

A night-time photograph of the London skyline, featuring prominent skyscrapers like the Gherkin. A network diagram is overlaid on the image, with white lines connecting several points on the buildings, symbolizing a fiber network. The text 'London's Network in the Sky' is written in a light green font on the left side of the image.

London's  
Network  
in the Sky.

The Luminet logo, consisting of the word 'Luminet' in a white, sans-serif font with a registered trademark symbol (®). A green swoosh underline is positioned beneath the letters 'i' and 'n'.

# Fibre Connection

## Service

### Introduction

Our [Fibre service](#) is a fully managed primary and secondary failover service at layer 3 and standard installation is between 35-90 working days.

This service is ideal for businesses that need a high speed internet connection with dedicated, uncontended, reliable bandwidth as a primary connection and/ or secondary failover. It is also suitable for multi- site networking whether virtual or physical and can be delivered as MPLS or VPLS and or QnQ.

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

For those customers that require 100% Always On services for the last mile backed by a truly diverse network and robust 100% uptime SLA for mission critical services please see our Always On service description combining Fibre and Luminet Wireless.

## Connectivity

- Fibre 100Mbps - 5Gbps speeds
- Latency of sub 5ms
- Flexible bandwidth
- Ethernet handoff
- Cisco hardware
- Wayleave required
- Provided layer 3
- Symmetrical upload and download speeds
- Can be part of a MPLS, VPLS or QnQ.
- Can be connected to Luminet's data centre, Microsoft Azure® or Amazon Direct Connect®
- No throttling
- No port blocking
- Dual resilient Fibre can be provided (different carriers or entry points)

## Service Level Agreements

- Fibre 99.95%
- 4 hour hardware replacement

## Delivery, Support & Monitoring

- Provisioned within 35-90 days
- Fully managed service end to end (Includes managed Cisco router)
- Industry leading, London based support team 24/7/365

