Service Description

Home Broadband – Superfast – (On-Net FTTC)

26/05/2017

About Spectrum Internet

Spectrum Internet is an expert in providing superfast and ultrafast internet services. We literally go the extra metres, installing our own infrastructure and trialling new methods of delivering connectivity to bring speeds up to date for businesses and communities across Wales and the South West of England.

As a leading independent Internet Service Provider that transforms how people connect, communicate and collaborate, we continuously work hard to build and maintain a reputation for creating innovative solutions without compromising on service. This has been recognised in the industry through numerous prestigious awards.

Service Description

Service Code	Applies to all Home Broadband – Superfast On-Net Services. For full list see below.
Service Family	Spectrum Internet
Service Title	Home Broadband – Superfast (On-Net FTTC)

Service Overview

Service Outline

This Service Description applies to all Spectrum Internet Home Broadband On-Net FTTC Services, whether purchased independently or as part of a 'bundle'.

Spectrum Home Broadband FTTC services are 'superfast' Internet connection services intended for domestic / consumer use. They are based on a range of FTTC technologies dependent upon location but all deliver the same services and options.

These Services provide unlimited access to the Internet and are available in two speeds with a Minimum Service Period (contract term) of 12 months.

Services Covered

This Service Description applies to the following Products:

S-BAU-60201 Home Broadband – Superfast - 40/10 On-Net	S-BAU-60202 Home Broadband – Superfast - 80/20 On-Net
S-BAU-60210 Home Broadband – Superfast - 40/10 On-Net & Telephone Line	S-BAU-60211 Home Broadband – Superfast - 80/20 On-Net & Telephone Line

Service Availability

These services are available in 'On-Net' locations where Spectrum Internet have deployed the necessary infrastructure and are delivered either via Openreach GEA FTTC or Sub-Loop Unbundling.

These services require a functioning Openreach PSTN circuit (telephone line) which can be provided separately or as part of a Spectrum Internet Bundle. This telephone line must remain active throughout the minimum service period.

NOTE: The '40/10' services may be available to customers with 'Exchange Only' circuits with appropriate discounts. In these cases the service *will be not be FTTC* and will instead be full copper ADSL 2+ based. This is only available from a limited number of exchanges. Customers will be advised specifically where this is the case prior to any order being placed.

Applicable Service Level Agreement

No SLA applies to these Services

Applicable Terms and Conditions

The following Terms and Conditions apply to these services:

- Spectrum Internet General Terms and Conditions for Home Broadband Services

Contract Periods and Cancellations

Services are offered on either 12-month or 24-month minimum service period either singly or as part of a Bundle. Cancellations are governed by the relevant Terms and Conditions.

Delivery

Lead times for these services are typically **five** business days from our acceptance of the Sales Order.

The broadband services can be enabled without requiring an engineer visit and a pre-configured router will be shipped to the customer site ready for installation.

Please note that these lead times assume an available and working PSTN circuit (copper telephone line) is in place, and not being used for any other Broadband service (see below for Migration options). For lead times for PSTN circuits provided by Spectrum Internet, please refer to the Service Description for that service.

Service Migration

Where a customer has existing Broadband services on a PSTN circuit we may be able to migrate this service over in order minimise disruption and loss of service. Our ability to do this will depend on the nature of the existing service. Guidance on this should be provided during the Sales Process.

Service Detail

The Fibre Broadband (FTTC) circuit

The Fibre Broadband FTTC circuit is typically delivered via an Optical Fibre connection from a Spectrum Internet Point of Presence to the local street cabinet (either a Spectrum Internet managed cabinet in the case of SLU or an Openreach cabinet in the case of GEA).

The circuit to the customer premises is completed over copper (via a PSTN circuit) typically using VDSL/VDSL2. This circuit is terminated on the Customer Premises Equipment (CPE).

Note: For longer copper circuit lengths, the CPE may negotiate down to ADSL 2+ as a preferred protocol to achieve the highest possible stable connection speeds. See below for details on connections speeds and performance. Also refer to earlier note relating to Exchange Only cicuits.

The Router

Standard CPE for these services is a Zyxel VMG1312 router. Other router options are available (see Options below). Due to the way in which Spectrum Internet manage the quality and performance of the circuits, customers cannot provide their own router.

The router is preconfigured and shipped to the customer site with a default secure configuration. All LAN side functions of the router can be configured by the customer and the customer is responsible for all changes they make to the router. Documentation for the router is provided.

The customer is responsible for installation of the router and connection of any devices. The router is provided with a cable to connect to the PSTN circuit and a single CAT5E Ethernet cable. The router requires a standard 3-pin UK power supply.

The router is WiFi enabled but Spectrum Internet cannot guarantee the performance or coverage of WiFi connections and customers should consider this when siting the router.

Periodically Spectrum Internet may be required to update the router firmware. This is done typically to improve router performance or to address security issues. Router updates will normally be communicated to customers in advance and are carried out remotely.

Note: The Router provided becomes the property of the customer upon payment of any set-up charge. While within the Minimum Contract Term, Spectrum Internet will support free router replacement in the event of a hardware failure, as determined by Spectrum Internet engineers. Router replacement under other circumstances, for example physical damage to the device, may result in a charge. Such as charge would cover both the cost of the replacement device and any additional administration costs.

IP Addresses

These Services come with a single dynamic IPv4 address. Under normal conditions this IP address will not change very frequently. Should a static IPv4 Address be required this is available as an option.

Connection Speeds

The Services are offered in two variants:

40/10 – Up to 38 Mbps download / up to 9.5 Mbps upload

80/20 – Up to 76 Mbps download / up to 19 Mbps upload

These are notional maximum connection speeds (synch rates). Actual connection speeds will vary based on PSTN line circuit quality and the distance from the customer's premises to the relevant street cabinet (commonly referred to as the PCP or Primary Cross-connection Point).

Estimated connection speeds should be provided during the sales process, based on information provided by the customer; either an existing telephone line number at the premises or a Post Code is required for this estimate.

Should the initial connection speed, as determined when the service is first commissioned, vary significantly from the estimated connection speed, the customer may cancel the service or may be offered a discount. Details of any discounts should be made clear during the Sales process. Cancellation of the service due to poor connection speeds is covered in the Fibre Broadband Terms and Conditions.

Performance

The synch rate sets a maximum connection speed for the Service. Actual performance may vary over time due to local conditions. Spectrum Internet Broadband Services are also contended, and at times of peak usage this can also impact performance.

The General Terms and Conditions for Home Broadband Services detail remedies available to the customer should actual performance vary significantly from the initial connection speed for extended periods of time.

Service Options

Router Options

The default VMG 1312 router can be upgraded at time of order. This will incur an additional one-off charge.

Zyxel VMG 8324

FTTP ready router with improved features including 4 x 1Gbps LAN side Ethernet ports and improved wireless antenna.

Zyxel VMG 8924

As VMG 8324 but with additional support for 802.11ac WiFi supporting up to 1.3Gbps wireless throughput powered by 3 x internal 3dBi 5GHz antennas.

IP Address Option

Single Static IPv4 Address

A single static IPv4 address is available as an option on this service for an additional monthly charge. Please note that all IP addresses are associated with Spectrum Internet services and cannot be transferred.

Document History

Version	Date	Author	Summary
0.1	27/02/2017	KH	Initial Draft
0.2	07/03/2017	KH	Revised with wording for residential replaced by 'Home' and Service titles amended
1.0	26/05/2017	KH	Updated to include Exchange Only notes

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