

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: BUSINESS INTERNET ACCESS

DESCRIPTION

Business Internet Access (BIA) provides exclusive, dedicated internet connectivity at your site/s. BIA ensures that you get 100% of the bandwidth 24/7.

OPTIONS & ADD-ONS

OPTIONS								
Business Internet Access bandwidth (symmetrical)	BIA 10 Mbps	BIA 30 Mbps	BIA 50 Mbps	BIA 100 Mbps	BIA 200 Mbps	BIA 500 Mbps	BIA 700 Mbps	BIA 1 Gbps
ADD-ONS								
Border Gateway Protocol (BGP) Routing	Choose use BGP routing to: <ul style="list-style-type: none">• Manage internet failover between diverse/redundant BIA connections• Manage internet failover between BIA and 3rd party ISP Internet Service• Advertise your own public IP addressing purchased from APNIC (Asia-Pacific Network Information Centre).							
Diverse Access options	A second access to the customer's premise or alternate premise to provide diversity/higher availability. Diverse access is available, by design, so will require Sales Estimate Requests or Local Fibre Provider feasibilities to confirm.							
Additional IP Addresses -	BIA comes by default with 8 unique (6 useable) IP addresses, but additional addresses can be supported on request. This enables a customer to scale up their range of Web-related services to support mail servers, web servers, VPN tunnels easily by allocating new IP addresses to new services.							

SERVICE CONDITIONS

- BIA provides symmetrical internet speeds
- BIA includes the allocation of up to eight globally unique IP addresses
- For physical access details refer to the appropriate access service descriptions
- The initial and additional IP address space is not portable to other ISPs
- BIA is dependent on access availability at site
- We use reasonable efforts to provision international internet bandwidth to cater for our customer base however the amount of international bandwidth is not guaranteed at all times.