LANnet – Leased Line

Service Definition

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inTechnology

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Service Overview

The InTechnology Leased Line Service represents one of the connectivity options within the InTechnology LANnet Service portfolio. It is a high-quality service aimed at businesses wishing to connect medium size offices to the corporate network. The Service includes a high specification terminating router that acts as the service demarcation point.

The InTechnology Leased Line Service delivers an unlimited number of 'bandwidth services' (restricted only by the bandwidth option chosen); including Internet access, private VPN, any of InTechnology managed data services, Unity IP voice etc. The Leased Line Service can be used as a 'backup' to increase the availability of a site that has a 'primary' Ethernet (WES) circuit.

Up-to four circuits can be delivered into a single router on a customer site offering high throughput. The circuits are seen as equal cost paths and rudimentary traffic sharing makes use of the available bandwidth.

Service Description

The customer site is connected to the LANnet network with a dedicated, uncontended, symmetric leased line (or lines). The lines are terminated on the customer site with a Cisco router which provides the demarcation point for the various services. The router is proactively polled for fault detection and reporting purposes. On-line statistical information is available through the web portal. InTechnology project manages the installation of the line(s), configures the network and installs the configured router. The circuit speed options are detailed in the table below.

Circuit speed	Bandwidth services available	Router upgradable
512kbps	one	No
2mbps	two	Yes
2, 3 or 4 * 2mbps	unlimited	yes

Service Design

The service is generally delivered using BT access circuit(s), the circuits connect to the InTchnology infrastructure and data is ultimately delivered to the InTechnology network at an aggregation hand-over point. Customer traffic is delivered in to the appropriate VPN(s) at the core edge router.

Lead times

The target lead time to provide these orders is 40 working days. Actual times may vary if additional infrastructure or engineering work is required.

Charging

This Service is charged on a connection and monthly rental basis and is billed monthly in advance.

Service Level Agreement

Service Availability

InTechnology Leased Line Service SLA is being offered to cover the time for service restoration (TSR) should a fault occur.
The TSR is defined as the time period between fault detection and restoration of service. The TSR starts with pro-active fault detection by the InTechnology service management centre (SMC) or when InTechnology acknowledges the Customer's reported fault. The maximum TSR of the service offered is shown in the following table.

Service Element	Time for Service Restoration
Leased Line Access Link	5 hrs

Service Credits

InTechnology shall pay the Customer by way of Service Credits, a sum equal to one hour's Service Charge (exclusive of VAT) for each full-completed hour in excess of the TSR based on the following calculation.

Service Credit = (Monthly Service Charge) x Full completed hr(s) in excess of TSR / Number of hours in a month

InTechnology designs and supports the best IP solutions for business with a range of applications seamlessly integrating clients' communications needs through the delivery of secure voice, data and mobile solutions.

InTechnology employs 200 people and has data centres in Harrogate, London and Reading.

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