Network Connect UK

Network Connect (UK) is a nationally available Managed Wide Area Network (WAN) solution outside the KCOM Original Licenced Area (OLA), designed with resilience and flexibility in mind.

Multiple Access Technology – Leased Line

Fibre Ethernet: Fibre Ethernet connections offer the fastest symmetrical speeds and highest reliability of all leased lines. Delivered over a dedicated 10Mb, 100Mb or 1 GB fibre optic bearer, it's completely uncontended, highly secure and flexible enough to rapidly increase bandwidth when needed.

EFM (Ethernet in the First Mile): EFM connections achieve symmetrical speeds of up to 35Mb using existing copper lines within 4.8km of an exchange. EFM provides businesses with a resilient, cost-effective alternative to Fibre Ethernet lines with the added benefit of installation creating minimal disruption.

EFM has a two copper pair and a four copper pair option. This allows an automatic built in resilience if one copper pair fails; rather than the service being lost, it will continue running at a degraded speed until an engineer arrives to fix the copper pair. The speed that is achieved would be dependent on the speed of the remaining copper pairs.

EoFTTC (Ethernet over FTTC): Fibre to the Cabinet routed through the Ethernet network, providing a fast and reliable connection of up to 80/20Mb with a much lower contention ratio than Private FTTC.

SLA for Leased Lines

The Time To Resolve (TTRF) obligation for the services above are shown in the table below:

Time to Resolve Faults	Ethernet Fibre Delivery	Ethernet Copper Delivery	EoFTTC
Service Affecting Faults	4 hours	7 hours	8 hours
Non-Service Affecting Faults	48 hours	72 hours	72 hours

Failure to meet the TTRF obligation for Service Affecting Faults may entitle you to claim compensation as detailed in the contract.

In the event that you cannot provide site access, conduct tests requested by us to diagnose the fault or if you are not contactable during the fault resolution process then the repair clock will stop until you carry out the necessary action required to enable us to proceed with the fault resolution process.

Multiple Access Technology – Private Broadband Service

FTTC: Fibre to the Cabinet routed through the general Broadband network offering asymmetrical speeds of up to 80/20Mb.

Private DSL: ADSL or ADSL2+ connections through the Broadband network with asymmetrical speeds of up to 20/1Mb

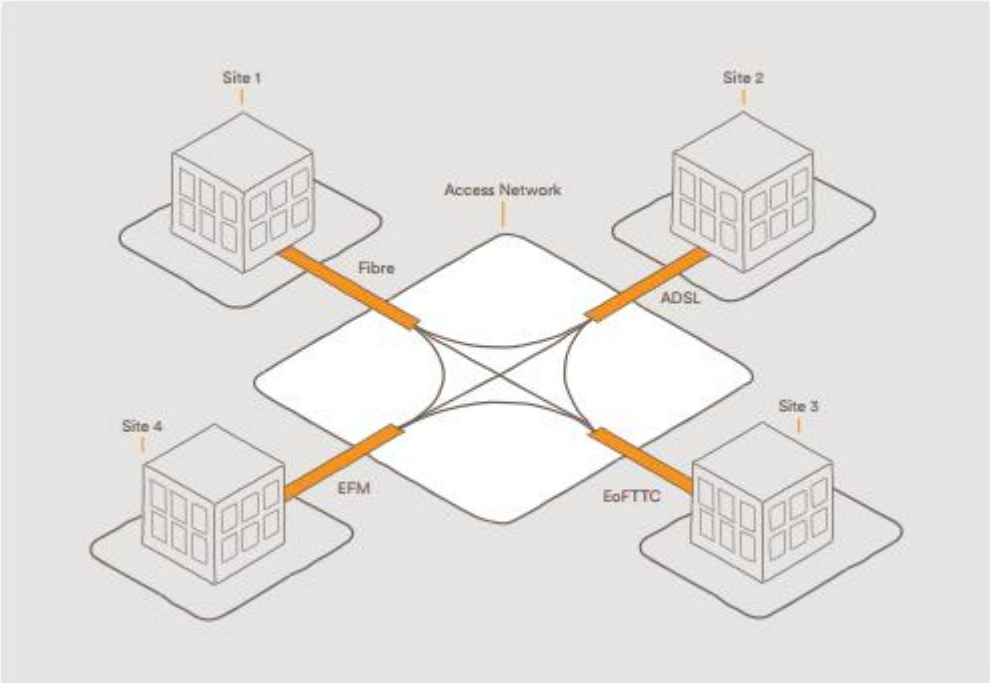
Broadband SLA for Private Broadband

Where Private Broadband circuits are delivered with ADSL or FTTC, we will clear a Service Affecting Fault within 40 clock hours from the point in time that we receive notification from you of the fault.

Service Details

The Service helps you design your network, from routing an any-to-any MPLS configuration through our cloud, to your own requirements. Any element of the network can be altered, based on a complete or partial hub and spoke design, to even using one of your sites as the main focal point of the network.

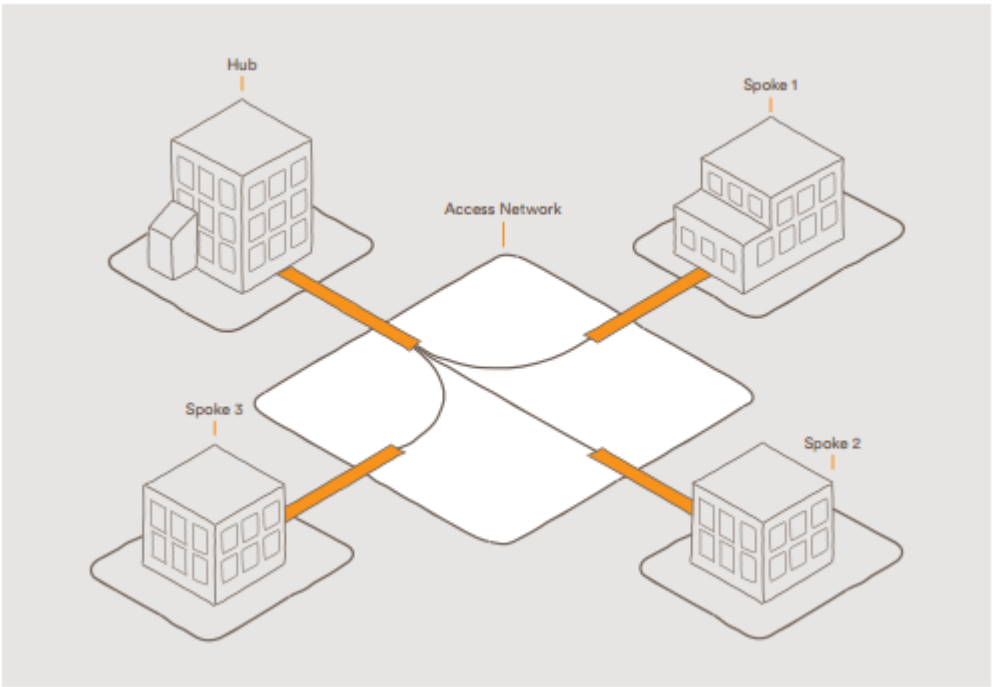
Any-to-Any



In an any-to-any network, every site is connected to each other, with two-way data transfer and communication possible across the entire network.

This is the most common network design as it offers the most flexibility across an organisation. The head office will usually have an Ethernet line running into it with smaller sites sitting on smaller Leased Line or fibre broadband connections.

Hub and Spoke



Hub and spoke networks consist of a number of satellite sites that all have two-way data transfer and communication to the head office, but no connectivity between them.

This style of setup is useful for franchise organisations for example that all need access to the head office, but not necessarily the other franchisees. However, we can still put in direct connections between spoke sites where needed.

SNMP (Simple Network Management Protocol) Read-Only Access

This option gives you access to network performance data via the NTE router and allows you to gather your own statistical information. This option is only available if you purchase a router from us as part of the Services SNMP (Simple Network Management Protocol) Read-Only Access

ADSL Failover

Where you have chosen the Premium Service, in the event of an outage on the bearer/bandwidth the service will automatically failover to the ADSL service to provide you with internet access. The ADSL backup circuit will use the same IP address(es) for the main service resulting in no loss of service.

Once connectivity has been restored to the main bearer/bandwidth then all bandwidth will automatically route back through the main bearer without any loss of service.

ADSL Failover creates an emergency and temporary replacement for your main link in the event that your main link fails. The ADSL Failover service does not perform to the same standard as the main link and you will therefore experience slower speeds. You are advised to reduce your internet usage where there is an outage on the bearer/bandwidth to avoid excessive loading of the ADSL link in a Failover situation.

The PSTN line is provided as part of a Premium Service. If You decide to supply the PSTN line for the ADSL Failover service then You are required to provide an adequate PSTN line for the ADSL Failover service at least 10 working days prior to Our proposed commencement date of the solution.

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Connection Charges

Connection Fees – 12 months or 36 months	Bandwidth Speed	Network Connect – Fibre Ethernet Wires Only		Network Connect – Fibre Ethernet Premium		Network Connect – EFM Standard 2 Pair		Network Connect – EFM Premium 2 Pair		Network Connect – EFM Standard 4 Pair		Network Connect – EFM Premium 4 Pair	
		Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT
Install Cost 100Mb Bearer:	10Mb	POA	POA	POA	POA								
	20Mb	POA	POA	POA	POA								
	30Mb	POA	POA	POA	POA								
	40Mb	POA	POA	POA	POA								
	50Mb	POA	POA	POA	POA								
	100Mb	POA	POA	POA	POA								
Install Cost 1Gb Bearer	100Mb	POA	POA	POA	POA								
	200Mb	POA	POA	POA	POA								
	300Mb	POA	POA	POA	POA								
	500Mb	POA	POA	POA	POA								
	1Gb	POA	POA	POA	POA								
Install Cost – EFM 2 Pair	Upto 35Mb					POA	POA	POA	POA				
Install Cost – EFM 4 Pair	Upto 35Mb									POA	POA	POA	POA

Connection Fees – 12 or 36 months	Bandwidth Speed	Network Connect – EoFTTC Wires Only		Network Connect – EoFTTC Premium		Network Connect – EoFTTC Standard	
		Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT
Install Cost	Up to 80Mbps down / 20Mbps up	POA	POA	POA	POA	POA	POA

Private Broadband Services

Connection Fees – 12 or 36 months	Bandwidth Speed	Private Broadband Services Connection	
		Ex VAT	Inc VAT
Private Broadband Service - FTTC	Up to 80Mbps down / 20Mbps up	POA	POA
Private Broadband Service - ADSL	Up to 20Mbps down / 1Mbps up	POA	POA

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Rental Charges

Monthly Rental

Monthly Rental – 12 months or 36 months	Bandwidth Speed	Network Connect – Fibre Ethernet Wires Only		Network Connect – Fibre Ethernet Premium		Network Connect – EFM Standard 2 Pair		Network Connect – EFM Premium 2 Pair		Network Connect – EFM Standard 4 Pair		Network Connect – EFM Premium 4 Pair	
		Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT
100Mb Bearer:	10Mb	POA	POA	POA	POA								
	20Mb	POA	POA	POA	POA								
	30Mb	POA	POA	POA	POA								
	40Mb	POA	POA	POA	POA								
	50Mb	POA	POA	POA	POA								
	100Mb	POA	POA	POA	POA								
1Gb Bearer:	100Mb	POA	POA	POA	POA								
	200Mb	POA	POA	POA	POA								
	300Mb	POA	POA	POA	POA								
	500Mb	POA	POA	POA	POA								
	1Gb	POA	POA	POA	POA								
Monthly Rental – EFM	Upto 35Mb					POA	POA	POA	POA	POA	POA	POA	POA

Monthly Rental – 12 or 36 months	Bandwidth Speed	Network Connect – EoFTTC Wires Only		Network Connect – EoFTTC Premium		Network Connect – EoFTTC Standard	
		Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT
EoFTTC	Up to 80Mbps down / 20Mbps up	POA	POA	POA	POA	POA	POA

Monthly Rental – 12 or 36 months	Bandwidth Speed	Monthly Rental	
		Ex VAT	Inc VAT
Private Broadband Service - FTTC	Up to 80Mbps down / 20Mbps up	POA	POA
Private Broadband Service - ADSL	Up to 20Mbps down / 1Mbps up	POA	POA