



Ålcom Operator Metro Ethernet Services

Ålcom Operator Metro Ethernet Services comprise wholesale level L2 Ethernet services over Ålcom IP/MPLS network. Client subscriptions are delivered from Ålcom subscriber switches to a NNI (Network-to-Network Interface) connection point between Ålcom and another operator.

Operator Metro Ethernet subscriptions support Ethernet frames pertaining to IEEE802.3. The maximum transmission unit (MTU) supported in the frame is 1998 bytes. 802.1ad (Q-in-Q) is supported. Operator Metro Ethernet Services are delivered to the NNI of the subscribing operator customer as an L2-level connection. Operator Metro Ethernet Services are intended for a single end customer, and their distribution to several end users or buildings/flats is prohibited. Operator Metro Ethernet Services is default delivered by an best effort basis, with option of traffic prioritization (QoS). Operator Metro Ethernet Services is available with different service levels (SLA) as an option.

Technologies, distribution centres and delivery interfaces

Each Ålcom Metro Ethernet Service is implemented using any of the following network technologies:

- ETHERNET (100baseBX, 100baseTX)

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

Subscription-specific VLAN

Metro Ethernet customers use one VLAN identifier for each single subscription. The VLAN identifier is subscription-specific and the identifier 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 24 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. Fault repair can be continued after the service hours if ordered separately by the customer. 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 Network Operations center by email: operator-services@alcom.ax or by phone **+358 18 17000**.

Prerequisites and restrictions

If the implementation of the service requires the construction of a new physical cable route, the customer will be responsible for the cable routes in the plot. The customer is responsible for ensuring that the condition of the internal network in each installation location allows for the installation of the Operator Metro Ethernet Service:

- Copper cabling from the building distribution centre to the final installation location
- Power supply (230V AC) for any network terminal
- Sufficient rack or shelf space for any network terminal
- Ambient conditions suitable for electrical equipment

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 fibre) need not be constructed.
- The prices are only valid in those areas and buildings where Ålcoms 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.