

IP SERVICES

Services description

IP SERVICES provide local or global connectivity over the ISO OSI Layer-3 Internet Protocol v.4 (IPv4) or Internet protocol v.6 (IPv6)

Service	Description	Local loop
INTERNET	Global Internet access	Any kind
BG-PEERING	Bulgarian Internet domains access	Any kind
IP-VPN	VPN over the INTERNET/BG-PEERING	Any kind

Features

- 1 Mbps to 100 Gbps
- 100 % guaranteed symmetric bandwidth
- Dedicated data transmission line to the subscriber
- Low latency
- Predictable QoS
- Standardized
- Reliable
- Manageable

Internet upstream providers (Tier-1)

- TeliaSonera
- Level-3
- Inteliquent (former TiNet)
- DeCIX
- etc.

Bulgarian Internet connectivity (BG-PEERING)

- 55+ peer partners
- Connectivity to 20000+ Bulgarian domains
- Independent F.O.C. to each peer partner

Total active capacities

- 30 Gbps INTERNET
- 150 Gbps BG-PEERING

RFI/RFP input details

- Service
- Service speed
- UNI location (city, street, etc.)
- Contact person (name, mobile phone, E-mail)

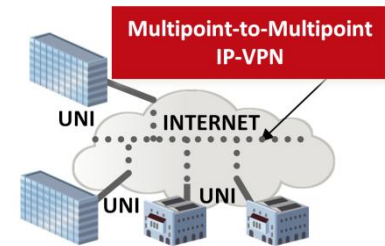
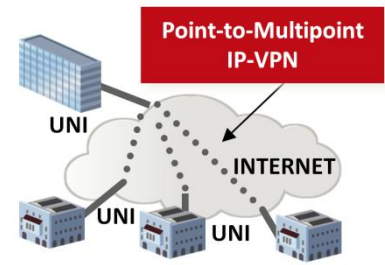
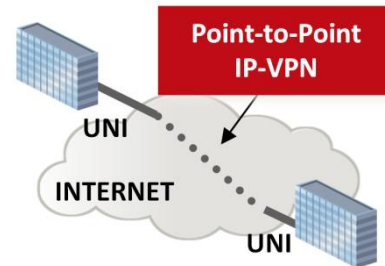
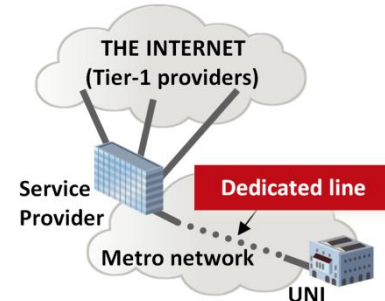
Service Provisioning process

- Inquiry > Quotation > Order > Provisioning

To place an order/request for information, please contact:

- Phone +359 (2) 490 3211
- E-mail sales@telehouse.bg
- Internet www.telehouse.bg
- Address Ovche Pole 122 str., fl.2, Sofia 1303, BULGARIA

SERVICES DIAGRAMS



- Subscriber premises delivery options
- All Layer-2 and Layer-1 available

TECHNICAL DESCRIPTION

ISO OSI – Layer-3
Protocol – Ipv4/IPv6

Network Quality Parameters

Parameter	Details	Value
Backbone availability	Per year	99.999 %
Backbone type	Ring	Dual
Latency	Per 150 km	2 ms
Jitter	Per 150 km	2 ms
Frame loss	-	0 %

Service Demarcation Point

- UNI

Additional services

- Static and dynamic BGPv4 support
- Secondary DNS
- IP addresses upon request (@RIPE requirements)

Details

- Online access for monitoring of the services
- CPE provided by the service provider for the duration of the contract (unless otherwise specified)
- Provisioning (RFS date) within 1 business day after the access line is provisioned (meantime, ask for exact)

SERVICE PROVIDER BACKBONE DETAILS

- Multi-service
- Dual-ring protection
- Head-end located in the cutting-edge colocation center www.TelePoint.bg
- PoPs located in specialized Telco colocation facilities

GENERIC SLA

24x7 Helpdesk available with TT system
Service availability 99.9%/yearly
Service outage MTTR

- Equipment failure
 - Working hours: <8h
 - Outside working hours: <12h
- Cable failures
 - Working hours: <8h
 - Outside working hours: <24h
 - Stolen cabling and natural disasters: <2 days

GLOSSARY

BGPv4 – Border Gateway Protocol version 4
CPE – Customer Premises Equipment
DNS – Domain Name System
ISO – International Standardization Organization
MRC – Monthly Recurring Charge
MTTR – Mean Time to Recover
NRC – Non Recurring Charge
OSI – Open System Interconnect 7 layer model
QoS – Quality of Service
RFS – Ready for Service
ROADM – Reconfigurable Optical Add Drop Multiplexor
SLA – Service Level Agreement
TT – Trouble Ticket
UNI – User Network Interface