



HSNS Lite

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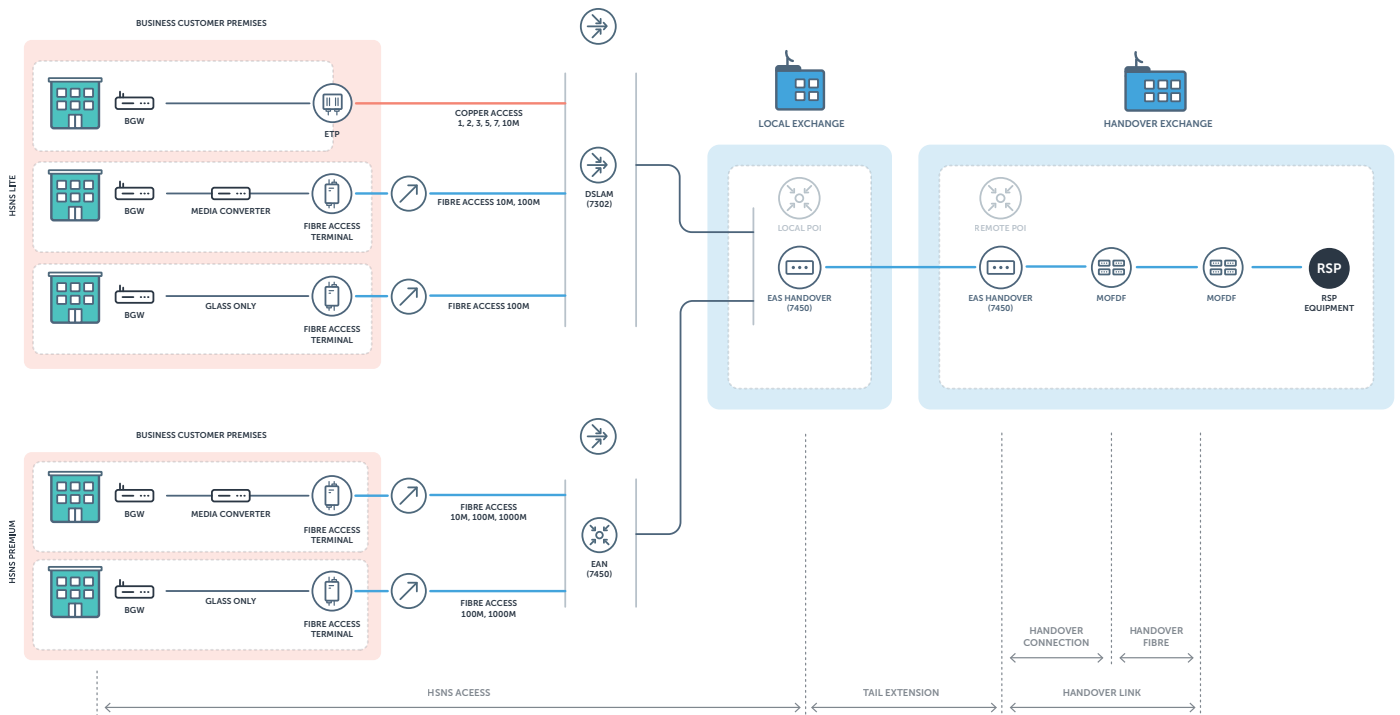
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With HSNS Lite you can:

- Extend the reach of your Ethernet networks and services to end users without having to invest in additional costly access network infrastructure.
- Have a choice of access speeds (1Mbps, 2Mbps, 3Mbps, 5Mbps, 7Mbps, 10Mbps and 100Mbps) to suit your customers' requirements and budget.
- Deliver multiple services to your customers, such as internet, voice, wide area networks and remote management services.
- Provide bandwidth-hungry corporate applications such as enterprise resource planning (ERP), customer relationship management (CRM), host back-up, disaster recovery multi-media and VoIP by offering scalable service bandwidths (from 128kbps to 100 Mbps).
- Provide real-time or delay-sensitive applications such as voice or real-time video using dedicated, symmetrical access bandwidth.
- Offer full national coverage with a small number of handover points by using the tail extension feature.

How does it work?



Delivered over either copper or fibre access, HSNS provides a transparent 802.1Q and 802.1p Ethernet service between an end user site and a defined handover point. The service provider facing interface on the handover link is an 802.1ad interface that supports multiple HSNS service instances, each delivered on a separate S-VLAN with a defined S-VID. The service provider defined C-VIDS map directly to the 802.1Q C-VLAN values on the access tail.

Designed as a wholesale input access product, you can use HSNS as the access component to create and provide business-grade network services. Individual HSNS access tails can be stitched together to create point-to-point connections or multipoint networks.

What are the setup requirements?

You can order HSNS Lite without any pre-requisites other than the handover connectivity.

For this you will need:

- An Ethernet Handover Connection off the local point of interconnect (POI), or Tail Extension to a Handover Connection at a remote POI.
- Fibre connecting the Handover Connection to your equipment in the co-located space in the POI or at a remote site.

Where is it available?

HSNS is available where Chorus has deployed appropriate Ethernet-based technology that supports HSNS.

Check:

- [Chorus Coverage Map](#)
- [HSNS price calculator](#)
- [Our public website](#)
- [Chorus portal](#)
- [Broadband coverage spreadsheet](#)

How much does it cost?

Pricing for HSNS Lite can be worked out by using our [HSNS pricing calculator](#).

Service levels

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

| Service | Service level targets |
|--------------------------------------|---|
| Provisioning targets (Fulfil) | Automated pre-qualification order completion (copper only) – 4 business hours Manual pre-qualification order completion (copper) – 2 business days Manual pre-qualification order completion (fibre) – 6 business days Category 1 build (new connections) – 40 working days Category 2 build (new connections) – 35 working days Category 3 build (new connections) – 25 working days Category 4 (speed upgrades and disconnections) – 17 working days |
| Faults targets (Assure) | Service restoration targets – 6 hours |
| Available reporting | Chorus Operational Reports |
| 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 |