

REDCENTRIC

INTERNET SERVICE

SERVICE DEFINITION

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redcentric
business technology. managed.

1) SERVICE OVERVIEW

1.1) OVERVIEW

Redcentric's Internet Service provides robust Internet connectivity to Customer sites and to Customer environments within Redcentric data centres. Redcentric has fault-tolerant inter-connections with several Tier-1 transit providers at various sites across the UK. Internet access is delivered to Customer sites using Redcentric's LANnet suite of circuit options and is available within all Redcentric data centres.

2) SERVICE DESCRIPTION

2.1) ACCESS METHODS

Redcentric offers a variety of connectivity options to deliver the Internet Service to Customer sites, including Asymmetric Digital Subscriber Line (ADSL) and Ethernet. Please see the Service Definitions of the various LANnet connection options for details of available bandwidth, Service Levels etc.

The Internet Service is also available within Redcentric data centres. Customers subscribing to the Redcentric Colocation Service can use data centre ports to access the Internet Service.

2.2) SECONDARY EMAIL

The Redcentric Internet Service incorporates a secondary email server as a backup facility to the Customer's own Simple Mail Transfer Protocol (SMTP) email server. If the Customer's email server or network connection fails, incoming emails will be temporarily held on the Redcentric resilient secondary email server infrastructure. These stored mails will then be sent to the Customer's email server once it is back online.

2.3) DNS CACHE SERVERS

As part of the Internet Service, Redcentric provides highly available, resilient Domain Name Service (DNS) infrastructure to resolve Internet Protocol (IP) addresses for outgoing web, email and other requests from users of the Internet Service.

DNS cache servers do recursive queries to find the authoritative answer to an Internet DNS request made by a user and then cache the information for a finite set period or 'time to live'. Using DNS caching makes popular queries faster and reduces overall bandwidth usage.

2.4) DOMAIN NAME REGISTRATION & HOSTING

Redcentric can manage domain name registration, renewal, transfer and release on behalf of the Customer.

In addition, Redcentric also provides the authoritative domain name resolution for any Customer domain names that are administered by Redcentric. A team is available to validate and implement Customer DNS change requests relieving the Customer of this often understated business critical function.

Authoritative domain name resolution is a critical part of delivering web content and emails to end users. Domain name administration is a chargeable additional option, provided by Redcentric to enhance the Internet Service.

2.4.1) Registration

A domain name will be registered and established within 48 hours of placing an order if the correct information is provided.

2.4.2) Renewal

When registering the domain, Redcentric will mark the auto-renewal flag on the registrar's database. This means that under normal circumstances, after the registration period (ordinarily two years) elapses, the domain name will be automatically re-registered and Redcentric will charge the Customer for the renewal. 'Renewing by default' saves potentially serious disruption should a Customer forget to instruct Redcentric to renew the domain before it expires.

It is possible to opt out of auto-renewal; however Redcentric urge Customers to consider the potential ramifications of domain name expiration before doing so. Customers who do not wish to renew should send instruction to Redcentric in writing at least six weeks prior to the end of the registration period.

If Redcentric has not received a written instruction to cancel auto-renewal, the registrar will renew the domain name and charge the Customer will be charged the amount published in the price-book for the renewal.

2.4.3) Transfer

Domain name hosting can either be transferred away from, or into Redcentric administration.

Redcentric service desk personnel are experts in the transfer process and will deal with the technical aspects of transfers. Redcentric will co-operate fully with requests to migrate a domain name into the administration of another registrant agent, and there is no cost associated with this process.

Please note that when administration of a domain is transferred to Redcentric from another registrant agent, a transfer charge applies.

2.5) INTERNET BANDWIDTH PERFORMANCE

Redcentric offers two classes of Internet bandwidth:

The 'Standard' bandwidth service offers cost-effective Internet access. Internet bandwidth is shared between subscribers to offer a good service level at a reduced price.

The 'Premium' class of Internet bandwidth offers the highest performance available. This Internet bandwidth is essentially uncontended under normal operating conditions.

Redcentric supports requests to upgrade from Standard to Premium bandwidth during the term of the contract.

2.6) PUBLIC IP ADDRESS ALLOCATION

Redcentric is an Internet Registry partner of RIPE (Réseaux IP Européens) and has devolved authority for allocated IP address space. Redcentric also run a Border Gateway Protocol (BGP) routing Autonomous System (AS). For Internet connectivity, Redcentric assumes clients connecting to the Internet will use Network Address Translation (NAT) to map internal private Internet addresses to a single public Internet address. All Customers will be provided with a RIPE IP address form and this must be completed before the allocation of IP addresses can take place.

2.7) SERVICE SUPPORT

The Redcentric technical support desk personnel are available to respond to queries 24 hours a day, 365 days a year. Staff are trained to deal with Customer Internet Service queries, including those relating to mail relay, IP addressing, DNS resolution, etc.

2.8) DELIVERY TIMESCALES

Where new a new circuit is required, delivery timescale of the Internet Service is determined by the lead-time of the new access circuit. Please see the relevant Service Definition for details. Where the Internet Service is delivered to a data centre port or over an existing circuit to a Customer site with spare capacity, under normal circumstances, the Internet Service will be provisioned in 10 working days.

2.9) EXCLUSIONS

Unless specifically stated otherwise in this document, it should be assumed that no other ancillary services are included in the Internet Service including the provision of any of the following:

- web servers
- web storage space
- web software of any kind
- primary email servers
- web content filtering
- email checking
- denial of service attack remediation

3) IMPLEMENTATION AND ACCEPTANCE

3.1) ACCEPTANCE CRITERIA

The following Acceptance Criteria apply to the Internet Service:

- Communicate public IP address allocation to Customer (if provider independent address space is not to be used)
- Check the LAN connection to the CPE for speed and duplex mismatches and errors (where possible).
- Test IP connectivity by pinging devices on the web
- Test domain name resolution
- Test secondary email service if required

4) SERVICE LEVELS AND SERVICE CREDITS

4.1) SERVICE LEVELS

The Service Level applicable to the Internet Service is as follows:

Service Level: Availability	
Measurement Period: Month	
Service Level	Equal to the Availability Service Level of the access circuit or data centre port over which the Internet Service is delivered. Please see the appropriate Service Definition for details.

4.2) EXCLUSIONS FROM AVAILABILITY

In calculating Availability, in addition to the exclusions listed in clause 5.7 of the General Terms the following shall be excluded:

- Unavailability due to malicious activity of any kind. E.g. a Denial of Service attack (DOS)

4.3) FLOOR SERVICE LEVEL

The Floor Service Level applicable to the Internet Service in respect of Availability is determined by the Availability Floor Service Level of the access circuit or data centre port over which the Internet Service is delivered. Please see the appropriate Service Definition for details.

4.4) SERVICE CREDITS

The Service Credits applicable to the Internet Service shall be as specified in the Service Definition for the access circuit or data centre port over which the Internet Service is delivered, and shall be payable in addition to the Service Credits arising from the non-Availability of the circuit or port. Please see the appropriate Service Definition for details.

Example: Internet Service delivered over a Redcentric Data Centre port, and achieving 98% availability in the relevant Month. The Data Centre Port is covered by the LANnet Core Service Definition. 98% Availability would lead to a Service Credit of 15% of the Monthly Charge for the Data Centre Port, as set out in the LANnet Core Service Definition; in addition, for the Internet Service delivered over that Data Centre port, an additional Service Credit would apply in respect of the Internet Service, being 15% of the monthly charge for the Internet Service.

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