



Hermes Service Portfolio: Internet

Definition:

Access to public internet.

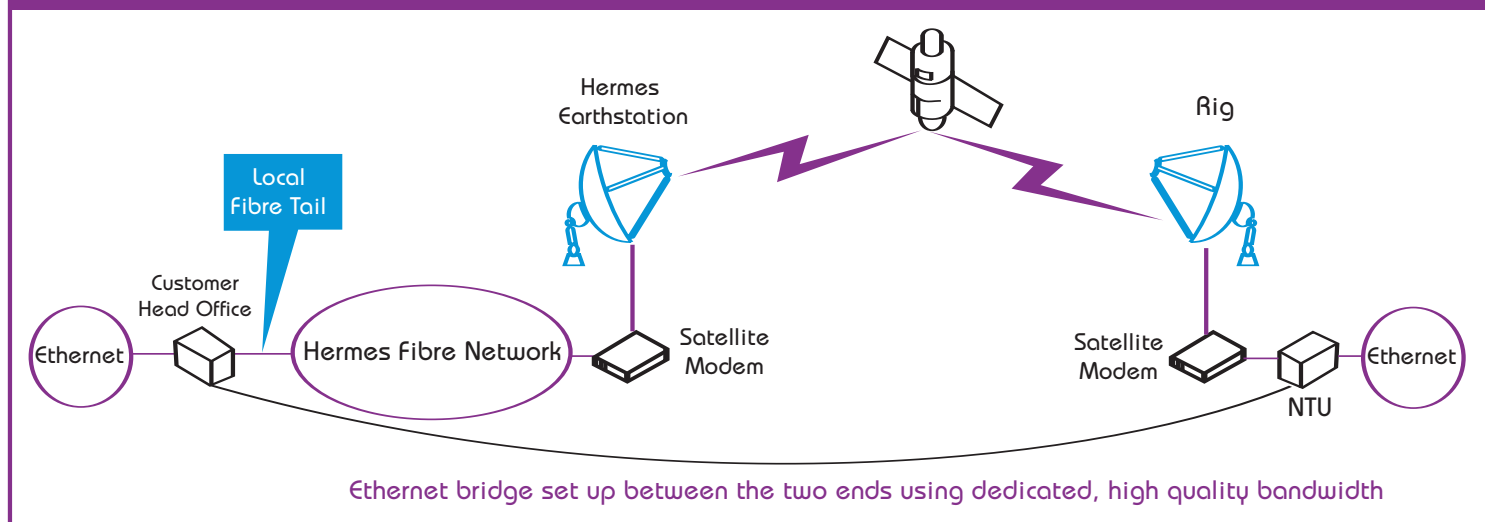
Provision:

Hermes provides a dedicated link from the remote site to its internet gateway in London, Moscow, Houston or Copenhagen.



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Typical Network Diagram:



Features:

• Speed/Bandwidth:

Can be asymmetric or symmetric. 64Kbps +

• Interface:

Ethernet.

• Service Level Agreement:

Latency: Round trip ping time to/from gateway less than 600ms.

Errors: Packet loss from gateway under 0.001%

Availability: Normally 99.98% excluding scheduled maintenance and solar outages minutes/month.

• Security:

Security protection such as NAT/PAT and firewall can be provided if required.

• Static IP Addresses:

One or more static IP addresses are provided if required.

• Managed VPN:

Hermes will supply and support VPN termination equipment if required at the internet gateway, and will assist as required in configuration and maintenance of VPN.

• Acceptable Use:

Subject to jurisdiction of gateway.

• Contention:

None. All links are uncontended to tier 1 internet providers.

• Protocol acceleration and compression:

Layer 2 data compression techniques are normally utilised to provide up to 30% increase in data transmission speed over uncompressed links. Protocol acceleration is not normally applied but is available where required.

• Management:

Link is managed from Hermes internet gateway to customer site.

• Redundancy:

No normally provided.

• Acceptancy Testing:

Protocol-based throughput testing to Hermes gateway file transfer tests to/from internet sites.