

INTECHNOLOGY

SERVICE SPECIFICATION LANNET UNMANAGED ADSL

SD011 v3.0

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SECTION 1: OVERVIEW

INTRODUCTION

Unmanaged ADSL is one of LANnet connectivity options. It provides a low-cost, wires-only service directly to users. It is a basic broadband service for businesses wishing to select, configure, deploy and manage their own Customer Premises Equipment (CPE). This service includes access from spoke sites into the core network, but a managed connection is required to deliver traffic into the customer's head office, corporate data centre and/or hosting centre (if required).

SECTION 2: SERVICE DEFINITION

The Unmanaged ADSL Service uses a cost-effective, shared, contended infrastructure to transport data from customer sites to the InTechnology MPLS core. The service requires a BT telephone line; if this does not exist, a new line can be supplied.

ACCESS CIRCUIT OPTIONS

InTechnology offers 0.5Mbps, 1Mbps & 2Mbps fixed rate services and also an up to 8Mbps rate-adaptive service.

See Table 1 for details of line speed connectivity options.

Table 1 - Parameters for InTechnology's Unmanaged ADSL Service

Service	Upstream Speed	Downstream Speed
Unmanaged ADSL 500 Premium	Adaptive between 64-250Kbps	500Kbps
Unmanaged ADSL 1000 Premium	250Kbps	1Mbps
Unmanaged ADSL 2000 Premium	250Kbps	2Mbps
Unmanaged ADSL Max Premium	Adaptive between 64-832Kbps#	Adaptive between 288Kbps -8Mbps#
Unmanaged ADSL 500 Standard	Adaptive between 64-250Kbps	500Kbps
Unmanaged ADSL 1000 Standard	250Kbps	1Mbps
Unmanaged ADSL 2000 Standard	250Kbps	2Mbps

Unmanaged ADSL Max Standard	Adaptive between 64-448Kbps#	Adaptive between 288Kbps-8Mbps#
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For rate-adaptive options, the actual speed of the line will depend upon several factors including the noise conditions, the condition of the line and the distance from the serving exchange.

Actual data throughput at any point in time depends on a number of factors including the line speed chosen and the level of collective use of the underlying shared network.

InTechnology cannot commit to deliver specific data transfer rates on any ADSL line.

Unmanaged ADSL Premium options use our supplier's elevated throughput service and this increases throughput during periods of high network utilisation. This makes the service robust during periods of high network demand.

Unmanaged ADSL Standard service is ideal where cost is paramount and a lower throughput during busy periods can be tolerated.

DYNAMIC LINE MANAGEMENT (DLM)

Dynamic Line Management operates on the ADSL rate-adaptive services only. DLM effectively tunes the line performance to achieve a balance between maximising line speed vs. maximising stability. Historical performance data will be gathered periodically from the lines and this will be used to identify those lines which are not performing optimally. These lines will then be re-configured automatically (if possible) to give an improvement in their overall ADSL performance. This re-configuration will result in a short break (typically 20 seconds) in the end user service.

It is possible that re-configuration of a line could occur daily until a stable configuration is found. The DLM process may result in a decrease in the ADSL line rate, but this will only occur where a line is identified as performing badly at a higher rate. DLM will also use interleaving to fix problem lines, and this will result in an increase in the delay over the connection, which may affect some delay sensitive services. The DLM process may also be applied manually as part of the standard repair process following an end user fault report.

InTechnology does not recommend that customers run business critical real-time services (e.g. telephony) over rate-adaptive speed options due to the network's tendency to periodically disconnect the line as part of DLM. InTechnology does not offer its Unity IP Telephony service over such lines.

CUSTOMER PREMISES EQUIPMENT (CPE)

No CPE is included in the Unmanaged ADSL Service. The customer is required to identify, source, configure and maintain CPE. Please see the Managed ADSL Service Specification for an alternative option that includes CPE, online reporting and proactive fault management.

IMPROVED RESILIENCE

Unmanaged ADSL cannot be used to backup other InTechnology managed connections.

SERVICE DESIGN

Customer data is carried over a BT telephone access circuit, then through the ADSL infrastructure and onto InTechnology's resilient core platform. User connections are authenticated on resilient authentication servers and the data tunnels are delivered to either the customers corporate Private VPN or the InTechnology Internet VPN.

SERVICES DELIVERED

Unmanaged ADSL connections can be used to deliver either:

- Internet access or
- Traditional corporate (MPLS) VPN access

SERVICE INTERFACE

The service termination point is the BT Telephone master socket. InTechnology recommends either dedicated use of the phone line for ADSL or otherwise correct and appropriate internal wiring with the use of ADSL filters (not supplied).

COVERAGE

ADSL services are available to a high percentage of the UK population, though not all speed options are available at a given location. InTechnology consultants can check for availability before an order is taken but any speeds provided are indicative and no assurance can be provided that the speeds will be achieved.

QUALITY OF SERVICE (QOS)

No QOS is offered with the Unmanaged ADSL Service.

PROVISIONING

Lead Times

The target lead time to provide orders is between 10 and 15 working days and depends on the availability of a line. Actual times may vary depending on customer availability for appointment and any additional infrastructure shown to be required by the line plant survey if a new line is required.

Technical Information

InTechnology will provide the customer only basic configuration information consisting of:

- ATM path details
- PPP username & password credentials
- IP address assignment / details

SUPPORT

Repair Service Levels

InTechnology offers two service repair levels:

Standard Care – offers a 48 clock hour clear within InTechnology, but no guaranteed response time. No out-of-hours engineering visits are scheduled under Standard Care.

Enhanced Care (recommended) – offers a 24 clock hour clear within InTechnology and a 3 hour response time. Out-of-hours engineering visits to site may be undertaken to complete a repair if unrestricted access is available.

The standard service charge includes Standard Care. However, InTechnology encourage customers to upgrade to Enhanced Care to ensure that connectivity to sites is restored in a timely manner should a fault occur.

If the Unmanaged ADSL service is delivered over a customer-owned line and the customer chooses to upgrade to Enhanced Care (at additional cost), it is essential that the care level on the telephone line is upgraded too. When InTechnology supplies the line and the customer upgrades to Enhanced Care, InTechnology will elevate the level of care on both the Unmanaged ADSL service and the underlying phone line.

CPE faults

Customers can opt to purchase service terminating equipment (CPE) from InTechnology as a service add-on. InTechnology will replace hardware that develops a fault (in line with the manufacturer's guarantee) within 12 months of the date of delivery. When a faulty device is returned, InTechnology will aim to dispatch an unconfigured replacement part within 14 days. It is advisable for customers with large deployed estates to hold spares locally in order to reduce the impact of device failure.

INTECHNOLOGY INFORM PORTAL

No reporting information is provided on the InTechnology inform portal for the Unmanaged ADSL Service.

SECTION 3: CHARGING POLICY

CHARGES

Charging for the Unmanaged ADSL service consists of a one-off Service Activation Charge, a one-off Installation Charge and a Recurring Charge which is payable monthly in advance.

A further one-off termination fee will be applicable (usually at the end of the contract) if the service is not transferred to another broadband supplier using the same infrastructure supplier as InTechnology. The basic service charge does not include a telephone line or Enhanced Care.

Service Activation Charges specific to Unmanaged ADSL connections include the components listed below:

- ADSL enablement on the telephone line

Installation Charges specific to Unmanaged ADSL connections include the components listed below:

- Project management
- Engineer configuration of Core components
- Internal documentation

The **Monthly Recurring Charge** for the service incorporates:

- A charge for the ADSL service capability on a phone line
- A charge for the Bandwidth Services delivered over the ADSL service

ADDITIONAL CHARGES

InTechnology will undertake delivery and testing of the service during normal office hours (9:00 – 17:00 Monday to Friday excluding Bank Holidays).

Any customer requests for work to be completed outside of these hours will be accommodated where possible and such work will be subject to additional charge.

All other components will carry additional charges including, but not limited to, the following items:

- Requests for help configuring customer CPE. (As an alternative, please see the InTechnology Managed ADSL service that includes CPE).

- Any consultancy required to plan migration from, or integration with, an existing network.
- Any work required to make sites ready for new service (e.g. Cabling or configuration of existing devices).
- Any documentation produced for the benefit of the customer detailing the implemented solution.
- Work cancelled by the customer at short notice.
- Work done to rectify faults when it is found that the Service is not at fault. Please see the Service Level Agreement for detail.

Please see the LANnet Core Service Specification for more details of our professional engineering/consultancy rates and other non-inclusive charges.

SECTION 4: SERVICE LEVEL AGREEMENT

SERVICE AVAILABILITY

The Unmanaged ADSL Service is a wires-only delivery, i.e. InTechnology does not monitor or manage the Customer Premises Equipment (CPE). A fault affecting an end user access circuit would need to be reported to us by a member of staff within the customer's fault centre. InTechnology staff will check the configuration of our internal broadband systems and also remotely the systems of the broadband infrastructure supplier. If these systems do not identify a fault, we will seek authorisation from the customer to arrange for an engineering visit by the broadband infrastructure supplier. If, as a result of an engineering visit, the broadband infrastructure supplier determines that there is no fault on the broadband infrastructure and the broadband infrastructure supplier levies a charge, InTechnology will pass the charge on to the customer and the customer agrees to pay the charge.

SERVICE CREDITS

No service credits are payable with the Unmanaged ADSL service.

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