

Ethernet over FTTC

Datasheet

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1 The Service

1.1 Overview

Enhance the performance of your connectivity with Ethernet over Fibre To The Cabinet (EoFTTC) and get many of the advantages of full Ethernet for less.

The uncontended line gives you a symmetrical speed of up to 20Mbps, meaning you do not have to worry about changing bandwidth speeds. EoFTTC comes at a highly competitive fixed cost and is available as Direct Internet Access (DIA) or link multiple sites securely via MPLS or VPLS.

EoFTTC is ideal for businesses that have outgrown broadband and are looking for a cost effective way to move up to Ethernet connectivity.



1.2 How will the solution benefit your business

Speed

EoFTTC gives Symmetrical speeds of up to 20Mbps and downstream speeds of up to 76 Mbps. A lower cost 3Mbps version is also available giving you the ability to take that all important first step up from broadband at an even more affordable cost, which can be easily upgraded to the 20Mbps version as and when your business requirements change.

Indicative speeds

The Indicative Speed will be higher than the Minimum speed and although it is not guaranteed, it shows the speed that TalkTalk Business expects the line to perform at based on average copper quality. Good quality copper may give performance above these indicative levels, while poor quality copper may under achieve.

Minimum speeds

The Minimum Speed is guaranteed and relates only to the Symmetrical element up to 20Mbps. Should a circuit not meet the minimum speeds from handover, you will have 5 days to choose to either: Cancel the circuit at no cost or keep the current circuit at the provided speed. The new sync speed that has been agreed on will then become that lines minimum speed.

Consistency

EoFTTC comes to you over your very own uncontended line, so no matter what anyone else is doing, your connectivity stays at maximum symmetrical speed 100% of the time.

Reliability

Because your EoFTTC line is mainly composed of fibre, reliability is vastly improved over a traditional copper based broadband connection.

Efficiency

Save by migrating IT infrastructure to the cloud, take payments faster, transfer large amounts of data between sites via MPLS IPVPN or get 200 voice lines on a single connection.

Installation support

Providing a smooth transition onto our Next Generation Network is easy thanks to our dedicated installation support team. We have extensive experience of migrating customers to our services with minimal disruption. EoFTTC is typically installed within 30 days.

Peace of mind

Our Business Grade SLAs guarantee you a 7 hour fix for the service to give you peace of mind that your business will be up and running quickly in the unlikely event of a problem.

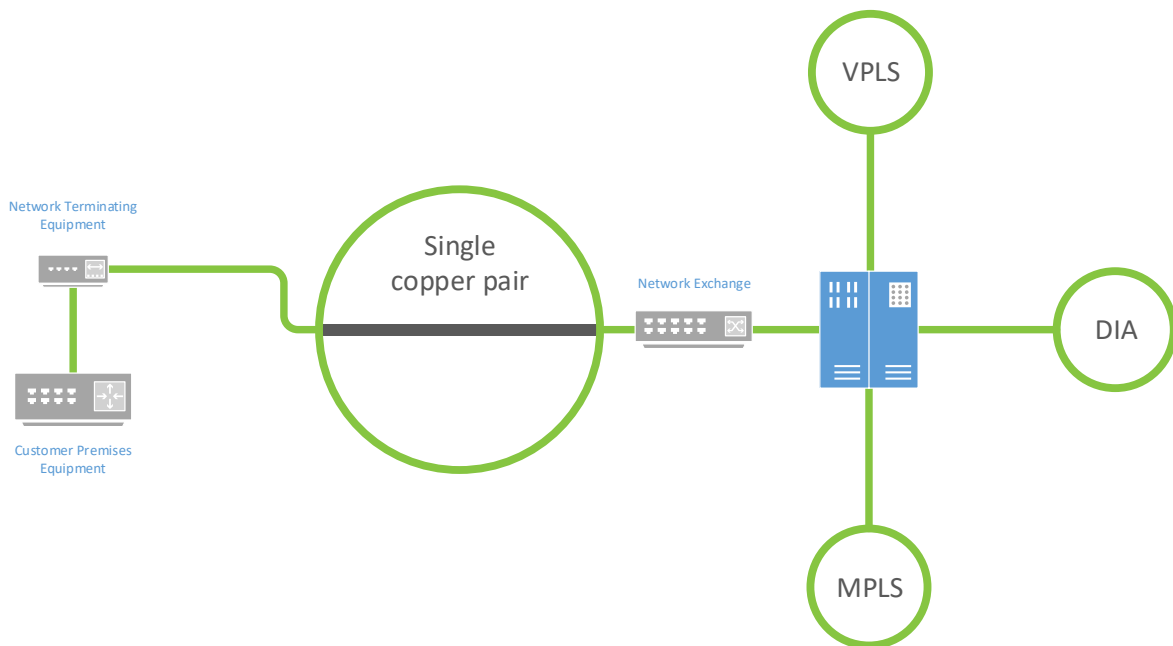
Hardware and specialist support

To help you reduce your overheads and need for in-house skills and resources we can provide a fully managed service, including pre-configuration or installation of all routers or firewalls, project management and specialist technical consultants if requested.

1.3 How it Works

Using openreach's copper service we install a copper pair between your premises and local fibre cabinet at the end of your road. From here we use fibre optics 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	Up to 76Mbps
Upload	Up to 18Mbps
Contention	1:1
Response Time	1 Hour
Fix Time	7 Hours
Latency	<30ms
Jitter	<10ms