

ETHERNET 1000 FLEX



In a nutshell, Ethernet 1000 Flex is a low latency, MEF-aligned service, provided over an Ethernet access link at speeds of up to 1Gbps. Best of all, it is available within all our active cities as a new provide, or as a zero-connection-fee upgrade from our Ethernet 100 service.

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 1Gbps or 10Gbps within the same metro area.

As with all our Ethernet products, Ethernet 1000 Flex 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 whatever your 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	1000Mbps (between the ONT and OLT)
Committed information rate	200Mbps
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	1G or 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 Symmetrical 1Gbps capable service to connect single sites to a CityFibre FEx
- 02 Typically runs near headline speeds – 200Mbps committed information rate
- 03 Delivered over an independent, modern fibre network
- 04 ENNI handover included at 1Gbps or 10Gbps
- 05 Simple, competitive pricing
- 06 1 and 3 year minimum terms
- 07 5-hour repair SLA
- 08 Per-circuit and network availability SLAs
- 09 Free upgrades to this service from Ethernet 100

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