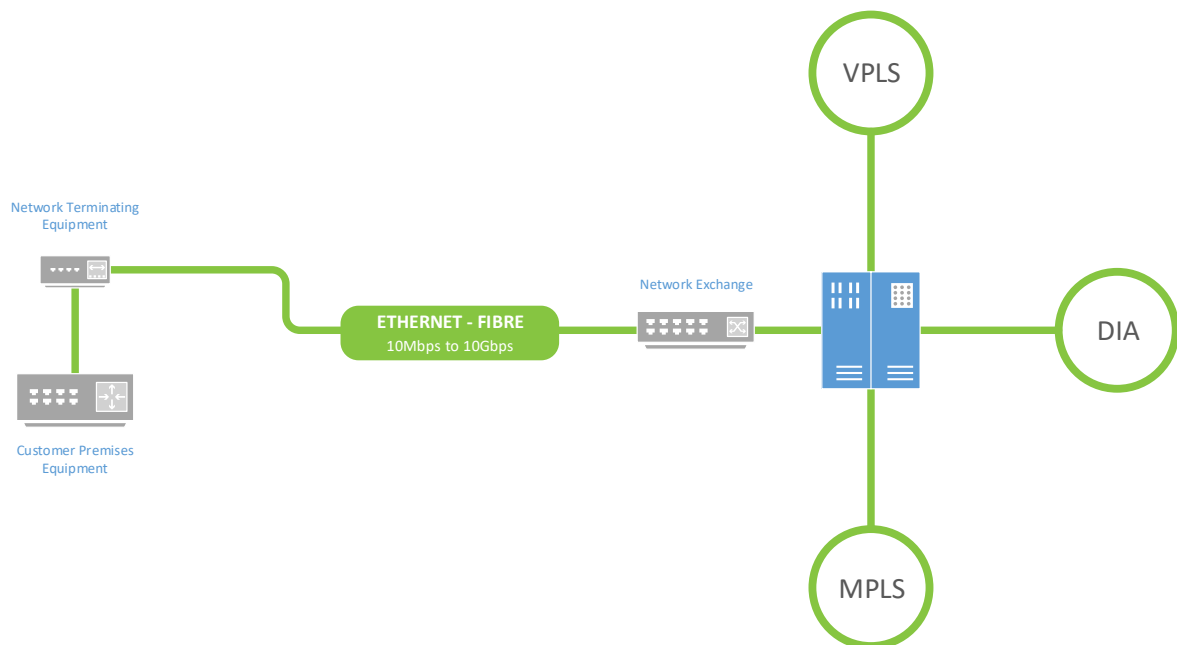
### **Flexible and scalable**

Ethernet provides a secure multisite service as part of MPLS or VPLS and the flexibility to allocate bandwidth where it is needed. So you can enjoy business grade service that is more than flexible and enough to deliver the performance you need - now and into the future.

### 1.3 How it Works

Using openreach’s copper service we install either 2 or 4 copper pairs to your premises and use a Network Termination device to bond the lines back to the exchange. From the exchange we use fibre to connect in to our Next Generation Network.

Our NGN will provide either Direct Internet Access, MPLS or VPLS depending on your required solution.



### 1.4 Service Level Agreement

We pride ourselves on the level of support we deliver, and with our EFM service you’ll benefit from a business SLA to guarantee you’re communications are up and running.

Description	Measurement
Download	10Mb to 10Gb
Upload	10Mb to 10Gb
Contention	1:1
Response Time	1 Hour
Fix Time	5 Hours
Latency	<30ms
Jitter	<10ms