

1 “United Fiber Ethernet Private line” (EPL) P-to-P Product Description

1.1 Service Overview

United Fiber EPL is the commercial name of the point-to-point layer-2 leased lines offered by United Fiber Wholesale to Carriers & Providers for their own network needs or for connecting their corporate clients.

- Permanent point-to-point connection
- Symmetrical lines speed up to 100Gbps.
- Ethernet technology
- Guaranteed bandwidth & service availability.
- Guaranteed access speed without contention ratio (1:1)
- High quality, security and reliability guaranteed by NOVA network.

1.2 Technical specifications

The service includes the physical interconnection of the client’s sites via United Fiber & Nova networks.

The service is offered only over United Fiber own fiber network.

Depending on feasibility study results, United Fiber proposes to the customer the solution that satisfies the customer needs in terms of technical and financial requirements.

Point-to-Point services over FO

Access lines over United Fiber network are offered all over Greece, as the main physical carrier option for wholesale leased lines.

Features

- Connection speed ranging from 2Mbps to 100Gbps
- Supply & installation of technical equipment
- User interfaces: GE RJ45 electrical or optical, 10GE & 100G optical
- SLA with Minimum Monthly Availability (*please see section 4 below*)

2 PROTECTION OPTIONS FOR FIBER OPTIC CONNECTIONS

2.1 HIGH PROTECTION

- ✓ Dual Access – Dual Home (DA-DH)
- ✓ The link is protected over dual FO path on the backbone, the last mile and the Z-End building
- ✓ Minimum Monthly Availability / SLA: 99,9%

2.2 MEDIUM PROTECTION

- ✓ Single Access – Dual Home (SA-DH)
- ✓ The link is protected on the backbone path, but single path / unprotected on the last mile
- ✓ Minimum Monthly Availability / SLA: 99,5%

2.3 LOW PROTECTION

- ✓ Single Access – Single Home (SA-SH)
- ✓ The link from A-End to Z-End is via single path FO
- ✓ Minimum Monthly Availability / SLA: 99,0%

3 COMMERCIAL PROCEDURE

The commercial cooperation is according to the below steps:

- ✓ The Client sends request for offer.
- ✓ United Fiber performs the feasibility study and submits the offer.
- ✓ Upon offer acceptance the two parties sign the order.
- ✓ Dedicated engineer from United Fiber PMO team takes over the implementation activities, until the final delivery of the service to the Client.
- ✓ The two Parties exchange the Service Acceptance Report.
- ✓ Billing commencement.
- ✓ The service is handed over to United Fiber NMC/NOC

Contact Details: wholesale-epl@unitedfiber.gr

4 TECHNICAL SUPPORT

The United Fiber technical personnel are solely responsible for performing the installation of the telecommunications equipment in the customer's building.

The company's highly trained personnel provide top-quality support services. To this end, we use:

- ✓ Advanced circuit monitoring tools
- ✓ Problem tracking & fast-solving mechanisms.
- ✓ Network designed with alternative paths for the backbone.
- ✓ 24x7 network supervision & management

NMC Contact details: nmc@unitedfiber.gr