Ålcom Operator Broadband

Ålcom Operator Broadband comprise wholesale- level bitstream data subscriptions classified as broadband services by the Finnish Communications Regulatory Authority and implemented using various subscriber line technologies through the Ålcom ethernet network. Client subscriptions are delivered from Ålcom subscriber switches to a NNI (Network-to-Network Interface) connection point between Ålcom and another operator.

The number of MAC addresses in a single subscriber port is limited to 10. Operator Broadband subscriptions support Ethernet frames pertaining to IEEE802.3. The maximum transmission unit (MTU) supported in the frame is 1500 bytes. The subscriber port of Operator Broadband does not include 802.1ad (Q-in-Q) support. Operator Broadband services are delivered to the NNI of the subscribing operator customer as an L2-level connection. Operator Broadband is intended for a single end customer, and distribution to several end users or buildings/flats is prohibited. All Operator Broadband services are delivered in the Best Effort category.

Technologies, distribution centres and delivery interfaces
Each Ålcom Operator Broadband Service is implemented using any of the following network technologies:

• VDSL2
• ETHERNET (100baseBX, 100baseTX)

The services are mainly built from the distribution center, which is closest to the customer.

Subscription-specific VLAN
Operator customers can use one VLAN identifier for each single subscription, or a common VLAN identifier for multiple subscriptions. If the total number of used VLAN identifiers for the operator is exceeding 50, Ålcom has the right to charge extra per exceeding VLAN identifier to be used. VLAN identifiers to be used has to be agreed with Ålcom.

Ålcom Broadband Services NNI
The NNI connection used in Ålcom backbone network is a connection of 1 or 10 Gbit/s between Ålcom and the ordering operator customer. The delivery interface in Ålcom network is Ålcom Ethernet port. The Ålcom NNI connection enables the visibility of no more than 500 MAC addresses from the network of the operator customer towards Ålcom network. Any Spanning Tree protocol messages received by the connection are filtered out.

Ordering and delivery time
Availability enquiries and requests for quote is sent to the e-mail address **operator-services@alcom.ax**. The target delivery time is within 2 weeks after order has been received.

Network monitoring and fault repair
The targeted repair time is 48 hours from the receiving of the fault notification. The repair is carried out during the service hours. The service hours are workdays Mon – Fri from 8 am to 4 pm. Measures are launched immediately to repair any failure or faults in Ålcom backbone network, including concentrating central NNI's. Fault notifications should be made through the Ålcom Customer Care by email: **support@alcom.ax** or by phone **+358 18 22222**.

The price of the service is subject to the following restrictions
• The prices are only valid on the precondition that a physical connection to the customer's building exists and a new physical network (optical fiber) need not be constructed.

• The prices are only valid in those areas and buildings where Ålcom NNI equipment is located and where subscriber lines are available. There may be regional differences in the availability of the service. Terms of agreement If a subscription does not operate at the ordered speed due to the length or quality of the subscriber cable, Ålcom reserves the right to discontinue the poorly operating service or agree upon another procedure with the customer. Ålcom reserves the right not to deliver a subscription if the result of the availability enquiry differs significantly from the actual implementation. The service is governed by the general agreement terms of operator products of Ålands Telekommunikation Ab.