

Fibre

Enterprise Internet

The industry benchmark for business centric connectivity, with no usage limits, no forced contention & no fair use policies.

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.

Future proof

Ideal high-speed service for primary SD-WAN connection for new sites or to compliment legacy connectivity. Easily scalable to Gigabit levels.

SevenC's de-facto internet services with a 99% Uptime Guarantee



Key features

- 100% uncapped Internet with unlimited data usage and no contention (1:1) or Fair Use Policies applied
- SLA: 99% uptime guarantee
- Symmetrical service based on ActiveE technology
- Unshaped: No rate-limit for any protocols and unlimited international usage
- Free to use router including installation with static IP address range pre-configured
- 24/7/365 local technical support

Service levels & parameters

	Monthly service availability guarantee	Penalties as a percentage of recurring charge	Last mile availability
Zone A	99.0%	10%	Included
Zone B	99.0%	10%	Excluded

- Services specified in the Order Form (OF) will be governed by the following service levels and parameters
- The start time for downtime is initiated when a customer logs a fault with Provider
- Any additional conditions or parameters stipulated in the OF will over-ride the standard service level parameters stipulated in this document

Service level exclusions

The calculation of the service availability shall not take account of time lost due to any of the following:

- Scheduled downtime or any planned maintenance
- Customer actions or inactions
- Customer provided power or equipment
- A Force Majeure Event
- Any third party, excluding any third party directly involved in the operation and maintenance of the SevenC IP Network but including, without limitation, Customer's end users, third party network providers, traffic exchange points controlled by third parties, or any power, equipment or services provided by third parties
- Use of the services in breach of the agreement
- Emergency maintenance (where prior notification may or may not be possible)
- Service degradation or packet loss

The last 3 months of any contract are excluded from any claims. Customers who are out of contract and on month-to-month billing are also excluded from service credit claims.

Managed device availability is excluded from the overall service availability.

Radically transform the way your organisation uses fibre to work and communicate.

IP address allocation

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

Enterprise internet default IP address allocation	
Default	/29 Range

- 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

