

ETHERNET 100

In a nutshell, Ethernet 100 is a scalable, low latency MEF-aligned service, provided over a 100Mbps Ethernet access link. This service is available within all our active cities.



THE TECHNICAL BIT

The service is presented at the aggregation head end and handed over via an ENNI at the CityFibre FEx. The ENNI handover for this service is included at 10Gbps within the same Metro area.

As with all our Ethernet products, Ethernet 100 enjoys a standard 5-hour repair SLA and is delivered over a core infrastructure designed in rings to maximise resilience.

WHAT CAN IT DO FOR YOU?

Provides dedicated, reliable and symmetrical high bandwidth services to meet a multitude of business needs, including:

- Point-to-point circuits, connecting SMEs or large businesses, campuses, and public sector sites, or extending a wide area network
- Backhaul from CityFibre FExs, BT Openreach exchanges, local data centres or other fibre aggregation nodes

HOW IT WORKS



FEATURES

| | |
|------------------------------|------------------------------------|
| Peak information rate | 100Mbps (between the ONT and OLT) |
| Committed information rate | 100Mbps |
| Symmetrical speeds | Yes |
| Single fibre | Yes |
| Route distance | ≤20km |
| Demarcation point | Ethernet port on ONT |
| Equipment | Calix GigaPoint 801G V2 ONT |
| Customer presentation | Copper (RJ45) |
| ENNI handover | 10G within a metro area (standard) |
| Management link | In band via aggregation head end |
| Target delivery time | 45 business days (standard orders) |
| Delivery SLA | Yes (standard orders) |
| Network availability SLA | Yes – 99.9% |
| Per-circuit availability SLA | Yes |
| Critical repair SLA | 5 hours |
| Support hours | 24/7/365 |
| Term options | 1 and 3 years |

Full technical and equipment specifications are available in our Ethernet Service Description document.

KEY BENEFITS

- 01 100Mbps symmetrical connectivity to connect single sites to a CityFibre FEx
- 02 Delivered over an independent, modern fibre network
- 03 ENNI handover included at 1Gbps or 10Gbps
- 04 Simple, competitive pricing
- 05 1 and 3 year minimum terms
- 06 5-hour repair SLA
- 07 Per-circuit and network availability SLAs
- 08 Free upgrades to Ethernet 1000 Flex

WHY TAKE ETHERNET SERVICES FROM CITYFIBRE?

CityFibre are here to make everything super easy for you. We have teams to handle all aspects of service delivery and repair, including order management, wayleave processes and street works co-ordination. Our installation, repair and maintenance teams are all quality-controlled and managed in-house.



Order categorisation

All Ethernet orders are categorised once a survey has been completed. A standard order categorisation covers build up to 75 metres – including cabling and splicing requirements



Delivery certainty

We provide committed delivery dates when all build consents are in place – after this, they are never changed



Additional build

We minimise or waive additional build costs whenever possible. Where unavoidable, we notify at the survey stage and seek permission to proceed



Service shifts

Whether it is the start of your Full Fibre journey with us or you are simply continuing to expand on our network, CityFibre will aim to provide consistent support throughout



Tools and systems

We aim to provide easy interfacing with simple quote, order and audit capabilities. Advanced levels of programmability and automation will also become available in future

WE DON'T DO 'SMALL PRINT'. OUR FULL ETHERNET SERVICE DELIVERY AND MANAGEMENT TERMS ARE AVAILABLE IN OUR MASTER SERVICES AGREEMENT.

OUR GOAL IS TO KEEP YOUR BUSINESS RUNNING SMOOTHLY, SEAMLESSLY AND MORE EFFICIENTLY.

As well as market-leading connectivity prices, we can support interconnect at BT exchanges, or help you save money by avoiding them altogether.

We also invite you to talk to us about:

- 01 Multi-route/fibre deals
- 02 Call-off contracts
- 03 Capital leasing (IRU)
- 04 Migration from other operators
- 05 Long-term network transformation
- 06 Anchor partner opportunities
- 07 Joint network build and expansion
- 08 Build, operate, transfer options
- 09 Supplier and connectivity diversity

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Registered office: 15 Bedford Street, London, WC2E 9HE, England.

Company no. 09759465.

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For more information about our products, or to discuss becoming a partner, email: wholesale-sales@cityfibre.com