

**General Product Description and  
Specification**

of

**sunrise End Customer Connections for  
Finance IPNet from Telekurs Services AG**

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## 1. Aim and Purpose

This document describes the access of a customer (followed called END CUSTOMER) to the multi carrier IP platform “Finance IPNet” of Telekurs Services AG (followed called TELEKURS). It describes in particular the architecture, scope of service and connection options.

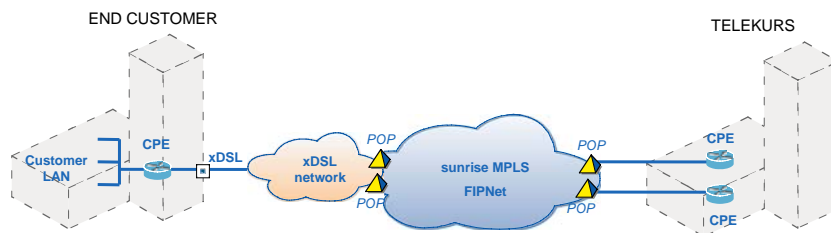
## 2. Generic Finance IPNet END CUSTOMER Connection Profile

In this chapter the generic and general access profiles to the Finance IPNet platform are described. The specific access profile with all relevant details is shown in the following chapters.

### 2.1 Single Access

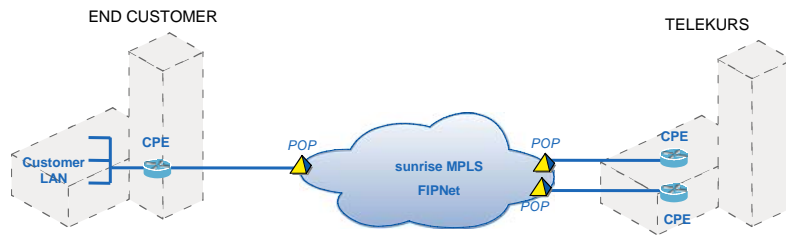
Single Access is designed for basic applications with low availability requirements. Two possibilities of access are available and can be ordered. First possibility is an access to the MPLS-net via DSL platform.

Single Access (DSL)



Second possibility is an access via a direct link over a separate Leased Line to the MPLS platform

Single Access (Leased Line)



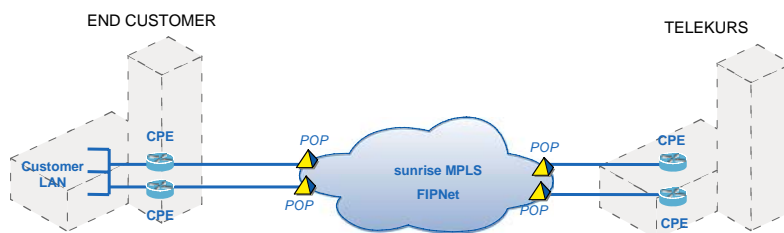
Typical features (Single Access) are:

Characteristic	Description
Bandwidth	DSL 300/300 kbps ... 100 Mbps
Availability	Max. down time of 9h per year (99.90% average monthly availability)

## 2.2 Dual Access Dual PoP

Dual Access is designed for high availability requirements and a medium to high capacity demand. This access sunrise builds only based on Leased Line Accesses.

Dual Access Dual PoP



Typical features (Dual Access Dual PoP) are:

Characteristics	Description
<b>Bandwidth</b>	512 kbps ... 100 Mbps
<b>Availability</b>	Max. down time of 3h per year (99.97% average monthly availability)

## 2.3 Finance IPNet Options

The following additional functions are available, based on the basic service offered by Finance IPNet:

- Quality of Service
- Virtual Router (Multi VPN solution for both connection profiles exclusively on the customer's own network)
- Encryption

### 2.3.1 Quality of Service (QoS)

If multiple services of ASPs are utilised under the same Finance IPNet End Customer connection then the "Quality of Service" (QoS) function enables corresponding services to be transmitted in a defined, guaranteed and verifiable quality.

sunrise use the network-related "Differentiated Services" approach. With this approach the classification is carried out at the edge of the network with corresponding throughput rates. The categorization is based on the service traffic profiles.

### **2.3.2 Virtual Router on customer's own network**

sunrise IP VPN customers can implement the Finance IPNet End Customer connection with a Virtual Router based on the customer's own network connection (IP VPN contract).

Virtual Routers require the customer to have its own existing sunrise network connection with a sufficient bandwidth. The advantage of this solution is that it produces cost savings for the Finance IPNet service.

### **2.3.3 Encryption**

Encryption is an encoding option for Finance IPNet Service which protects data using the tried and tested encryption and authentication algorithms (3DES, SHA). The code configurations are carried out by sunrise. To-date Shared Key and Public Key Infrastructure (PKI) encryptions are offered.

### **2.3.4 Access in international areas**

Based on the generic and general valid access profile of Finance IP Net, sunrise and its partners also do IP VPN Services for international clients. Offers accordant to the specific requirements of international clients are done by sunrise based on the additional option "IPVPN Global".

### **3. Prerequisites**

#### **3.1 Installation, Maintenance, Alteration of a Finance IPNet END CUSTOMER Connection**

##### **3.1.1 Building Installation (END CUSTOMER location)**

The costs incurred for the building installation will be met by the END CUSTOMER. The order will be placed with the installation engineer in good time by the END CUSTOMER to enable the requested supply date to be met.

The End Customer is responsible for providing the corresponding infrastructure for the prompt installation and maintenance, such as rooms, building installation, air-conditioning and power supply. Any costs incurred will be borne by the End Customer.

The necessary infrastructure work must be completed at least two working days prior to the agreed RFS date.

##### **3.1.2 Changes and Trouble Shooting**

In the case of modifications on by sunrise provided infrastructures, which have a direct impact on the End Customer's access, sunrise ensures that this modifications will be made during the maintenance hours or on the agreed date. Sunrise will inform the End Customer accordingly in advance.

sunrise is eligible to take accordant actions to avoid or solve troubles and to oblige the End Customer to cause the required precautions on the End Customer location. If an error can't be solved differently, the End Customer has to change the installation respectively to shut down its service.

##### **3.1.3 Onsite Maintenance**

Onsite maintenance during the service times is included in the monthly costs. This comprises Help-Desk, rectifying errors as well as all repair costs for the contractually agreed services up to and including the router LAN Interface (CPE). The Entry Point for errors from the perspective of the End Customer, is the Telekurs Services Help-Desk (see chapter 5).

This does not include localising errors in the case of a defect in the building installation, the rectifying of errors and bearing of repair costs, if it is the fault of the End Customer or of a third party or if there is an improper use of the equipment.

Note: The intervention times are suspended outside the selected service times. The intervention times can be maintained for 90% of the errors. The cost of rectifying an error onsite outside the selected service times will be billed separately.

The End Customer mustn't do any changes, reparations, maintenance or any other interferences in the equipment of Finance IPNet End Customer access. The End Customer informs sunrise immediately in the case of a sequestration of the equipment due to distraint, retention or levy of execution and in the case of opening a bankruptcy. The End Customer also needs to informs the debt enforcement and bankruptcy agency about the third party property. The End Customer bears all costs, that result for sunrise in such cases.

#### **3.2 Access from TELEKURS to the CPE**

With the order of an access, the End Customer agrees to grant TELEKURS a SNMP-Read-Access to their endrouter, which is implemented by sunrise.

### **3.3 Insurance**

From the moment of the delivery of the equipment required for the run of the Finance IPNet END CUSTOMER's extension, until the moment of the return, the equipment is under the full responsibility of the End Customer. Which as a keeper is obliged to accept the risk of theft and therefore has to provide the effective storage and over watching.

The End Customer is also obliged to take out required insurances which cover all risks and damages.



#### 4. Services of sunrise

##### 4.1. Conditions of Finance IPNet Accesses

Based on the individual and different requirements of customers and the fast changings in the telecommunication market sunrise meets customers requests with a dedicated offering.

##### Accesses

- Offerings for accesses with a bandwidth up to 4 Mbps sunrise meets within 5 working days.
- Offerings for accesses with higher bandwidth and accesses placed in Lichtenstein sunrise meets within 15 working days.
- Offerings for international access sunrise meets within 10 working days.
- DSL accesses are available only in Switzerland.

##### 4.2. Service Descriptions Single Access

Characteristics	Description
<b>Bandwidth</b>	DSL: 300/300, 600/600, 4000/600, 6000/600, 1200/1200, 1800/1800 kbps Leased Lines: 512kbps, 1, 2, 4, 6, 8, 10, .... 100 Mbps
<b>Availability</b>	Max. down time of 9h per year, means 99.90% average monthly availability *)
<b>Interface</b>	10/100baseT Ethernet
<b>Protocol</b>	IP
<b>Support</b>	Depends on the chosen service times
<b>Service Times</b>	- Standard Remote and On Site Support Mo.-Fr. 08.00 – 18.00 - Extended Remote Support 7x24 h On Site Support Mo.-Fr. 07.00 – 22.00 and Sa 07.00 – 18.00 - Premium Remote and On Site Support Mo.-So. 7x24 h

\*) The availability depends on the chosen service times.

Offered additional features:

- Quality of Service
- Virtual Router on the customer’s own network
- Encryption

Please note the following for these DSL profiles:

- Maximum 18 h downtime per year.
- These profiles are only available with the Standard Service Time.
- These DSL connection profiles can only be implemented exclusively on an existing or a new telephone connection (analogue or ISDN). If this connection profile cannot be implemented at your location for technical reasons you will be sent an alternative offer by sunrise.
- QoS can only be implemented constrictively.

### 4.3. Service Description Dual Access Dual PoP

In order to guarantee the highest possible availability of a Finance IPNet End Customer connection, sunrise proposes that the END CUSTOMER should establish a Single Access connection with each of the two CARRIERS or a Dual Access dual PoP connection with sunrise. In view of the requirements for high availability, sunrise does not offer the Dual Access single PoP connection.

Characteristics	Description
<b>Bandwidth</b>	512 kbps ... 100 Mbps
<b>Availability</b>	Max. 3 hrs. downtime per year *)
<b>Interface</b>	100 baseTx / Fx
<b>Protocol</b>	IP
<b>Support</b>	according to selected service times
<b>Service time</b>	- Standard Remote and On Site Support Mo.-Fr. 08.00 – 18.00 - Extended Remote Support 7x24 h On Site Support Mo.-Fr. 07.00 – 22.00 and Sa 07.00 – 18.00 - Premium Remote and On Site Support Mo.-So. 7x24 h
<b>Special</b>	Fully redundant section

\*) The availability is based on the selected service time.

Offered additional features:

- Quality of Service
- Virtual Router on the customer’s own network
- Encryption

### 4.4. Maintenance Window

sunrise has defined a time scale, a so-called “maintenance window” for carrying out maintenance work on the network platforms. This generally applies respectively on **Saturdays between 21.00 and 23.00 hrs. CET**. The services may be affected whilst such maintenance work is being carried out. The END CUSTOMER will be notified in advance of interruptions planned during the maintenance window, where these are expected to last more than 3 to 15 minutes, as well as of all special maintenance work.

### 4.5. Compliance of security standards by sunrise

Sunrise takes responsibility concerning service delivery for implementing security organisation and transforming recommendation for providing the service level regarding following standards:

- ISO standards 27001 and ISO 27002
- COBIT 4.0
- Guide accordant to BSI
- EBK RS 99-2

## 5. Services of TELEKURS

### 5.1. Order handling and Contact TELEKURS

Ordering of new accesses, changes of accesses and also ceases the END CUSTOMER has to place exclusively to the following address:

Telekurs Services AG  
 Telecommunication  
 Comm. Services  
 Hardturmstrasse 201

Tel.: +41 44 279 33 33  
 Fax: +41 44 279 34 77  
 E-Mail: comm.admin@telekurs.com

### 5.2. Access allowance TELEKURS

Telekurs benefits will be sent to the END CUSTOMER with an all-inclusive amount depending on access and relocation. A relocation is the change of a building introduction in the same building or the access relocation to another building.

Kind of Order	Price in CHF (excl. tax)
New Access and End Point Move	CHF 2'400.00

Order handling between the END CUSTOMER and sunrise includes: orders, changeovers and denunciations, as well as contract administration; assignments of Telekurs IP-address range, clarifications with END CUSTOMERS and ASP's concerning service deliveries. Realisation, adaption or cancellation of Extranet Access connections as well as modes of operation.

### 5.3. Help Desk and general information

Main ASP contact points include following duties:

- Contact points in case of disturbances
- Advice and coordination
- Administrative support
- Advice and information point for END CUSTOMERS

#### 5.3.1.SIC Operation Center

- Phone +41 44 279 42 00 / +41 44 279 47 00
- Fax +41 44 279 47 41

SIC Operation Center is occupied from 06.00am until 09.00 pm. To work unsocial hours calls will be transferred to Help Desk Telekurs Services AG. They will contact stand-by-for emergency duties if necessary.

#### 5.3.2. Info Center Card Solutions

P R I M A S (Problem analysis, Information Management Services)  
Availability and support 365 days x 24 h

- Phone +41 44 279 46 66
- Fax +41 44 279 64 12

Your phone call will be answered via VoiceMail from 18:45 till 07:00 and executed through our stand-by-for emergency employee.

#### 5.3.3. Help Desk Financial Information Ltd.

- Phone +41 44 279 55 55
- Fax +41 44 279 56 56

SIC Operation Center is occupied from 06.00am until 09.00 pm. To work unsocial hours calls will be transferred to Help Desk Telekurs Services AG. They will contact stand-by-for emergency duties if necessary.

#### 5.3.4. Help Desk Telekurs Services AG

For File transfer Service customers: 7 x 24 h  
System Control Center SCC

- Phone +41 44 279 26 41

### **5.3.5. PayNet Support**

- Phone            +41 44 832 95 77
- Fax                +41 44 832 95 25

PayNet Support HotLine is occupied from 08:00 till 12:00, as well as from 13:30 until 17:00. To work unsocial hours calls will be transferred to Help Desk Telekurs Services AG

### **5.3.6. Help Desk SIS Segra Inter Settle**

- Phone            +41 44 288 48 48
- Fax                +41 44 288 58 48

Help Desk is occupied from 07.00 till 19.00. Help Desk is not busy during unsocial hours.