

## Fibre

### *Broadband Internet*

Broadband internet provides small to medium businesses with cost effective, highspeed internet via SevenC's award winning, global fibre based data network, delivered directly to the customer's premises.

### Key features

- Uncapped Internet. Best effort contended service. Fair Use Policies applied
- Unshaped: No rate-limit for any protocols and unlimited international usage
- Cloud Ready: Peering points co-located with major local public providers with service optimized for low latency paths to major local and international transit points
- Optional: Fully managed router including installation with static IP address pre-configured



*Award winning, global fibre based data network*

### Service levels & parameters

- Broadband internet is a best effort service and no uptime guarantees apply
- SevenC does not force any contention on the core network backbone. However, Broadband internet may be subject to last mile provider specific contention in some locations
- Provider will attempt to restore the service either within 1 business day or as per commitment from the 3rd party network Provider
- Wireless service not included

# Connectivity general rules

## Service credits & exit clause

- For services with uptime guarantees, in the event of Provider failing to guarantee the levels of services over a full calendar month, the customer will be entitled to claim a service credit in accordance with the penalties listed
- Penalties will be passed through as credits on the next month's recurring charge, as stipulated in the Order Form
- Claims are reactive and must be submitted within 30 days of the month following the SLA failure
- For Zone A services, the customer will be entitled to apply for a premature termination of a contract due to the SLA not being met for 3 consecutive months, and where credits have been passed

## VLAN limitations

- Voice VLAN is only for voice traffic and cannot be used for any other traffic type. Provider can restrict the ports to relevant voice protocol ports (e.g. SIP, RTP etc.) and any customer or reseller that contravenes this will have their service terminated with penalty
- For 1 Gbps services, the sum of internet and voice traffic will be the total line speed (For example, 990 Mbps for Internet and 10 Mbps for Voice VLAN). The bandwidth on the OF will still state 1 Gbps, but the lower value will be provisioned (For example, 990 Mbps for Internet), when a VLAN is added
- There no guarantee of quality for Voice VLAN's on any Zone B services
- V-LAN services are not available on the Broadband Internet offering

## IP address allocation

- Default IP Address allocation will be as follows for Internet Services

Enterprise internet default IP address allocation	
Default	1 Static IP Address

- Additional IP address allocations may be requested and are subject to review and approval. Provider reserves the right to request a motivation for additional IP addresses
- Any additional IP address allocations must be indicated on the OF, with associated charges where relevant

