



# WHOLESALE REFERENCE OFFER

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## 1. Introduction

Wessex Internet is a Fibre-to-the-premises service provider with an extensive fibre-optic network covering properties in Dorset, Wiltshire and Somerset. Wessex Internet's service provides fibre optic Ethernet connectivity to customer properties of speeds between 100Mbps and 10Gbps.

The purpose of this document is to set out the wholesale services offered by Wessex Internet to retail Internet service providers (Retail ISP). The document covers the range of wholesale services available from Wessex Internet, as well as the processes for service ordering and service management.

## 2. Minimum Monthly Service Charge

A minimum Monthly Charge of £500 per month applies for access to the Wessex Internet wholesale service. The service charge will be offset against all other Wholesale charges incurred by the Retail ISP.

The service charge includes a 10Gbps NNI Port as detailed within section **3 Network Interconnect (NNI)**. The service charge does not include the cost of any cabling required between the RSP network and the WI network.

## 3. Network Interconnect (NNI)

In order to provide services on the Wessex Internet network, a network interconnect must be configured between the retail provider's network and Wessex Internet's core network.

The minimum port requirement for network to network interconnection (NNI) is 10Gbps. NNI connections are currently available at Telehouse North (THN) and Harbour Exchange (HEX LD8). Alternatively, interconnection may be available at other Wessex Internet sites subject to discussion.

Interconnects at 100 Gbps to be priced on request.

The RSP is to provide the fibre between the Wessex Internet rack and their rack. WI will indicate where the Telehotel staff are to present the NNI fibre connection.

## 4. Wessex Internet Wholesale Active Products

The Active products provide an Ethernet connection to a customer property at speeds ranging from 100Mbps to 900Mbps although multi gigabit enterprise products may be available POA. All products are delivered between a customer property and an NNI. The retail service provider may offer any layer 3 service capable of running over Ethernet. The Ethernet MTU supported on all active services is 1500-1532

### a. Wholesale Residential Broadband

Residential broadband services are intended for the provision of basic services to residential properties.

- Residential Service Contention 25:1
- Fibre Network Termination Unit (NTU/ONT/TWIST PORT) will be managed by Wessex Internet. Service will be terminated to 1000Base-T.
- Products may not be sold to business customers.
- Products are not eligible for SLA upgrades.
- Products handed off to RSP via NNI using 802.1ad (QinQ).

	Product Name	Description	DL Mbps	UL Mbps	Standard Install	Monthly Charge	Contract Length	SLA
	Wholesale Home 100	100Mbps Download, 35Mbps Upload Residential Broadband	100	35	£149	£26	12 Months	Standard
	Wholesale Home 350	350Mbps Download, 100Mbps Upload Residential Broadband	350	100	£149	£35	12 Months	Standard
	Wholesale Home 900	900Mbps Download, 300Mbps Upload Residential Broadband	900	300	£149	£47	12 Months	Next Day

## b. Wholesale Business Broadband

Business broadband services are intended for the provision of basic services to non-residential properties, and home businesses.

- Business Service Contention 10:1
- ONT will be managed by Wessex Internet. Service will be terminated to 1000Base-T.
- Products are not eligible for SLA upgrades.
- Products handed off to RSP via NNI using 802.1ad (QinQ).

	Product Name	Description	DL Mbps	UL Mbps	Standard Install	Monthly Charge	Contract Length	SLA
	Wholesale Business 100	100Mbps Download, 50Mbps Upload Business Broadband	100	50	£149	£35	12 Months	Next Working Day
	Wholesale Business 350	350Mbps Download, 175Mbps Upload Business Broadband	350	175	£149	£65	12 Months	Next Working Day
	Wholesale Business 900	900Mbps Download, 450Mbps Upload Business Broadband	900	450	£149	£130	12 Months	Next Working Day

## c. Wholesale Enterprise Products

Enterprise Ethernet products are designed to offer premium connectivity services to business customers. They benefit from symmetric speeds and dedicated, uncontended backhaul bandwidth.

- Dedicated Enterprise Service – Uncontended 1:1
- Products handed off to RSP via NNI using 802.1ad (QinQ).
- Network Termination Unit (ONT/TWIST PORT) will be managed by Wessex Internet for connections up to 1Gbps.
- Premium SLA includes 24/7 365 Support and financially backed SLA's including 6-hour target fix time and 99.85% uptime guarantee.

	Product Name	Description	Bearer Mbps	Standard Install	Monthly Charge	Contract Length	SLA
	100Mbps Ethernet	Dedicated symmetric 100Mbps Ethernet Service	100	£149	£199	24 Months	Premium
	Gigabit Ethernet	Dedicated symmetric 1Gbps Ethernet Service	1000	£149	£550	24 Months	Premium
	Multi Gbps Ethernet	Dedicated symmetric Ethernet Services from 2Gbps to 10Gbps	10000	POA			

## WHOLESALE ACCESS PROCESS

## 5. Wessex Internet Passive Services

Passive services allow retail service providers access to Wessex Internet's eligible physical network infrastructure, including dark fibre and cabinet access.

### a. Passive Network Access (Eligible Cabinets Only\*)

- Passive products are planned for up to 3 retail service providers and are subject to availability for further retailers.
- Repair and service work during contract term chargeable at callout rates set out in 8b.

ID	Product Name	Description	Install Charge	Monthly Charge	Term	SLA
	Dark Fibre Access: Single Fibre	Single fibre drop-link from Eligible WI cabinet* to eligible customer premises	£1200**	£70 pcm	12 Months	Next Day
	Long Term Dark Fibre Access" Cabinet to Cabinet Link	Single fibre from one eligible Cabinet* to another eligible Cabinet	£350***	£40+ £0.15/m pa	Std 20 Years	Premium

\* Eligible cabinets are sites constructed as part of a DCMS funded contract, access to other cabinets may be agreed upon request at WI's full discretion and subject to fibre availability.

\*\* Includes splicing required for go live and Customer Premise termination.

\*\*\* Handoff within adjacent handoff chamber to cabinet

b. Cabinet Access (Eligible Cabinets Only\*)

Cabinet access services allow retail service providers to install equipment into Wessex Internet's network cabinets.

ID	Product Name	Description	Install Charge	Monthly Charge	Contract Length	SLA
CS	1U WI Cabinet rack-space	1U x 600mm of distribution cabinet space subject to availability†	£500/hr Onsite	£42††	5 Years	Next Day
CPWR	AC Cabinet Power per RSP†††	Unprotected access to 13A 240V Cabinet Power supply	£1000	£71	5 Years	Next Day
CBB	48V DC Cabinet Battery Backup / Rectifier Per RSP †††	Rectified 48V DC power supply with min. 2Hr Runtime	£1000	£250	5 Years	Next Day
SC	RSP to WI fibre Splicing in chamber	Splice of customer presented Fibre to WI fibre within Chamber (per manhole Splice)	Subject to survey and WI quote			
CB	Chamber Breakthrough for RSP access to network	Breakthrough of Customer Fibre cable into WI Chamber	£168			
CSA	Installation of Adjacent Cabinet (inc. 6U rack-space) Not including Power	Installation of an addition street cabinet adjacent to the existing WI Cabinet	£500 /hr Onsite	£240	5 Years	

† Where Cabinet Access is not available CSA product should be consumed

†† Min Charge of £250pcm per cabinet

††† Subject to availability maximum required power consumption to be specified upon request

## 6. General Product Terms:

- Products must not be resold to customers on terms that exceed the back-to-back product consumed by the wholesale partner.
- All prices are excluding VAT.
- Services are available within DCMS funded project areas. Other areas may be available subject to negotiation.
- All products require an NNI of at least 10Gbps to be installed.

## 7. SLAs and Service Targets

- Full terms and conditions of Service Level Agreements and Targets will be contained within the Wholesale Partner Agreement and shared with providers on enquiry.
- 1<sup>st</sup> Response Time as well as Logical and Physical Fix times are measured from the time of first reporting of the issue by the customer.

SLA Name	Description	Support Hours	1 <sup>st</sup> Response Time	Logical Fix Time	Physical Fix Time	Target / SLA
Standard	Broadband Response target for Residential Products	8am-5.30pm Mon – Fri 9am-5pm Sat	8 working hours	2 working days		Target
Next Business Day	Broadband response target for Business Products	8am-5.30pm Mon – Fri 9am-5pm Sat	6 working hours	End of Next Working Day		Target
Next Day	Broadband response target for Next Day Customers	8am-5.30pm Mon – Fri 9am-5pm Sat & Sun	Lesser of 8 working hours or 24 clock hours	End of Next Day		Target
Premium	SLA for Ethernet and Passive Products	24/7 x 365	2 hours	6 Hours	12 Hours	Financially backed SLA

## 8. Installation and Engineering Details

All orders for wholesale products must be placed and managed through the Wessex Internet Wholesale Portal. This portal allows RSPs to manage the complete lifecycle of a customer connection including individual tools for creation, modification, information, and discontinuation of a service. The portal also allows faults to be raised.

### a. Order Management

The Wessex Internet Wholesale Portal provides the following tools, which are also available as HTTP API endpoints. Full portal and API documentation is available on request.

- Service creation – Accepts a customer address, an NNI identifier and a product code. Creates a new order and assigns a service identifier.
- Service modification – Accepts a service identifier and a new product code, allowing a service to be switched to a different product.
- Service discontinuation – Accepts a service identifier and terminates the service.
- Service information – Accepts a service identifier and returns the current order progress and service status.
- Service test – Accepts a service identifier and verifies communication between Wessex Internet and the optical CPE.

### b. Fault handling

Suspected faults with all services should be reported to Wessex Internet using the Wholesale Portal or by email to the Wholesale Account Manager. A response and resolution will be provided in accordance with the SLA of the affected services. Resolution of the following types of faults will result in a charge at a charge of £500/ hour onsite:

- Damage to fibre on customer property.
- Damage to CPE
- Other faults where the customer or Retailer's ISP has caused negligent damage to the wholesale network infrastructure
- Engineer callout where no fault is found or the fault is with the Retailer's ISP's equipment

#### c. Standard Installation Specification

A standard installation provisions for the physical drop of the access cable from the Designated Customer Access Position (CAP) within the passive network to the customers property and the installation of the NTE within the property.

WI Standard Install Pricing allows for installation of up to 150m of cable between the WI connection CAP and the Customer premises with the following exclusions:

- The cut and hot re-lay of tarmac within the customers property curtilage.
- More than 3m of concrete or tarmac works.
- More than 4m of block paving to be lifted and reinstated.
- Unusual surface that will need specialist skills to cut or reinstate.

Any Installation not meeting the above specifications may incur additional charges. WI suggests RSP's confirm the likely install route with their customers prior to WI arriving onsite to allow WI to plan adequate time for the install and provide a quote prior to work commencing.

WI will confirm any additional costs with the onsite customer representative and invoice the RSP for the agreed charges. If charges are not agreed onsite WI reserves the right to charge a callout charge within the additional costs. Should WI not complete the work within one visit of its own accord, callout charges will not be due.

#### d. Install Extra and Engineering Pricing

Any installations which do not fall within the standard install pricing will require a site survey to produce an installation quote.

## 9. Active Product Network Configuration

WI delivers individual active fibre to every property. Either via its point-to-point Ethernet network, or alternatively via its XGSPON network.

All connectivity will be presented to RSP's over an Ethernet NNI. Each customer circuit will be assigned a unique identifier by Wessex Internet. Traffic will be presented tagged OR untagged to the customer on the customer facing port of an NTE and will be tagged on the NNI using 802.1ad (QinQ VLAN).

Traffic originating from a customer untagged will be tagged by the WI network and presented on to the NNI using 802.1ad (QinQ VLAN).

## 10. Customer-premises equipment

All customer properties will be supplied and fitted with a wall mounted Ethernet media converter, or Optical Network Terminal (ONT)

The media converter consists of a passive backplate and active front plate.

- Customer presentation will be 1000Base-T copper Ethernet.
- Dimensions: 110 mm x 110 mm x 46 mm
- The style and dimensions of the CPE are subject to change without notice.



Media Converter



Fibre Optical Network Terminal