



GMSA Summary

This document summarises the Geneva Metro Service Agreement (GMSA) offered by SIG telecom to its Telecom Operator Clients



Request Handling

All requests, normally by email, should be addressed in the first place to the SIG Telecom department at :

email : wholesales.telecom@sig-ge.ch

Response to requests will be processed on the following basis :

On_Net

Where the requested connection links sites already connected to the SIG Network a **Firm Offer response will normally be provided within 3 working days**

Off_Net

Where the requested connection links two sites not connected (one or more) to the SIG Network a Firm Offer response will be provided on a **'Case by Case'** basis

Budgetary offers - urgent 'budgetary' offers can be provided on a **'Case by Case'** basis

Request for Offer - Requirements

In order for requests to be processed efficiently by SIG, a minimum amount of information should be supplied by the CLIENT with every request :

1. Full A and B end Addresses
(including Postal Codes if known)

2. Customer Contact Name and Telephone number (provision access details)

3. Full description of Service Required, including:-

- **Service Type** -e.g. Ethernet
- **Bandwidth** - e.g. 10 Mb, 100 Mb
- **Level of Protection required**
 - Single path (single card, single pair of fibres, unprotected circuit)
 - Protected (shared cable or separate cables and two cards)
 - Redundant (2 links using diverse routing)

4. Lease period required – 12 Months, 3 Years etc.....

SIG will provide a firm offer in the form of a **Metro Service Offer (MSO)** document

Order for Managed Bandwidth Services



Firm Offer, valid for 30 working days

Client :

Link No.	Link Type	Site 1 - Address	Site 2 - Address	Interfaces & Connectors

Project Ref. No.	Number of Link	Contract Duration	Offered Services	Delivery Lead Time	Realisation Fee	Monthly Fee	Payment Method	Installation Fees	Deposit

Remarks :

*All amounts are in CHF and without VAT.
*National VAT applicable, according to current rate (currently 7.6%).
*The introduction and the Realisation Fees and Deposit are at order signature.
*The cost for the cabling in the building is not included in this offer
*The signed order should be faxed to 022 / 420 89 17, prior to be sent by mail

Acceptance of Offer :

Date :

by

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Sample Only

Service Telecom

Genève

Metro Service Offer Document

Standard Metro Services offered

SIG Proxi-Ethernet

Ethernet from 10 Mbps up to 10 Gbps

SIG Proxi-WAVE WDM based products

Ethernet connectivity including:-
Fast Ethernet, Gigabit Ethernet, 10
Gigabit Ethernet

Fibre Channel solutions at 1 up to 10
Gigabit

Flexible, made to measure solutions
available on request and on a 'case by
case' basis.

Service Availability

SIG offers three standard levels of service
availability, dependant on the network
solution chosen and contracted to by the
CLIENT.

Option 1 – Single Path, Unprotected
(**99.90%**)

Option 2 –Protected
(**99.95%**)

Option 3 – Redundant (**2 x 99.9 %**)

Maintenance

24 Hour NOC response

SIG provides round the clock 24hr/7
maintenance cover centralised on its
Network Operations Centre (NOC) which is
based in its headquarters building,
Chateau-Bloch 2, Le Lignon, Geneva.

4 Hour Repair Target

The target time to repair (TTR) for a critical
outage (complete loss of service) is 4 hours,
with a fully supported escalation process,

Service Delivery

Circuit delivery times are dependant on
existing network availability. The following
table explains the standard SIG targets for
provision of Metro Services.

Type of building/customer	Network Status	Committed delivery lead time (working days)
New building (outdoor digging required)	Off Net	30 and 60 working days after landlord approval and/or authorizations
Connected building (indoor cabling required)	On Net	20 working days after landlord approval and/or authorizations

SIG will advise if the requested link is **On-Net**
or **Off-Net** as soon as possible after receipt
of the request for offer (normally within 1
working day).

Customer Support

**SIG provides full customer support via a
Customer Support teams and its fully
operational NOC, all located in Geneva in
the SIG Head Office building**

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SIG Telecom NOC
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