

Service Description TopInternet Lite.

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DreiBusiness.
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1. Scope of application.

TopInternet Lite is a managed internet service for companies who place a high value on performance, security, quality and flexibility.

TopInternet Lite offers:

- asymmetric Bandwidths
- Service Level Agreements tailored to your quality requirements
- a portfolio of high-quality routers, which can also be proactively monitored by us during the course of the selected Service Level Agreement
- provision of IPv4, IPv6 or incorporation of provider-independent IP addresses
- operational security thanks to a variety of back-up solutions
- options for combination with individually matched Internet services and individual solutions

2. Internet connection.

TopInternet Lite is an asymmetrisches Business Internet Service of Drei with maximum flexibility for individual requirements. The service is based on the network infrastructure of Drei, which is connected to the global Internet at several hand-over points.

2.1 Carrier service variants.

The following carrier service variants are available:

- xDSL (based on a virtual unbundled infrastructure): this connection is achieved using one or more virtual unbundled twin-core copper cables or a fibre optic cables from A1 Telekom Austria AG and the appropriate transmission technology provided by us

Internet access is available in the versions below, dependent on technology availability at customer site. All bandwidth data refer to the availability up to the network termination point (router):

Asymmetrical bandwidth profiles and data transfer volumes in kbps (flat rate):

“up to “ Bandwidth profile in kbps	Minimum download and upload speeds	Maximum download and upload speeds	Download and upload speeds normally available
14.366/1024	256/64	14.366/1024	10.240/718
20.480/8192	10.240/256	20.480/8192	15.500/5.632
40.960/15.360	20.480/8192	40.960/15.360	30.723/11.264
81.920/25.600	40.960/15.360	81.920/25.600	56.320/18.773
153.600/40.960	81.920/25.600	153.600/40.960	102.400/30.720
281.600/112.640	168.960/56.320	281.600/112.640	247.808/99.123
307.200/56.320	153.600/40.960	307.200/56.320	230.400/42.240
512.000/71.680	307.200/56.320	512.000/71.680	384.000/53.760
563.200/281.600	281.600/112.640	563.200/281.600	495.616/247.808
1.024.000/563.200	563.200/281.600	1.024.000/563.200	901.120/495.616

The bandwidth profile in kbps corresponds to that advertised and available to order.

The first number signals the bandwidth available for receiving data (download), and the second is the bandwidth available when sending data (upload). The stated bandwidths are gross bandwidths. The net bandwidth takes into account the deduction of an overhead of roughly 5%, which is needed for addressing and for data streams sent in the form of IP packages. The data transfer volume is the sum of all outgoing and incoming data. Flat-rate in this case means, essentially, that there are no restrictions on data transfer.

The asymmetric bandwidths offered are best-effort bandwidths, i.e. maximum available bandwidths, but these cannot always be achieved for technical reasons. The bandwidth actually available depends on the physical and technical features of the local loop connection at the customer, which Drei has no control over. The actual bandwidth available depends above all on factors such as line attenuation, line length (measured from the customer connection to the nearest main distribution frame), the line diameter,

network load and the quality of the lines. If the stated bandwidth cannot be achieved for technical reasons, Drei will provide the maximum bandwidth that is technically available.

The minimum download and upload speeds in kbps are available outside maintenance windows or malfunctions at minimum.

The maximum download and upload speeds in kbps correspond to that advertised and available to order.

The download and upload speeds in kbps normally available correspond to the Internet access bandwidth that is normally available 95% of the day.

You are entitled to warranty claims in the event of a continuous or regularly recurring inconsistency between the speed or other service quality parameters actually delivered and the performance specified by Drei.

To begin with, you may choose between the improvement or replacement of Drei's deficient performance. This option does not apply if the choice made is impossible for Drei or involves a disproportionate amount of effort for Drei compared with the alternative.

Drei is obliged to satisfy your claim within a reasonable period of time and with the least possible inconvenience to you.

If both the improvement and the replacement are impossible or would involve a disproportionate amount of effort for Drei, then you have the right to a price reduction or, if the defect is not minor, to rescission of the contract. This also applies if Drei refuses to make the improvement or replacement or if it does not do so within a reasonable period of time, if such remedies would cause you considerable inconvenience or if they cannot be reasonably expected of you for valid reasons. The rescission gives rise to cancellation of the contract affected by the deficiency.

The following Internet services can probably be used to their full extent with all bandwidths. The exception to this is video stream 4k (approx. 20 mbps), this is not possible with the bandwidth 14,366/1024 kbps. The bandwidth with unlimited data transfer volume is considered (Flat Rate). There is no reduction or blocking after the consumption of a certain data transfer volume.

- ✓ Surfing the Internet (approx. 2 mbps)
- ✓ HD video streaming (approx. 5 mbps)
- ✓ SD video streaming (approx. 2 mbps)
- ✓ 4k video streaming (approx. 20 mbps)
- ✓ Voice over IP (approx. 0.1 mbps)
- ✓ Online games (approx. 5 mbps)
- ✓ Music streaming (approx. 0.32 mbps)

Drei does not perform any traffic control measures for the TopInternet Lite service.

2.1.1 Quality.

There are two important factors to be considered when evaluating the quality of an Internet connection:

2.1.1.1 Availability.

Availability is the actual availability of the Austria-wide Drei IP backbone.

2.1.1.2 Packet Loss.

Packet Loss is the loss of data packets within the Internet due to overloading or malfunctions within the Internet. Data packets that are lost are of course retransmitted, but this gives rise to delays and thus to a reduction in the quality of the Internet connection.

The packet loss within TopInternet Lite is generally less than 1 percent.

If the actual packet loss exceeds this value, we undertake to implement technical measures to resolve the problem.

3. Internet set-up.

All versions of the Internet connection provided by Drei include

- 20 mailboxes (IMAP or POP3 accounts)
- 5 mailbox aliases per mailbox
- 15 GB Mailspace
- Virus filter
- Spam filter

- 5 GB Webhost
- 1 MySQL Database
- Domain registration (1 Domain .at, .or.at, .co.at, .net, .com, .eu)
- IPv4 / 29 (five usable IP addresses) or a IPv6 / 48 network

3.1 IP Addresses.

All the items listed below and designated as “IP addresses” are the IPv4 addresses currently used as standard on the Internet. These IPv4 addresses are provider-assigned (PA) IP addresses. All parts relevant to IPv6 are explicitly designated as IPv6 addresses. These IPv6 addresses are also provider-assigned (PA) IP addresses.

3.1.1 IPv4 Addresses.

8 IPv4 addresses (five useable IP addresses) are included as standard in the scope of supply. More IP addresses can be provided as an option on request.

You have the facility to change the IP addresses that we supply, for instance when upgrading from 8 to 16 IP addresses. This may however necessitate revision of the entire range of IP addresses.

3.1.2 IPv6 Addresses.

We can make available a /48 network, in which the assignment complies strictly with the RIPE regulations. This is achieved by means of the dual stack process, i.e. in combination with IPv4 addresses.

3.1.3 Provider Independent IP Addresses.

If you already have your own IP addresses (provider-independent IPv4/IPv6 addresses) explicitly assigned to you (by RIPE), these can be used in conjunction with a connection to the Drei IP backbone.

3.1.4 Routing Protocols.

The IP addresses issued to you are generally assigned to static routing. If you possess your own IP addresses (see point 2.1) and also are in possession of your own Autonomous System Number, you can exchange routing information using the Border Gateway Protocol (BGP Version 4).

3.2 Domains.

The scope of TopInternet Lite includes registering a new domain or taking over an existing domain. Additional domains can be registered and managed for a separate fee. The current domain prices can be found at <https://www.drei.at/domain>. Already registered domains can easily be changed to Drei. If required, Drei will help to register more than one domain as part of an optional additional service. The following top-level domains are available as part of TopInternet Lite: .at, .or.at, .co.at, .net, .com, .eu.

There is no entitlement to receive a specific domain name. Drei does not check the legal admissibility of the desired domain name. Drei is to be held harmless and harmless in the event of a claim by a third party whose rights have been violated by the domain name used.

Drei's domain name service includes administrative tasks and the technical implementation of name resolution in accordance with Request for Comments RFC 1034 and 1035. The domains are set up and maintained on our domain name servers. Further detailed information on the scope of services can be found in the current Domain Service description of services.

3.3 Drei WebHosting inc. Drei BusinessMail.

3.3.1 Specification.

With Drei WebHosting you get the necessary infrastructure and web services for your web presence. With our hosting solution, you can ensure that your data is stored in Austria under the highest security standards. The scope of services of TopInternet Lite includes the package Drei WebHosting S with the following specifications:

Drei WebHosting S	Content
Web storage space	5 GB
mySQL datenbase	1
Let's Encrypt SSL certificates	3
Apache connections	60
FTP-Account	1
SSH-Account	1
PHP Process Limit	5

PHP Memory Limit	256 MB
Flexible PHP-Versions	included
1-Click-Installation	included
Cronjobs	-
Unlimited data transfer	included
Domain	
Domains usable for hosting (Multidomain)	unlimited
Domain (.at/.or.at/.co.at/.net/.com/.eu)	included
Drei BusinessMail S	
Mailboxes	20
Mailbox aliases per mailbox	5
Space for e-mail and file storage	15 GB
Individual Domains	unlimitiert
Webmail	included
Contacts, Calendar and Tasks	included
Antivirus & Spam Protection	included
Folder Sharing	-
Mobile Sync	-
SMS notification	-

The already included service Drei BusinessMail S offers e-mail addresses with your own company domain with all known e-mail functions:

- Easy data exchange inside and outside your company
- Webmail with calendar & contact sharing and file sharing
- Mobile access to e-mail, contacts and calendar
- Compatible with Microsoft Outlook, Thunderbird and other e-mail programs

3.3.2 Sending limit.

The e-mail sending limit is set to the following values for your entire account:

- Per hour: 250 e-mails
- Per day: 1.000 e-mails

However, these can also be individually adapted if required.

3.3.3 Antivirus & Spam Protection.

Central anti-virus protection is installed at Drei BusinessMail, which automatically checks incoming e-mails for viruses (no content is checked). If a virus is found in an incoming e-mail, it will be rejected. This optional service can be activated and deactivated for all existing e-mail addresses. The user can be granted the right to decide individually about his virus and spam settings.

The virus filter is updated continuously (up to several times a day, depending on the availability of new virus signatures), so it also offers very good protection against new viruses. Nevertheless, the virus scanner can only detect viruses that are already known, so Drei assumes no liability for absolute protection. Drei cannot rule out the possibility that the virus filter will reject e-mails that do not contain a virus. Drei assumes no liability in this regard.

With the spam protection integrated in the service, incoming e-mails are automatically checked for suspicious content and marked accordingly. This gives you the option of automatically deleting e-mails marked in this way or moving them to a separate folder in your e-mail program. Drei does not delete any e-mails so that if in doubt you can check for yourself whether you want to read the respective e-mail. This feature can also be activated and deactivated again.

Further information on mailbox access, webmail, contacts, calendar, tasks, user settings, customer zone and administration can be found in the [Leistungsbeschreibung & Entgeltbestimmung Drei WebHosting](#), on <http://www.drei.at/agb>.

3.4 Additional Services

The following additional services are optional available and customized to your needs:

- Optional equipment, configuration, maintenance & management
- TopInternet Lite Backup
- Managed Firewall

3.4.1 TopInternet Lite Backup.

With the option “TopInternet Lite Backup” it is possible to secure the TopInternet Lite connection via a second way. Depending on the wiring conditions on site, a customized TopInternet Lite line backup can be tested and implemented.

4. Creation of the TopInternet Lite connection.

Provided it is technically feasible and commercially viable, we set up at each domestic location a TopInternet Lite connection to the agreed carrier service variant. Once the connection has been established, we install a router at a suitable position in the installation area at your nominated company location, so that it is easily accessible in the event of any type of fault. We may also commission a third party to perform the installation of the equipment. The equipment that is made available remains the property of Drei or the third party commissioned by us. Any cables necessary for the installation will be made available in the desired lengths. We do not perform the laying of these cables (in-house cabling). Please assign an electrician to perform this task.

The TopInternet Lite router may be a table-top model or a 19-inch rack unit (1 or 2 HU).

Installation is performed in 2 stages. Firstly, the termination of the carrier service, which may be a TDO phone jacket for a copperline or an Optical Network Termination (ONT) for fiber (Gigabit Passive Optical Network, GPON). The second stage is to connect the TopInternet Lite router.

It is your responsibility to provide the power supplies (230 VAC) required by the equipment. In areas where there may be large fluctuations in the supply voltage, the power supplies should include any necessary surge protection. Normally one power supply should be provided for each item of equipment. If a redundant power supply is required, the power supplies should be duplicated. In addition, a power supply should be made available for the necessary interference suppression measures. The length of the network cables supplied is approx. 1.5 m.

4.1.1 General Structural Requirements for Buildings.

Setting up a TopInternet Lite connection requires an installation area or operating area which must be clean, dry, free of dust and sufficiently well ventilated. Please ensure that an operating temperature range of +5°C to +40°C and a relative atmospheric humidity of 35 to 75% (non-condensing) is maintained.

4.1.2 Network terminal point.

The network terminal point forms the boundary of responsibility. The TopInternet Lite router constitutes this network terminal point.

The carrier service and the router that is provided fall within our area of responsibility. Equipment supplied by you and connected to the router remains your responsibility.

5. Equipment and equipment configuration.

The standard router provided with TopInternet Lite is a Cisco router or one of a range of equivalent alternative routers.

By default, the TopInternet Lite router is configured as follows:

- All LAN ports on the router can be used (auto-sensing 100/1000 Mbps)
- 8 IP /29 addresses; 5 of the 8 fixed IP addresses can freely be used at the LAN port
- NAT (Network Address Translation) and Firewall (ACL) are deactivated
- The maximum packet size (MTU) is 1,500 bytes

Configurations incorporating individual modifications from the standard configuration can be quoted on special request.

5.1 Maintenance of the equipment by Drei or our authorised partner companies.

The following maintenance services for TopInternet Lite equipment are provided as standard or are governed by the following agreements for the duration of the contract.

- Full maintenance with on-site fault rectification for all equipment supplied.
- Defective equipment will be exchanged according to the agreed support level.
- For the agreed duration of the service contract, configurations may be generated and changes or extensions to the hardware may be performed only by us or by third parties commissioned by us.
- Service visits for which you or third parties commissioned by you bear responsibility (such as if configurations have been changed), are not included in the support level and will be chargeable by us at the hourly rates applicable for the specialist technicians involved.
- Other equipment, software, plug-in cards, or other accessories for which no support level is agreed with us are excluded from the agreed terms of the support level.
- If you yourself make changes to the configuration of the router, these may compromise the functionality of the router, for which we cannot be held responsible.

5.2 Management of the equipment by Drei.

For purposes of the defect-free provision of services the TopInternet Lite router will be incorporated into the central Drei management system

We archive the configuration file for the last change that was performed (official set-up) and in the event of a fault we will reload this configuration.

6. Customer Connection.

It is your responsibility to connect all your equipment (routers, firewall) to the router (network terminal point), using the relevant connecting cables provided by yourself. This creates access to the TopInternet Lite service.

7. Service Handover.

The service handover will be performed after the service has been commissioned, with provision by e-mail of a completion certificate for each TopInternet Lite connection that is implemented.

8. Support.

The customer must provide a phone number and extension number to be used for purposes of fault rectification. More details of the information for contacts with Drei are also included in the completion certificate.

The support services provided by Drei do not include the support of solutions specific to items of equipment, nor to network solutions (LAN) or software solutions that do not relate to software or equipment supplied by Drei. They extend to the extent usually expected during installation support and configuration support.

8.1 Service Level Agreements (SLA).

Drei offers Service Level Agreements, for which the scope is defined by the Service Level Agreements performance specification for the respective service.

At each location, a Service Level and a Support Level is defined for the solution.

Monitoring period.

The monitoring period for the Service Level Agreement is a quarter year.

Target values for the quality parameters.

The following target values for the “availability” quality parameter are applicable, depending on the Service Level for the location. Levels of availability different from these are available for special agreement and are listed as additional items in the list of locations shown above.

Service Level	Availability
Standard	Best Efforts
Premium	99.0%
Premium+	99.5%

Support Level	Designation code	Fault clearance times
Standard Support	STS	Mon. - Fri. 07.00 – 18.00 working days ¹
Extended Support 1	ES1	Mon. - Fri. 06.00 – 22.00 working days ¹
Extended Support 2	ES2	Mon. - Fri. 06.00 – 22.00 working days ¹ Sat. 06.00 – 18.00
Full Support	FUS	Mon. - Sun. 00.00 – 24.00
Full Support proactive	FUS pro	Mon. - Sun. 00.00 – 24.00

¹working days: Monday – Friday apart from official public holidays

The proactive customer communication is optionally available in addition to the service level Premium+ and the simultaneous support level Full Support. Proactive customer communication is not possible for locations in all other service/support levels. Proactive notification is not possible for the Ethernet P2P/P2 and VPLS services.

You will find a more detailed description of the services provided under the Service Level Agreement in the “Service Description SLA for TopInternet” on <http://www.drei.at/agb>.