

# Business Internet Services

January 2016



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# Business Internet Services

## 1 Summary

Business Internet is the high speed flexible Internet service of TELBO. Your business is connected either over high speed VDSL on copper or the new fiber optic network of TELBO. Business Internet provides a complete suite of Internet services with a high availability, fixed IP-addresses and WiFi.

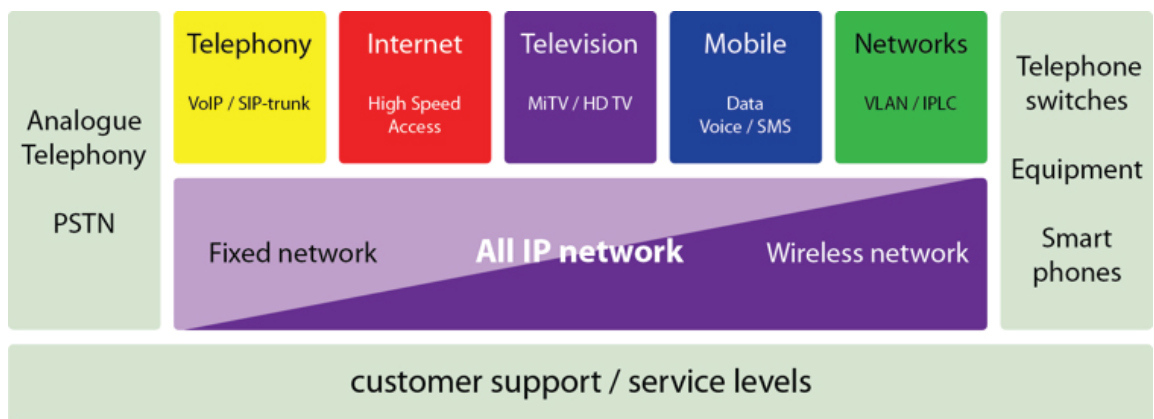
The Internet backbone of TELBO is redundantly built. It uses two separately routed fiber optic sea cables for a very reliable Internet service. Traffic is routed via the "AMS-IX Caribbean" in Curacao and the main Internet exchange points in Miami.

For increased reliability TELBO will soon offer 4G LTE mobile back-up connections as an optional Gold level support. In case of a malfunction in the access line to your premises, the Internet service will continue over the mobile connection.

As we understand that Internet connectivity is crucial for today's business operations, we have a dedicated Business Helpdesk to assist you.

## 2 TELBO Business Solutions

TELBO provides a comprehensive portfolio of telecom and ICT services for businesses in Bonaire.



### 'State of the art' infrastructure on Bonaire

*Fiber*  
Up to 1 Gb/s

*Copper VDSL*  
Up to 40 Mb/s

*4G LTE Mobile*  
Up to 50 Mb/s

*AirMax wireless*  
Up to 50 Mb/s

For questions please contact TELBO Business Solutions at

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# Business Internet Services

## 3 Internet services

Business Internet Services come in two flavors:

- **Business Internet**, which is an Internet access service with an a-symmetric bandwidth. The down-load speed of Business Internet is higher than the upload speed. For economic reasons, the Business Internet service shares the Internet backbone capacity with other Business Internet users in the same area. This all results in a service that is reliable, economically interesting and very suitable for normal office use and small business sites.
- **Internet Leased Line**, which is an Internet access service with high bandwidth, high performance and a symmetric down- and upload speed. Internet Leased Lines are directly connected to the Internet backbone of TELBO for maximum throughput and minimum delay. The service is very suitable for larger businesses and businesses that run their own servers for web- and email applications.

Business Internet Services are either provided over a copper wire, a dedicated wireless connection or a fiber connection. Between 2015 and 2017 TELBO fiber connections will become generally available to all businesses in Bonaire.

When fiber is available at or in the vicinity of your premises, TELBO will in general provide all its services over fiber. When fiber is not (yet) available, TELBO may choose to provide your service over copper and migrate your service to fiber at a later stage. TELBO is not obliged to provide fiber to every location and may choose to provide its services over other types of connection, as it deems necessary.



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# Business Internet Services

## 4 Technical specifications

	BUSSINESS INTERNET	INTERNET LEASED LINE
<b>Access type</b>	<b>Fiber, VDSL or wireless</b>	<b>Fiber, VDSL or wireless</b>
<b>Available speeds</b>	Down/Up	Down/Up
<b>Note: all speeds are available on fiber. VDSL and wireless access may have limitations depending on the local circumstances. Telbo account management can advise you.</b>	5/1 Mbps 10/1 Mbps 20/4 Mbps 50/10 Mbps 100/20 Mbps	5/5 Mbps 10/10 Mbps 15/15 Mbps 30/30 Mbps 50/50 Mbps 60/60 Mbps 70/70 Mbps 100/100 Mbps
<b>Symmetric bandwidth</b>	No	Yes
<b>Exclusive bandwidth</b>	No, shared	Yes
<b>IP-Addresses</b>	1 fixed IP-Address included	1 fixed IP-Address included
<b>Additional IP-Addresses</b>	Not possible	Optional
<b>CPE with WiFi</b>	included	Optional
<b>4G mobile backup</b>	<i>Future optional service</i>	<i>Future optional service</i>
<b>Monitoring and alarming</b>	<i>Future optional service</i>	<i>Future optional service</i>

## 5 Optional services

Business Internet Services come with the following options and extra services

**Additional fixed IP addresses** – Internet Leased Line customers have 1 fixed IP addresses included in the service. Additional fixed IP addresses are available at an extra monthly fee.

**4G mobile backup** – an USB stick with TELBO 4G SIM connected at the back of your modem that takes over the Internet connection in case of a malfunction in the line towards your premises (not yet available).

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**Monitoring and alarming** – an automated monitoring service that watches over your Internet service and critical applications as mail- and web servers. The service provides performance statistics and automated alarms in case of malfunction of your services (not yet available).

## 6 Tariff structure and invoicing

The Business Internet Service has the following tariff components.

- A one-time fee for installation of the service at your premises or for future changes and up- or downgrades
- A monthly fee depending on the type of service, the bandwidth and the minimum contract term.
- Additional monthly fees for optional services, in case applicable

TELBO account management can advise and provide you with a proposal. Business Internet Services are invoiced monthly and upfront.

## 7 Service Levels

### 7.1 Service Equipment and Service Demarcation Point

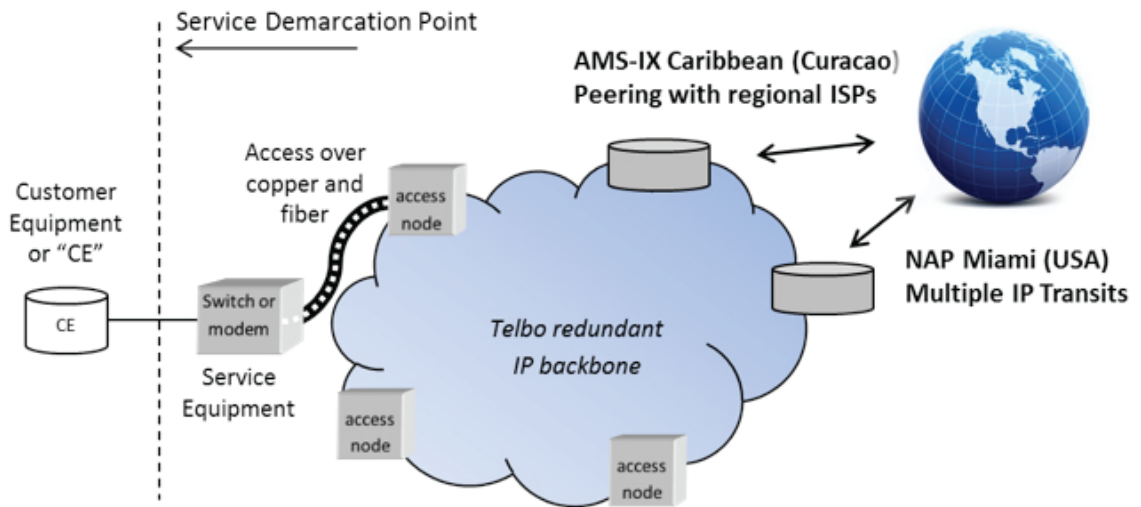
Business Internet Services are provided up to the Service Demarcation Point, which is a port or connection on the "Service Equipment" installed at your premises. The Service Equipment is usually a switch or modem owned and managed by TELBO. In case of a malfunction, TELBO will reconfigure, reinstall or replace the Service Equipment.

Customers have the obligation to provide power, optional UPS back-up and a safe, dry, climate controlled and hazard free location for the Service Equipment. In case of malfunctioning, damage or loss of the Service Equipment due to customer's negligence or misconduct, the cost of the Service Equipment replacement will be charged to customer.

TELBO is responsible for all elements of the Service up to the connecting Ethernet port(s) on the Service Equipment at the customer premises.

The customer is responsible for the proper function and configuration of the Customer Equipment ("CE"), being the networking equipment, PC's or server(s) connected to the Service Equipment.

# Business Internet Services



## 7.2 Maintenance, Support, Helpdesk

The SLA Business Services applies.

## 8 Terms and conditions

This document ('Business Internet Services') defines the Internet Service for business customers of TELBO.

TELBO may amend the service description and terms for Business Internet Services from time to time.

The terms and conditions defined in 'General Terms and Conditions Business Services' and 'Additional Terms and Conditions Business Services' apply.