



NGA Business Premium (Enhanced Bitstream 4)

Product overview

NGA Business Premium (Enhanced Bitstream 4) is a flexible, multi-class, high-performing bitstream service designed to meet the high performance demands of corporate customers, enterprises, schools and government. Supporting both NID and Glass connectivity, it's delivered over point-to-point fibre that you can combine with your network and applications to tailor a wide range of complex business services for premium customers.

This is a lifecycle upgrade to HSNS Premium that comes with several key benefits:

- Supports both NID and Glass connectivity
- Interconnects with your network over the same handovers as other NGA services.
- Aligned with international standard (MEF) service.
- Includes low traffic class, allowing high peak speeds at lower costs.
- Includes Ethernet operations, administration and management (OAM) functions that allow you to see our network for a faster and better assure experience.
NB (E-NNI MIP only for Glass service).
- Supports a range of diversity options.
- Includes NGA Tail Extension, allowing national coverage from just five regional handover points.

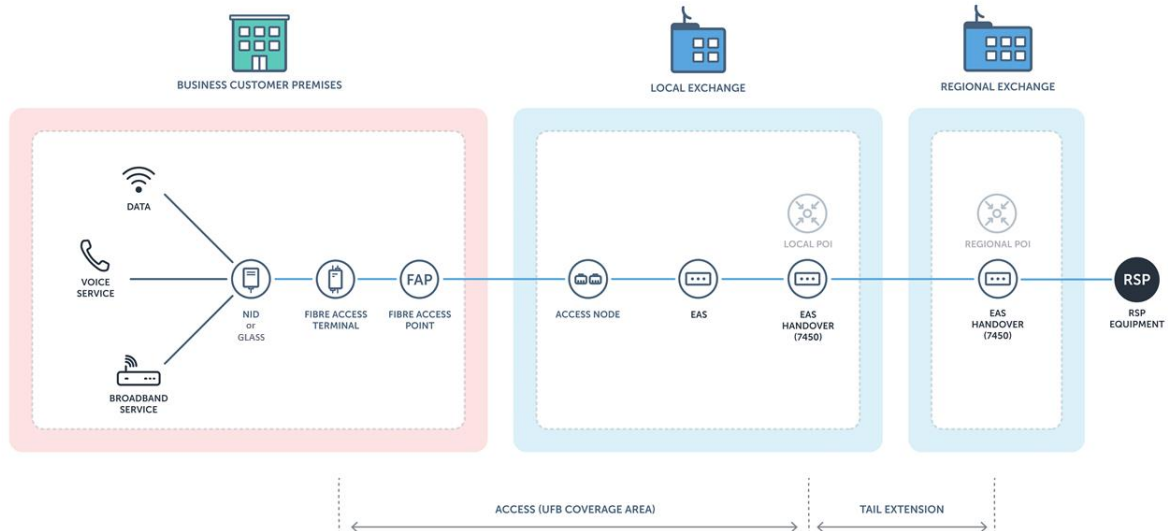
Glass connections automatically qualify for business service wrap, which is designed to give business customers a better installation and operational experience. These connections receive managed provisioning support, as well as business-grade assure channels with prioritised workflows or planned and unplanned events.

What's inside

- How does it work?
- What are the setup requirements?
- HSNS Premium vs NGA Business Premium?
- What are the setup requirements?
- Where is it available?
- How much does it cost?
- Service levels?
- Service hours?

How does it work?

NGA Business Premium



NGA Business Premium includes a number of individual components that collectively provide multi-class business grade access connectivity between you and customers. Dedicated point-to-point access to our congestion-free UFB network means bandwidth is always there when you need it.

This service provides an access Ethernet private line (Access-EPL) that allows up to 4094 VLANs to be passed transparently from a customer's premises to your network. These VLANs allow simple to complex wide area networks to be configured and managed efficiently. How? By addressing issues such as scalability, security and network management.

You can configure NGA Business Premium to be single class (where all traffic is treated as high traffic class) or multi-class (which supports both high and low traffic classes):-

- High traffic class is premium grade, high-performing bandwidth intended to be used by inelastic applications that have significant latency constraints, such as VoIP. This class can be selected or modified per service request from a preset range of values.
- Low traffic class provides a high peak speed bandwidth and is intended to be used by elastic internet applications that are not latency or jitter sensitive, such as browsing and email.

HSNS Premium vs NGA Business Premium

NGA Business Premium is a lifecycle replacement for HSNS Premium. It serves as a foundation for our 2021 business services, including the introduction of 10Gbps and 100Gbps accesses in the future.

HSNS Premium	NGA Business Premium	
High Traffic class only	High traffic class or high + low traffic class	Low traffic class allows higher 'burst' speeds at a lower cost
Ethernet handovers	UFB handovers	Can share handovers with NGA Evolve and Business
Nationwide Tail Extension	Simpler NGA Tail Extension	Allows for much lower costs to natural consolidation points
-	Inbuilt Ethernet OAM features and Fibre Test Tools	Allows better visibility of our network and state of service, allowing a premium assure and management experience
Single port handover	Multiple port handovers using link aggregation grouping (LAG)	Better handover throughput and resilience
Regional Ethernet network architecture	Delivered on Chorus' next generation fibre aggregation network	Consistent SLAs, roadmap to faster accesses and features

What are the setup requirements?

You need a UFB Handover Connection and point-to-point fibre access off our UFB network.

Where is it available?

It's available in UFB completed areas (please note that property access consent may be required) and LFC* areas. It's not available anywhere else.

* In some cases additional build charges may apply and will be confirmed following application.

How much does it cost?

Please refer to the latest rate card.

Service levels

Here are some of the key service levels for NGA Business Premium. A full list can be found in the [Service Level Terms](#).

Service	Service Level
Provisioning (Fulfil)	Service Request acknowledgement – 4 business hours Notification of rejection – 4 business hours Notification of expected service start date (RFS) – 4 business hours Change to service start date confirmation – 4 business hours Confirmation of completion – 4 business hours Order is completed right first time – 5 business day Pre-qualification acknowledgement – 4 business hours Automated pre-qualification order completion – 4 business hours Manual pre-qualification order completion – 6 business days
Faults targets (Assure)	Fault report receipt acknowledgement – 0.5 hours Notification of expected restoration time – 4 hours Service restoration targets – same day (subject to time of fault report) Notification of completion of service restoration – 4 hours
Available reporting	1. UFB SLA report 2. UFB rebate report 3. Chorus Operational Reports [BN1]
Other notes	Planned outage – at least 5 business days’ notice Unplanned outage – 2 hours after event

Service hours

Assure	7am to 7pm / 7 days a week 24/7 to log incident / remote fixes
Fulfil	Processing 8am to 5pm / Mon - Fri