Specifications

BUSINESS INTERNET

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Table of contents

1. Basic service 2
   1.1. Basic bandwidths 2
   1.2. Data volume for customers 3
   1.3. IP addresses 3
2. Preconditions 4
   2.1. Physical availability 4
   2.2. Construction-based preconditions 4
   2.3. Applicable legal provisions 5
3. Access 5
4. Network access point (NAP) 5
5. Implementation deadlines 5
6. Service transfer 5
7. Monitoring 5
   7.1. Web interface for service monitoring 5
8. Service management & SLA 6
9. Technical service data 6
   9.1. Other information 6

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 BUSINESS INTERNET 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 BUSINESS INTERNET.
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
BUSINESS INTERNET 50	Upload/download	50 Mbit/s	50 Mbit/s	40 Mbit/s	45 Mbit/s
BUSINESS INTERNET 100	Upload/download	100 Mbit/s	100 Mbit/s	80 Mbit/s	90 Mbit/s
BUSINESS INTERNET 200	Upload/download	200 Mbit/s	200 Mbit/s	160 Mbit/s	180 Mbit/s
BUSINESS INTERNET 300	Upload/download	300 Mbit/s	300 Mbit/s	240 Mbit/s	270 Mbit/s
BUSINESS INTERNET 400	Upload/download	400 Mbit/s	400 Mbit/s	320 Mbit/s	360 Mbit/s
BUSINESS INTERNET 500	Upload/download	500 Mbit/s	500 Mbit/s	400 Mbit/s	450 Mbit/s
BUSINESS INTERNET 1000	Upload/download	1000 Mbit/s	1000 Mbit/s	800 Mbit/s	900 Mbit/s
BUSINESS INTERNET 2500	Upload/download	2500 Mbit/s	2500 Mbit/s	2000 Mbit/s	2250 Mbit/s
BUSINESS INTERNET 5000	Upload/download	5000 Mbit/s	5000 Mbit/s	4000 Mbit/s	4500 Mbit/s
BUSINESS INTERNET 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 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)	Music 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 endeavour 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 document AGB BUSINESS (general terms and conditions) in the event of complaints related to the quality of internet access.

1.2. Data volume for customers

The product BUSINESS INTERNET 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
Customer can be assigned IP addresses from the following ranges. IP addresses are assigned in accordance with the RIPE guidelines:

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 BUSINESS INTERNET 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

BUSINESS INTERNET is available for sites at which Wien Energie can technically and commercially provide the necessary fibre optic infrastructure.

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
- Two power connections are recommended (for two separate voltages)
- Space required: Two RU (rack units) in a 19” server rack cabinet are recommended for the router and the patch panel
- 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 telecommunication products in their most recent versions (**AGB BUSINESS,** 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 general terms and conditions (AGB BUSINESS).

4. Network access point (NAP)

The network access point (NAP) or service transfer point (STP) 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 BUSINESS 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:

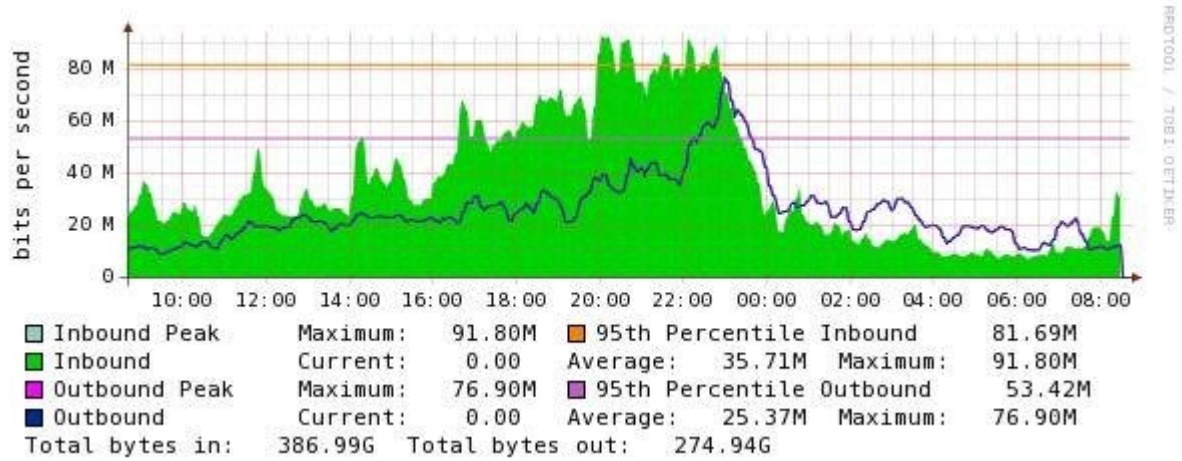


Figure 1: Example of monitoring results

8. Service management & SLA

Information about service interruptions, maintenance work, guaranteed service levels, contact persons and escalation levels can be found in the B2B service level agreement (hereinafter SLA BUSINESS) for telecommunication products.
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 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**
100Base-TX; RJ45	802.3u
1000Base-T; RJ45	802.3ab
Optional:	
1.000Base-SX; LC socket; multi mode (850nm)	802.3z
1.000Base-LX; LC socket; single mode (1310nm)	802.3z
1.000Base-LHA; LC socket; single mode (1550nm)	802.3z
10GBase-LR; LC socket; single mode (1310nm)	802.3ae
10GBase-ZR; LC socket; single mode (1550nm)	802.3ae

9.1. Other information

The BUSINESS INTERNET connection provides the internet protocol versions IP Version 4 (IPv4) (as standard and included in the scope) and IP Version 6 (IPv6) (optional and free of charge). This

enables the customer to use the complete TCP/IP protocol suite.

The customer must ensure that all relevant RFC standards are complied with. Failure to do so may result in the service not functioning correctly. Wien Energie shall not be liable in the event of any associated claims.

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