BUSINESS INTERNET ACCESS SERVICE JAPAN

eCorpOne Co., Ltd.

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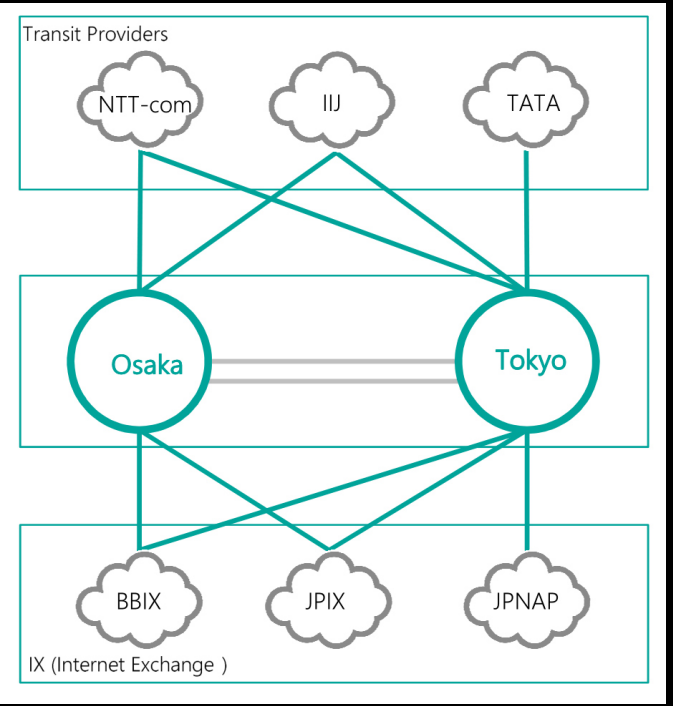
SERVICE SUMMARY

- eCorpOne is a registered type-2 telecommunication carrier in Japan since year 2006.
- eCorpOne Business Internet Access service in Tokyo is backed with a high-capacity backbone network that is directly connected to IX.
- eCorpOne partners with several last mile carriers and tier-1 carriers to provide services.
- Services available in Tokyo, Osaka, and some European countries.
- Solution for access circuits and IP Access that is available for IPv4 and IPv6, this service creates the best possible Internet connectivity environment to meet customer demand.
- One-stop solution including everything from Access Circuits to Internet Connectivity
- For Access Circuits, Ethernet Connectivity 1M – 6G (Ethernet connectivity) is provided.
- From 1Mbps to 6Gbps, a variety of service options are available.
- Dynamic Routing (eBGP) is selectable.
- Target Service Availability: 99.90%, Resilience option: none.

SERVICE SPECIFICATIONS

- Internet Backbone is connected directly with major transit providers and Internet Exchange points, realizing high availability and traffic performance.
- The amount of user traffic is **kept at less than 60% of the backbone bandwidth**.
- Interface: 100BASE-TX, 1000BASE-T/SX/LX, 10GBASE-LR
- Bandwidth: 100,200,300,400,500,600,700,800,1Gbps, 2,3,4,5,6 Gbps
- Routing: Static or BGP4
- Access circuit: Dedicated
- Service area: Tokyo, Kanagawa, Chiba, Saitama, Osaka.
- Round trip delay (RTD) ms: <40ms
  - From your service interface on the IP network to any reference point on the IP network and back. Only valid within the IP network.
- Service credit:
  - Access Services (% points below target Service Availability):
    - > 0 & ≤ 0.5: 5%
    - > 0.5 & ≤ 1.0: 10%
    - > 1.0 & ≤ 1.5: 15%
    - More than 1.5: 20%
  - More than 10% above the target round trip delay averaged over a calendar month
    - 1% per point exceeding 110% of the target RTD for the affected premises where the ratio is exceeded. Maximum of 5% of monthly rental of the affected premises.



SERVICE SPECIFICATIONS

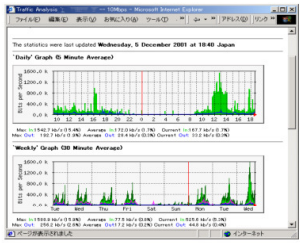
24 x 7 Network Monitoring and Fault Handling

- ISP connections and own backbones are monitored 24 x 7.
- In case of detecting any abnormality, we will notify your pre-registered contact and perform fault recovery as soon as possible.

24 x 7 Customer Support

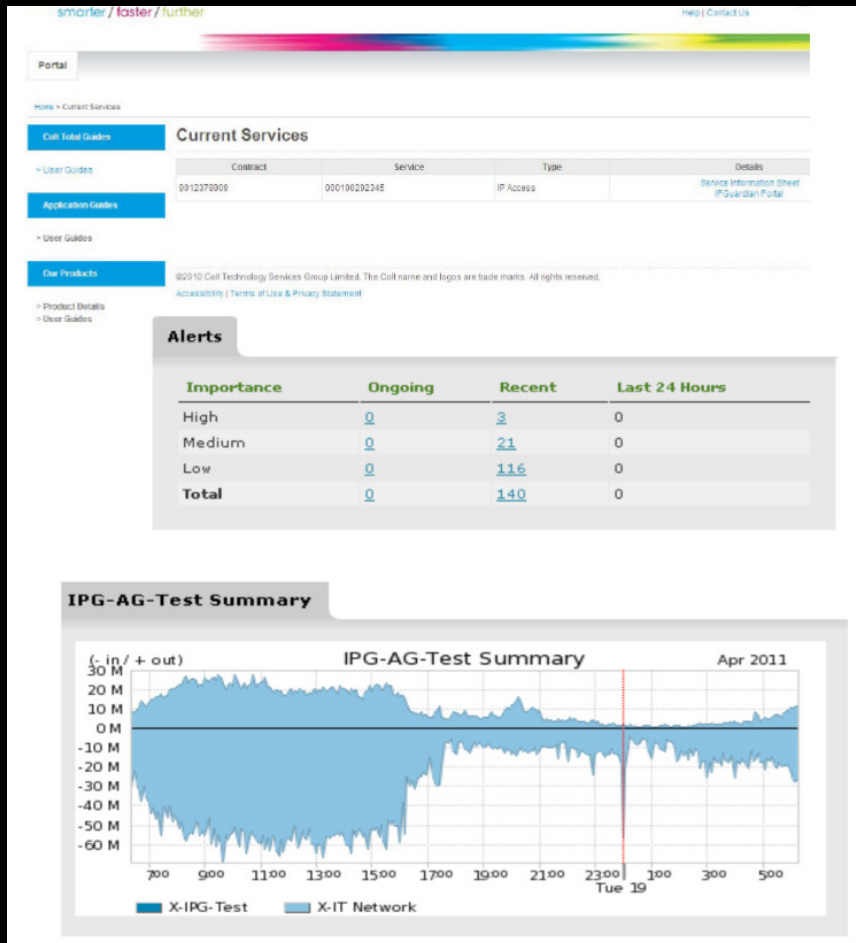
- Experienced, fully trained customer care personnel is on duty to take customers' calls 24x7 . A toll free number is available.
- Available for any inquiries, from FAQ to incident support, at any time.

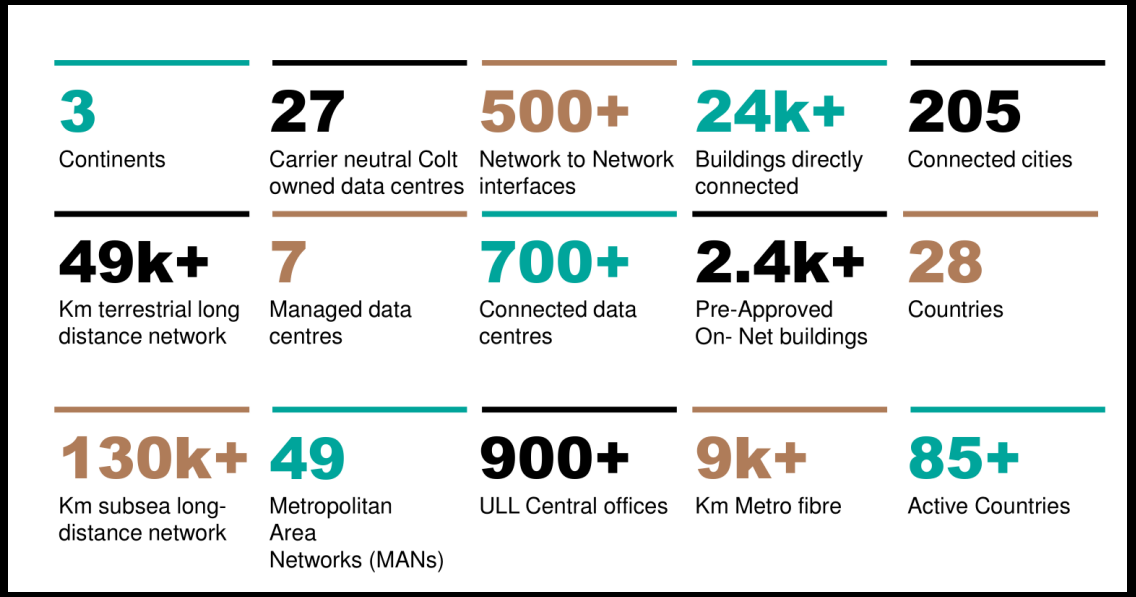
Web-based Information Service



- Customers can view traffic data obtained every 5 minutes, on the GUI of the web site.

- IP Address(Address at LAN sides): Minimum /29, maximum /27
- New Domain Registration: Registers customers' domain names on their behalves.
- DNS Hosting: The customer can select either Primary or Secondary as well as both of them.
- IP Guardian: Automated monitoring and mitigation for the DDoS attacks. The customer can view traffic reports and alerts, and activate mitigation via the portal site.
- Redundant Option: Access port and protocol configuration. The redundant port is available for only TDC1 location.
- Managed CPE Option: Comprehensive services of device rental, design, maintenance , etc. for router, firewall, L2 switch, and L3 switch. With this option, dynamic routing (OSPF)/BGP4/RIP, access control list, NAT, and/or HA (HSRP) can be selected, also.



OPTIONAL: MANAGED CPE SERVICE

- Service Desk : Inquiry handling, investigation and providing findings, 24/7/365 bases.
- Monitoring and Incident Management: Alarm detection notification, Ticket creation, Troubleshoot, Device replacement, and Rollback, 24/7/365.
- Configuration Change: Configuration will be changed according to Detailed Design Sheet (DDS). Order can be received 24/7/365. Execution during normal business hours.
- SLA: Fault handling is the target length of time from when the fault is logged by us opening a trouble ticket, either due to you reporting the fault or due to us detecting the fault, until the time the fault is resolved.
- Latency is the time taken in milliseconds (ms) for Ethernet frames to traverse from a source site to a destination site and back again.