

# Direct Internet

## Award-winning business internet

Our Direct Internet offers businesses dedicated connections from 1-100Gbps.

### Included as standard

- Direct dedicated bearer offering speeds of: 1Gbps, 2Gbps, 10Gbps, 25Gbps and 100Gbps
- 24/7 dedicated support
- 24/7 proactive network monitoring
- Automated compensation

### Service level agreement

|                                   |                             |
|-----------------------------------|-----------------------------|
| Availability target               | 99.99%                      |
| Minimum downtime for compensation | 4 minutes                   |
| Downtime for maximum compensation | 24 hours                    |
| Maximum compensation              | 2-month service charge      |
| Form of compensation              | Service credit              |
| Maximum repair time window        | 5 hours                     |
| Upgrade time                      | 1 week (subject to surveys) |

### Technical specifications

|                        |                                             |
|------------------------|---------------------------------------------|
| Symmetrical connection | Equal upload and download speeds guaranteed |
| IP addresses           | /31 IPv4 included per connection            |
| Handoff                | Fibre and copper handoff options available  |
| MTU size               | 9100 bytes (jumbo frames supported)         |

#### In a hurry?

Rapid Install available in as little as 48 hours.

