BUSINESS INTERNET

The ideal Internet performance and availability for companies of all sizes.

Business Internet from UPC Business (T1 carrier) is the most reliable and powerful Internet access. With our own multi-redundant backbone, we guarantee high national and international availability. You are optimally connected to the most important Internet exchange points around the world.

For Business Internet, bandwidths of up to 10 Gbit/s are available. They support the necessary QoS mechanisms which prioritise voice traffic, so they can be combined optimally with our Business Voice products. Internet connections with symmetrical bandwidths can also be used with further transport services such as Business VPN, Business Ethernet Services, Business TV over IP or Cloud Interconnect.

In this way Business Internet meets the needs of medium-sized to large companies and organisations.

Support for IPv6

Business Internet supports IPv4 and IPv6 as standard, based on a dual stack implementation. As a result, the Internet service bandwidth for IPv4 and IPv6 traffic is available to you without an additional connection.

Availability with redundancy

The availability of data and services is critical for every company's business. UPC Business's multi-platform and multi-access infrastructure offers you a large selection of options for redundancy concepts which guarantee maximum availability and take your specific requirements into account.

The greater availability of Business Internet is ensured through two physically separate customer connections (with or without path redundancy) and two connecting devices (CPEs) per location.

Redundantly connected customer sites have annual service availability rates of 99.95% or higher.

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Standard features

Network connection	Fibre optic, DSL, HFC/DOCSIS
Bandwidths	1 Mbit/s to 10 Gbit/s (symmetrical) HFC/DOCSIS 100/10 Mbit/s to Mbit/s (asymmetrical)
Interface service access point	Ethernet 10/100/1000 Mbit/s (RJ45) Ethernet 1000 Mbit/s (850 nm MMF and 1310 SMF) Ethernet 1000 Mbit/s (1470–1610 nm SMF/CWDM)
Fixed IP addresses	IPv4: 8 fixed IP addresses, 5 of which are freely available (/29) IPv6: 256 sub-networks, 255 of which are freely available (/56)
Service and support	**Fault line** — 7 × 24 : 365 days **Support time** — 5 × 11: Monday to Friday, from 7.00 am to 6.00 pm **Service level** — **Bronze: 99.80%** availability per year, max. **8 hrs** downtime during the support time

Options

Redundancy	Redundancy of transmission and connecting devices (fibre optic, DSL, HFC/DOCSIS, LTE)
Additional IP addresses	IPv4: 16 fixed IP addresses, 13 of which are freely available (/28) 32 fixed IP addresses, 29 of which are freely available (/27) 64 fixed IP addresses, 61 of which are freely available (/26) IPv6: 65 536 sub-networks (/48)
Service and support	**Extended support times** — 6 × 16: Monday to Saturday, from 6.00 am to 10.00 pm 7 × 24: 365 days **Extended service levels** — **Silver: 99.90%** availability per year, max. **6 hrs** downtime **Gold: 99.95%** availability per year, max. **2 hrs** downtime* **Platinum: 99.98%** availability per year, max. **1 hr** downtime* The downtimes cited above apply during support hours.

* Prerequisites: Service must be connected using path redundancy

The details in this document do not constitute a binding offer. Subject to modification without notice.
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