

GAS&COM AG Dark Fiber Link

Service description

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Scope and area of applicability of this service description

This service description defines the product **GAS&COM AG Dark Fiber Link** in terms of the technology, functionality, provision and operation of the service as well as the associated contractual services and the obligations of the customer and GAS&COM AG. This document is an integral part of the "Ethernet Service" contract of GAS&COM AG.

The specific service scope is regulated in the corresponding service contract of the respective customer.

"Dark Fiber Link" Service

This service description defines the technical details for planning and implementing the customer service with the Dark Fiber Link of GAS&COM AG.

Overview

The Dark Fiber Link service is a dedicated fibre-optic link that connects two customer sites. With this product, GAS&COM AG merely provides the customer with a fibre-optic connection. GAS&COM AG does not illuminate the fibre, hence the name Dark Fiber. The customer therefore needs his own optical equipment. The Dark Fiber connection is only available to the customer, and the customer itself is responsible for the required active components. The Service Access Point (SAP) is the defined transfer point at the customer location, i.e. a house connection box or data centre. The customer devices are connected directly via the fibre-optic cable to the GAS&COM AG optical fibre backbone. In certain exceptional cases, external lines from a third-party provider (partner) may be used instead of the company's own fibre-optic cables.



Technical features

The GAS&COM AG Dark Fiber Link consists of a direct fibre-optic link between two locations. Powerful connections can be realised via the fibre-optic cable provided. These connections are based on international standards (ITU-T) and enable data transfer rates of several hundred Gbps to be achieved.

The standard fibre type used by the GAS&COM AG Dark Fiber Link is G.652.

Provision of the service

Services provided by GAS&COM AG

Provision of the GAS&COM AG Dark Fiber Link is coordinated by GAS&COM AG. Services provided in relation to provision of the product include the design of the solution, project coordination, implementation, measurement using OTDR and an RFS (Ready for Service) document, which contains the technical details.

Responsibilities of the customer

The customer is responsible for providing the equipment in the building (in-house installation), which must be ready and tested on time.

The in-house installation must be implemented with 9 µm SM fibre for the GAS&COM AG Dark Fiber Link.

Fibre-optic cable specification

- Fiber type ITU-T G.652.D or G.655 (limited availability)
- Mode type - single mode

Patch cable specification

- Fiber type ITU-T G.652.D
- Plug type E-2000/APC
- Mode type - single mode

Operation of the service

GAS&COM AG is responsible for operating the service.

To ensure the reliable operation of the service, GAS&COM AG may perform maintenance on the fibre-optic cable. Such work will be communicated to the customer in good time.

Services during operation

GAS&COM AG guarantees that the services purchased will be provided in accordance with the agreed SLA and the general terms and conditions of business.

Operational monitoring and fault rectification

The Network Operation Center is available around the clock, 365 days a year. Faults reported by the customer are recorded by Dispatching and forwarded to the Operations team.

Faults reported outside of the support hours are forwarded directly to the stand-by service team.

Service Level Agreement (SLA)

According to the SLA document

Network Operation Center

Calls within Switzerland:

0848 427 266 (24 hours / 365 days)

Calls from outside Switzerland:

+41 44 733 62 18 (24 hours / 365 days)

E-mail: support@gas-com.ch