



London's
Network
in the Sky.

Luminet®

100% Always On

Service

Introduction

Our **100% Always On** service combines both our Fibre and Luminet Wireless service or two wireless internet connections to provide a truly diverse and resilient last mile internet connection which comes with a 100% Service Level Agreement (SLA).

This service is ideal for businesses that need:

- mission critical internet
- 100% uptime with 100% SLA
- MiFID II requirements for diversity
- where dual fibre is not available due to “pinch points”

It's a fully managed primary and secondary failover service at layer 2 or layer 3 and standard installation is 10 working days for wireless and between 35-90 working days for Fibre.

The service is for dedicated Internet access or for multi-site networking whether virtual or physical and can be delivered as MPLS or VPLS.

Our core networks have had 100% uptime over the last 9 years, because of our fully mirrored, redundant and diverse hardware and software, providing carrier class connectivity and compute for some of the world's biggest brands and heaviest data users.

Our Always On service uniquely moves across the same static IP addressing between primary and secondary connections and this is a major benefit for mission critical applications and services that require static IP addressing such as Mail, SIP, Video, VPN, e-commerce and trading.

Our network is built so that customers have the shortest distance to the internet with no more than 2 hops to ensure low latency.

100% Always On Service



Connectivity

- Fibre 10Mbps - 5Gbps speeds
- Luminet Wireless 100Mbps-5Gbps speeds
- AES encrypted security
- Latency of sub 5ms (with Wireless Pro)
- Quick deployment
- Symmetrical upload/ download speeds
- Ethernet handoff
- Cisco hardware
- Truly diverse connection in technology and entry points
- 2 options: wireless/ wireless or wireless/ fibre
- Scalable
- Access to Private Cloud storage available

Service Level Agreements

- 100% business SLA
- 4 hour hardware replacement

Delivery, support and monitoring

- Provisioned in 10 working days for Wireless Lite/ Pro and within 35-90 working days for Fibre
- Fully managed service end to end
- Industry leading, London based support team 24/7/365



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[www:luminet.co.uk](http://www.luminet.co.uk)