Technical Overview
Ethernet Tail Extension
Service

Notice

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1. Abstract
This document specifies Network Tasman Fibre Ethernet Tail Extension service.

2. Introduction
Network Tasman Fibre's customer circuits require a Service Provider Access (SPA) to be purchased within the same zone for termination of the requested customer circuit.

As an alternative to this, service providers may purchase a single SPA and include a tail extension service for circuits requiring termination outside of the zone of the SPA.

3. Service Availability

The tail extension service is only available for Network Tasman Fibre Ethernet BA, Ethernet BR and Ethernet RA customer circuits and requires the service provider to have a minimum of one Service Provider Access (SPA). If multiple Service Provider Access (SPA) are apparent, the service provider must nominate which is to be used for circuit termination at the time of ordering the customer circuit.

4. Service Technical Specifications

The technical specifications of the Tail Extension Service are exactly the same as those of the ordered customer circuit with regards to;

- Bandwidth Options
- VLAN Tagging
- Committed Information Rate
- Frame Size
- Class of Service

5. Service Level Agreement

Target Availability (24x7)	99.95%
Proactively Monitored	Yes
Service Desk Availability to Report Faults	24 x 7
Standard Hours of Restoration	8am to 5pm Monday to Friday excluding public and regional holidays.
Time to Respond	Less than 60 minutes
Target Restoration Times	
-Ethernet Faults	Default Service Level <= 12 hours Enhanced Service Level <= 8 hours
-Fibre Infrastructure Faults	Default Service Level <= 48 hours Enhanced Service Level <= 24 hours