

<b>CUSTOMER:</b>	Optima FS
<b>DOCUMENT TITLE:</b>	<b>LES and EFM pricing</b>
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## CONVERGED COMMUNICATION SOLUTIONS

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Converged Communication Solutions was formed in 2005 to address a requirement in the IT and Telecoms industry for a service driven by cost-effectiveness, commitment to excellence and accountability to their clients.

We are a fully-fledged IT/Telephony company - a single and accountable point of contact for a company's internet, networking and telephony requirements.

We put our success down to a strong passion for good customer service, a strong technical team and a willingness to go the extra mile for our clients.

### MISSION STATEMENT

To use our wide knowledge of available technologies and services to provide reliable and cost-effective network connectivity between a company's sites, allowing them to focus on their core business.

To reduce costs, facilitate flexible operating practices and rapid access to information whenever and wherever it is required.

### OUR SERVICES



Voice over IP / IP-based telephony solutions



Wide Area Network solutions – providing point-to-point connectivity from 2mbps to 1gbps and beyond



Internet Connectivity solutions – ISDN, ADSL, FTTC, Ethernet in the First Mile, Leased line and LAN Extension connectivity



Telecoms solutions – analogue telephone lines, ISDN solutions, SIP / VoIP, Mitel Telephony



IT Support – expert assistance and consultancy from our technical team

## **CUSTOMER REQUIREMENTS**

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### **DOCUMENT OBJECTIVE**

This documents gives pricing options for a LES and an EFM connection to the Optima office with postcode AB11 6DJ.

## SOLUTION DESCRIPTION

### DOCUMENT GLOSSARY

Term	Definition
Download (Bandwidth) Upload (Bandwidth)	Internet bandwidth available when downloading or uploading to the Internet. Where possible, figures are given for the customers' specific site and based upon information via wholesale tools.
FUP (Fair Usage Policy)	A service with a FUP has a limit on the amount of data that can be downloaded in a specified time period. This policy applies to broadband products and is in place so that a small number of users can not disrupt the ISP network for the user community as a whole. In the event that the FUP is breached, we shall consult with the customer about ways to optimise their data traffic and/or discuss upgrading their service to accommodate their needs.
SLA (Service Level Agreement)	A service with an SLA benefits from network up-time guarantees and fault response times backed by the relevant wholesale partner.
Last Mile	The infrastructure running from a wholesale carrier's point of presence (e.g. local telephone exchange) to the customer site. This is frequently provided by BT Openreach, irrespective of which carrier is used.
Excess Charges / Construction Charges	Charges incurred in providing services to a particular building or location – usually identified at the time of ordering. These can be made up of civil engineering works (e.g. installation of ducting), planning fees and/or material costs.

### QUICK TECHNOLOGY COMPARISON

Based on wholesale information about:

Postcode:	AB11 6DJ
Telephone Line:	n/a

Product	Download	Upload	FUP	SLA
EFM 2 Pair	Up to 7Mbps	Up to 7Mbps	No	Yes
EFM 4 Pair	Up to 15Mbps	Up to 15Mbps	No	Yes
LES	Up to 100Mbps	Up to 100Mbps	No	Yes

## TECHNOLOGY OVERVIEW

### ETHERNET FIRST MILE

Ethernet First Mile (EFM) is the delivery of Internet services through the use of dedicated copper pairs (similar to those used in a standard telephone line) running from the local telephone exchange. Two options are available: 2 copper pairs or 4 copper pairs.

This service, like broadband, is rate adaptive and thus bandwidth speeds will vary according to the length and quality of the line running from the local telephone exchange and customer premises.

- Inherent resilience; service will continue to run in the event of a copper pair failing, albeit at a slower speed.
- Symmetric bandwidths: Customer can transmit as quickly as they can receive.
- Service Level Agreement is available for this product.

PRODUCT	BANDWIDTH	INSTALL	ANNUAL
2 Pair EFM	5 – 7 Mb	£1,260 (£630 3 year)	£3,465
4 Pair EFM	11 – 15 Mb	£1,733 (£866 3 year)	£5,760

- Minimum contract 12 months. Reduced installation available on 36 month contracts
- Pricing subject to survey (by wholesale provider as regards copper), which will be conducted after order is placed. In the event that pricing increases after survey, the customer will have the option to cancel the order without penalty.
- ADSL Backup services are available for an additional £500 per annum and will require a suitable BT analogue telephone line to be available.

### LAN EXTENSION SERVICE

A LAN Extension Service (LES) is a dedicated fibre-based connection linking two locations (usually the end user and Converged). It provides the maximum circuit bandwidth between the two sites all the time and carries with it a guaranteed service level agreement – essential for business critical services.

Internet bandwidth is then provided from the core of our network over the LES.

ETHERNET LEASED LINE QUOTE		
Postcode:		AB11 6DJ
Install 12 month term (FOC 3 year term):		£2,289.16
ANNUAL RENTAL		
Internet (Mbps)	12 month term	36 month term
10	£6,265.90	£6,165.90
20	£7,155.80	£7,005.80
30	£7,990.55	£7,790.55
40	£8,781.35	£8,531.35
50	£9,527.50	£9,227.50
100	£12,774.11	£11,949.11

- Minimum contract: 12 months. Install £FOC on 36 month contract.
- Pricing subject to survey (by wholesale provider as regards fibre), which will be conducted after order is placed. In the event that pricing increases after survey, the customer will have the option to cancel the order without penalty.
- ADSL Backup services are available for an additional £500 per annum and will require a suitable BT analogue telephone line to be available.

### CONNECTIVITY EXTRAS

All business connectivity packages are provided with the following complimentary services:

<b>SO MB WEB-SPACE</b>	Space for your website on CCS web servers. PHP, ASP and ASP.NET supported natively. Other scripting languages may be available on request.
<b>SMTP MAIL FEED</b>	For use with Microsoft Exchange or equivalent SMTP mail distribution applications.
<b>STATIC IP RANGE</b>	Static IP ranges available as default on all business packages.
<b>DOMAIN NAME HOSTING</b>	Full management of a single domain name. Additional domain names can be added to this services for £20 per annum per domain.
<b>ANTI-SPAM / ANTI-VIRUS SCREENING</b>	CCS-side screening of your email traffic for recognised spam and malware traffic. A portal can be made available for you to review traffic and whitelist/blacklist particular senders.

### ROUTERS / NETWORK TERMINATION DEVICES

A suitable terminating device is required to link the broadband service to your network. If a suitable device is not available one can be provided at an additional cost.