Specifications

blizznet BusinessInternet

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Reference to gender-neutral formulations: In order to improve legibility, this contractual document intentionally refrains from adopting any gender-specific differentiations. All references to individuals apply similarly to all genders (male, female and non-binary).
We would like to emphasize that equality and inclusion are important issues for us. The style employed in this document is solely aimed at linguistic simplification and does not imply any judgement or exclusion.

1. Basic service

The product blizznet BusinessInternet enables the customer to allow multiple users and/or systems to access the internet simultaneously at a customer site.
Reverse DNS is offered in order to enable the customer to operate its own mail server. The operating of, for example, mail, FTP and web servers by Wien Energie GmbH (hereinafter Wien Energie) is not an element of blizznet BusinessInternet.
The services set out below are subject to these being implemented exclusively via the network infrastructure operated by Wien Energie.
The option exists of a redundant customer connection. This specifications document (*Leistungsbeschreibung* or *LB*) applies exclusively to contracts concluded with business customers as defined by Article 1 of the Austrian Consumer Protection Act (*KSchG*).

1.1. Basic bandwidths

The following basic bandwidths are available.

		Bandwidth contracted	Maximum bandwidth	Minimum bandwidth	Bandwidth usually available
BusinessInternet 50	Upload/download	50 Mbit/s	50 Mbit/s	40 Mbit/s	45 Mbit/s
BusinessInternet 100	Upload/download	100 Mbit/s	100 Mbit/s	80 Mbit/s	90 Mbit/s
BusinessInternet 200	Upload/download	200 Mbit/s	200 Mbit/s	160 Mbit/s	180 Mbit/s
BusinessInternet 300	Upload/download	300 Mbit/s	300 Mbit/s	240 Mbit/s	270 Mbit/s
BusinessInternet 400	Upload/download	400 Mbit/s	400 Mbit/s	320 Mbit/s	360 Mbit/s
BusinessInternet 500	Upload/download	500 Mbit/s	500 Mbit/s	400 Mbit/s	450 Mbit/s
BusinessInternet 1000	Upload/download	1000 Mbit/s	1000 Mbit/s	800 Mbit/s	900 Mbit/s
BusinessInternet 2500	Upload/download	2500 Mbit/s	2500 Mbit/s	2000 Mbit/s	2250 Mbit/s
BusinessInternet 5000	Upload/download	5000 Mbit/s	5000 Mbit/s	4000 Mbit/s	4500 Mbit/s
BusinessInternet 10000	Upload/download	10000 Mbit/s	10000 Mbit/s	8000 Mbit/s	9000 Mbit/s

The following factors may have a significant influence on internet speeds:

- The use of WLAN
- Old or not updated hardware and operating systems
- The parallel use of multiple applications
- The parallel use of multiple devices accessing the internet
- The use of firewalls

Impact of data transfer restrictions

The following table provides an overview of the scope of typical internet services available under

the relevant tariff selected.

	Internet surfing (approx. 2 Mbit/s)	Video streaming HD (approx.. 5 Mbit/s)	Video streaming SD (approx. 2 Mbit/s)	Video streaming 4k (approx. 20 Mbit/s)	Voice over IP (approx. 0,1 Mbit/s)	Online games (approx. 5 Mbit/s)	Musik streaming (approx. 0,32 Mbit/s)
Business-Internet 50	✓	✓	✓	✓	✓	✓	✓
Business-Internet 100	✓	✓	✓	✓	✓	✓	✓
Business-Internet 200	✓	✓	✓	✓	✓	✓	✓
Business-Internet 300	✓	✓	✓	✓	✓	✓	✓
Business-Internet 400	✓	✓	✓	✓	✓	✓	✓
Business-Internet 500	✓	✓	✓	✓	✓	✓	✓
Business-Internet 1000	✓	✓	✓	✓	✓	✓	✓
Business-Internet 2500	✓	✓	✓	✓	✓	✓	✓
Business-Internet 5000	✓	✓	✓	✓	✓	✓	✓
Business-Internet 10000	✓	✓	✓	✓	✓	✓	✓

The data transfer capacity actually achieved can vary and is dependent on the technical circumstances relevant to data transfers on site. Wien Energie shall endeavor to transfer data as fast as possible (best effort). The availability of servers and internet services is however beyond the sphere of influence of Wien Energie. Refer to Section 18 of the blizznet general terms and conditions (*AGB*, in German) in the event of complaints related to the quality of internet access.

1.2. Data volume for customers

The product blizznet BusinessInternet includes unlimited data transfer volumes.

1.3. IP addresses

The customer can select to use IP addresses from Wien Energie's AS range (AS29287) or alternatively use IP addresses assigned directly to the customer by RIPE.

PA (provider aggregated) / gateway
The customer can be assigned addresses from the following ranges, with their allocation being based on the RIPE rules:

Range	Number of absolute IP addresses	Number of IP addresses usable by the customer
/31	2	1
/29	8	5
/28	16	13

Table 2: Number of IP addresses per PA range

Wien Energie can also assign IPv6 addresses in addition to the IPv4 addresses defined above:

Range	Number of absolute IPv6 addresses	Number of IPv6 addresses usable by the customer	Number of /64 networks usable by the customer
/64	18.446.744.073.709.551.616	18.446.744.073.709.551.615	1
/56	4.722.366.482.869.645.213.696	4.722.366.482.869.645.213.695	256
/48	1.208.925.819.614.629.174.706.176	1.208.925.819.614.629.174.706.175	65,536

Table 3: Number of IPv6 addresses per PA range

IP addresses can be upgraded upon request. This may necessitate changing the entire IP range. If blizznet BusinessInternet is terminated, the IP addresses must be returned to Wien Energie.

PI (provider independent) / transit
It is also possible to use the customer's provider independent IP addresses (≥ 4096) as long as these have been assigned by RIPE. Access on the internet cannot be guaranteed in the case of a small block.

2. Preconditions

2.1. Physical availability

blizznet BusinessInternet is available anywhere that Wien Energie can install a fiber-optic connection.

2.2. Construction-based preconditions

The installation site for the equipment provided to the customer by Wien Energie must be clean, dry, secure and adequately ventilated. In particular, the customer is required to ensure at its own expense that the following conditions exist if a customer edge (CE) is used:

- Power supply: 230 V ~ / power input max. 150W
- Space required: 1 rack unit (U) in a 19" server rack
- Ambient temperature: 0°C to +50°C
- Relative humidity: 5% to 95% (non-condensing)
- Connections possible (possibly via in-house cabling) to the CE

2.3. Applicable legal provisions

Details of these provisions are set out in the general terms and conditions of Wien Energie relating to blizznet products in their most recent versions (***AGB blizznet***, downloadable (in German) at https://www.wienenergie.at/agb/).

3. Access

Access to the Wien Energie equipment / network access point at the customer site is defined in the blizznet general terms and conditions (*AGB blizznet*).

4. Network access point (NAP)

The network access point (NAP) is the connection socket (jack) at the customer site. All network equipment upstream of this point is the responsibility of Wien Energie. Any components and connections provided by the customer are excluded from the above.

5. Implementation deadlines

The implementation times are dependent on the requested site and will therefore be defined in the relevant offer. Details are provided in the *AGB blizznet* document.

6. Service transfer

Wien Energie will provide the customer with a service transfer notification (*Serviceübergabemeldung*). This document includes at least the following parameters:

- Confirmation of the parameters defined being met
- Implementation date
- Start date of billing
- Connection and service number(s)

7. Monitoring

The network operation center (NOP) monitors the WIEN ENERGIE network 24/7, 365/366 days a year. This center monitors operations and ensures uninterrupted service.

7.1. Web interface for service monitoring

At https://monitoring.blizznet.at, the customer has access to a password-protected web interface. This provides comprehensive information and statistics about all contracted customer connections. For example, customers can review the bandwidth actually used over various time periods.

For example:

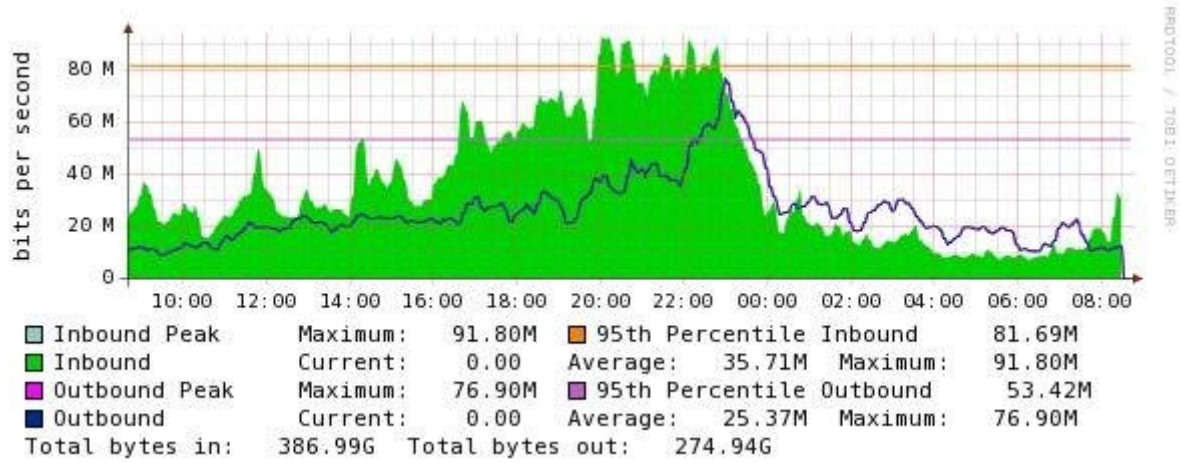

Figure 1: Example of monitoring results

8. Service management & SLA

Information about service interruptions, maintenance work, guaranteed service levels, contact persons and escalation levels can be found in the blizznet service level agreement (SLA).
This SLA applies from the NAP to the peering points (currently Interxion & VIX). This SLA does not cover the availability of servers and services which is beyond the scope of the Wien Energie network.

Unless otherwise explicitly offered, the SLA class ADVANCED is considered to have been agreed.

9. Technical service data

Access - LAN customer		**UNI protocol**
100 Base - TX; RJ 45		802.3u
1,000 Base - T; RJ 45		802.3ab
Optional:		
1,000 Base - SX; LC socket; multi mode	(850nm)	802.3z
1,000 Base - LX; LC socket; single mode	(1310nm)	802.3z
1,000 Base - LHA; LC socket; single mode	(1550nm)	802.3z

9.1. Other information

The blizznet BusinessInternet connection is based on the internet protocol IP Version 4 (as standard and included the price), with the internet protocol IP Version 6 also being available (also free of charge). This provides the customer with the option of using the entire TCP and UDP protocol suite.

Customers must comply with all RFC standards.
If this is not the case, it cannot be ensured that the system functions correctly and no claims may be asserted in this context.

Routing protocols supported:

- Static routing
- BGP (Border Gateway Protocol)

- Other protocols subject to request

Round trip time

- National ≤ 10ms average
- Europe (London, Amsterdam & Frankfurt IX) ≤50ms average
- US East Coast (upstream landing point, NYC, WDC) ≤ 125ms average

Packet drops

- National ≤ 1% p-loss average
- Europa (London, Amsterdam & Frankfurt IX) ≤ 1% p-loss average
- US East Coast (upstream landing point, NYC, WDC) ≤ 1% p-loss average