network tasman fibre

Customer Connection
Products Overview

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1. Abstract
This document provides an overview on the products available from Network Tasman Fibre.

2. Introduction
Network Tasman Fibre is a provider of fibre delivered Ethernet based broadband services in the Nelson, Marlborough and Tasman regions. It provides a series of Ethernet based products to approved Service Providers who are connect to their network.

These services offer varying bandwidth speeds and quality offering Service Providers a choice of product dependant on their networking needs.

3. Residential Connections

3.1. Tasman Network Fibre Ethernet RA
The Ethernet RA product is the primary residential service available within nominated subdivisions on Network Tasman Fibre's network. It is an asymmetrical service that offers higher download than upload speed.

It allows customers to prioritise traffic up to the available Committed Information Rate (CIR) for the purpose of latency sensitive services such as Voice over IP (VoIP).

It can be ordered in two bandwidth options

Product	Bandwidth Speed	CIR	SLA Priority
RA 100	100Mbps (down) 50Mbps (Up)	3Mbps (down) 3Mbps (up)	Class C
RA 200	200Mbps (down) 100Mbps (up)	3Mbps (down) 3Mbps (up)	Class C

3.2. Tasman Network Fibre BR
The Ethernet BR service is a residential product that is designed for small office/home office (SOHO) customers who require a symmetrical bandwidth product that offers better upload speeds than the standard Ethernet RA service.

It allows customers to prioritise traffic up to the available Committed Information Rate (CIR) for the purpose of latency sensitive services such as Voice over IP (VoIP).

It is available in only a single bandwidth option.

Product	Bandwidth Speed	CIR	SLA Priority
BR 100	100Mbps (down) 100Mbps (Up)	3Mbps (down) 3Mbps (up)	Class C

4. Commercial Connections

4.1. Network Tasman Fibre Ethernet BA

The Ethernet BA service is an entry level business access product that offers symmetrical bandwidth options with a standard Committed Information Rate (CIR) that is available for the purpose of latency sensitive services such as Voice over IP (VoIP).

Unlike the Ethernet BR product this CIR can be upgraded to multiple speed options if required.

If a Service Provider does not have a Service Provider Access within the same zone as the customer circuit, a tail extension for both the bandwidth speed and CIR can be purchased to terminate the circuit within another zone.

Product	Bandwidth Speed	CIR	SLA Priority
BA 50	50Mbps (down) 50Mbps (Up)	5Mbps (down) 5Mbps (up)	Class A
BA 100	100Mbps (down) 100Mbps (up)	5Mbps (down) 5Mbps (up)	Class A
BA 200	200 Mbps (down) 200Mbps (up)	5Mbps (down) 5Mbps (up)	Class A
BA 1000	1Gbps (up) 1Gbps (down)	5Mbps (down) 5Mbps (up)	Class A
BA CIR Upgrade	Available to any BA service speed	20 Mbps 30 Mbps 50 Mbps	

4.2. Network Tasman Fibre Ethernet CA

The Ethernet CA service is a premium business product that offers multiple symmetrical bandwidth options all which have a 100% Committed Information Rate (CIR) of the speed option ordered.

Product	Bandwidth Speed	CIR	SLA Priority
CA 50	50Mbps (down) 50Mbps (Up)	50Mbps (down) 50Mbps (up)	Class A
CA 100	100Mbps (down) 100Mbps (up)	100Mbps (down) 100Mbps (up)	Class A
BA 200	200 Mbps (down) 200Mbps (up)	200Mbps (down) 200Mbps (up)	Class A
BA 1000	1Gbps (up) 1Gbps (down)	1Gbps (down) 1Gbps (up)	Class A

4.3. Network Tasman Fibre Ethernet CA+

The Ethernet CA+ service is for those Service Providers who already have an Ethernet CA service at a customer's location and wish to deliver an additional service on a separate port. This may be required for security or design reasons.

Similar to the Ethernet CA service symmetrical bandwidth options are available and have 100% CIR characteristics.

Product	Bandwidth Speed	CIR	SLA Priority
CA+ 5	5Mbps (down) 5Mbps (Up)	5Mbps (down) 5Mbps (up)	Class A
CA+ 10	10Mbps (down) 10Mbps (up)	10Mbps (down) 10Mbps (up)	Class A
CA+ 20	20 Mbps (down) 20Mbps (up)	20Mbps (down) 20Mbps (up)	Class A

5. Service Level Agreement Class

Different customer connection products have different Service Level Agreement Classes. Network Tasman Fibre's Service Level Agreements are the same with regards to response and resolution targets.

The SLA class relates to the priority to action a fault should more than one incident happen at the same time. The table below stipulates these different classes.

Any circuit can be upgraded to a P class SLA for an additional monthly fee.

SLA Class	Description
C Class	Best efforts with no determined priority.
A Class	Next working business day.
P Class	Premium 24 x 7