ewl

arcade

Business Internet Premium

1   Internet with burst capacities – directly from the provider edge

This premium product includes the high-quality Business Internet access directly from PE (provider edge) to the core arcade network infrastructure in Lucerne and Zurich. Guaranteed bandwidths, burst capacities and optional redundancy protocols make this service particularly attractive for companies with high expectations of their Internet connection.

2   Advantages

- Guaranteed bandwidth from the provider edge
- Including 1 Gbit/s burst capacity with 95th percentile metering
- No data volume limits
- Highest service availability
- Direct and personal support from Swiss RIPE LIR Internet service providers

3   Packages

Product	Description	Activation fee (one-time)	Monthly price (recurring)
Business Internet Premium 20	20 Mbit/s upload and download speed	on request	on request
Business Internet Premium 30	30 Mbit/s upload and download speed	on request	on request
Business Internet Premium 50	50 Mbit/s upload and download speed	on request	on request
Business Internet Premium 100	100 Mbit/s upload and download speed	on request	on request
Business Internet Premium 200	200 Mbit/s upload and download speed	on request	on request
Business Internet Premium 300	300 Mbit/s upload and download speed	on request	on request
Business Internet Premium 500	500 Mbit/s upload and download speed	on request	on request
Business Internet Premium 1000	1 Gbit/s upload and download speed	on request	on request
Business Internet Premium 2000	2 Gbit/s upload and download speed	on request	on request
Business Internet Premium 3000	3 Gbit/s upload and download speed	on request	on request

4   Specifications

Bandwidths	Symmetrical, guaranteed bandwidths
QoS classification	Business Class
Data volumes	Unlimited Data volume
Peerings	• Multiple direct peerings and indirect connections to Google and Microsoft • Direct connection to several peering platforms (Equinix ZH, SwissIX) as well as Swiss ISPs such as Swisscom, sunrise, Salt, Green, Cyberlink, iWay, Quickline, Init7, and many more. • Over 200 direct peering partners
Monitoring	Active monitoring
Latency	1 - 3 ms
Terminal device	SFP or managed router (Cisco 1100 Series)
Service interface	LC/PC or RJ45
Protected redundancy protocol	If required, Business Internet Premium access from the provider edge can be optimized with the VRRP protocol, guaranteeing extremely short switching times in millisecond range. Supported protocols HSRP, VRRP, BGP, OSPF.
Burst capacity	At the provider edge, the 1 Gbit/s and 10 Gbit/s ports are not throttled to the respective package bandwidth but are provided to the customer without bandwidth restrictions.
95th percentile metering	arcade measures the incoming and outgoing bandwidth at the respective PE port at 5 minute intervals. These data are assessed over the billing period of one month, and 5 % of the highest bandwidth measurements are eliminated from this assessment. If a 5 % deduction of the measured data is not sufficient to reach the package bandwidth or if the agreed bandwidth is exceeded despite the 5 % deduction, there will be a subsequent billing adjustment to reflect the bandwidth actually used.
Minimum contract duration	36 months (shorter or longer terms possible; prices on request)

5   Options

Product	Description	Activation (one-time)	Monthly price (recurring)
Transfer to the data center	In-house cabling and patching in the data center	on request	-
Upgrade to 10 Gbit/s port	10 Gbit/s port at provider edge instead of 1 Gbit/s port (available from Business Internet Premium 500)		
Static IPv4 addresses	8 fixed IPv4 (/29) addresses (5 IP addresses freely usable)	on request	on request
	16 fixed IPv4 (/29) addresses (5 IP addresses freely usable)	on request	on request
	32 fixed IPv4 (/29) addresses (5 IP addresses freely usable)	on request	on request
Connectivity Service Level Exclusive	Higher Service Level Agreement	on request	on request
Enterprise Connect Premium	Backhaul between a terminal point in the fiber optic network area and the arcade provider edge via dark fiber.	on request	on request
Installation on Site	Commissioning and installation on site	on request	on request