Service description Office Connect Internet.

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DreiBusiness.
Macht's einfach.

Table of contents.

1. Customer target group.

The Office Connect Internet product is available for customers who qualify as businesses as defined in Article 1 of the Consumer Protection Act.

Office Connect Internet is a Drei Internet access service with asymmetric or symmetric bandwidths using unbundled local loops.

2. Internet access.

2.1 Carrier service.

With Office Connect Internet Drei provides its customers with a connection to the Drei network. This connection will be set up by means of one ore two virtual unbundled copper lines or a FTTH (Fiber to the Home) line from A1 Telekom Austria and the corresponding transmission technology used by Drei, which enable a high bit-rate use of the copper line. The physical interface is made available on the network connection installed at the customer´s technical site.

Internet access is available in the versions below:

Asymmetrical bandwidth profiles and data transfer volumes in kbps (flat rate):

"up to " Bandwidth profile	Minimum download and upload speeds	Maximum download and upload speeds	Download and upload speeds normally available
12.320/1.024	256/256	12.320/1.024	7.008/718
20.480/5.120	12.320/1.024	20.480/5.120	15.500/2.473
40.960/10.240	20.480/5.120	40.960/10.240	30.723/5.632
81.920/15.360	40.960/10.240	81.920/15.360	56.320/11.264
153.600/20.480	81.920/15.360	153.600/20.480	102.400/15.360
307.200/30.720	153.600/20.480	307.200/30.720	179.200/20.480
1.024.000/102.400	819.200/81.920	1.024.000/102.400	921.600/92.160

Symmetrical bandwidth profiles and data transfer volumes in kbps (flat rate):

"up to " Bandwidth profile	Minimum download and upload speeds	Maximum or normally available download and upload speeds
2.048/2.048	256	2.048
4.096/4.096	2.048	4.096
12.288/12.288	8.192	12.288
16.384/16.384	12.288	16.384
25.600/25.600	20.480	25.600
51.200/51.200	51.200	51.200

The bandwidth profile in kbps corresponds to that advertised and available to order.

The first number signals the bandwidth available for receiving data (download), and the second is the bandwidth available when sending data (upload). The stated bandwidths are gross bandwidths. The net bandwidth takes into account the deduction of an overhead of roughly 5%, which is needed for addressing and for data streams sent in the form of IP packages. The data transfer volume is the sum of all outgoing and incoming data. Flat-rate in this case means, essentially, that there are no restrictions on data transfer.

The asymmetric bandwidths offered are best-effort bandwidths, i.e. maximum available bandwidths, but these cannot always be achieved for technical reasons. The bandwidth actually available depends on the physical and technical features of the local loop connection at the customer, which Drei has no control over. The actual bandwidth available depends above all on factors such as line attenuation, line length (measured from the customer connection to the nearest main distribution frame), the line diameter,

network load and the quality of the lines. If the stated bandwidth cannot be achieved for technical reasons, Drei will provide the maximum bandwidth that is technically available.

The minimum download and upload speeds in kbps are available outside maintenance windows or malfunctions at minimum.

The maximum download and upload speeds in kbps correspond to that advertised and available to order.

The download and upload speeds in kbps normally available correspond to the Internet access bandwidth that is normally available 95% of the day.

You are entitled to warranty claims in the event of a continuous or regularly recurring inconsistency between the speed or other service quality parameters actually delivered and the performance specified by Drei.

To begin with, you may choose between the improvement or replacement of Drei's deficient performance. This option does not apply if the choice made is impossible for Drei or involves a disproportionate amount of effort for Drei compared with the alternative.

Drei is obliged to satisfy your claim within a reasonable period of time and with the least possible inconvenience to you.

If both the improvement and the replacement are impossible or would involve a disproportionate amount of effort for Drei, then you have the right to a price reduction or, if the defect is not minor, to rescission of the contract. This also applies if Drei refuses to make the improvement or replacement or if it does not do so within a reasonable period of time, if such remedies would cause you considerable inconvenience or if they cannot be reasonably expected of you for valid reasons. The rescission gives rise to cancellation of the contract affected by the deficiency.

The following summary provides an overall view of the extent to which typical Internet services may be used. The bandwidth with unlimited data transfer volume is considered (Flat Rate). There is no reduction or blocking after the consumption of a certain data transfer volume.

✓ = Service expected to work ☹ = Service no longer works

	Download bandwidth in mbps				
Service (Required bandwidth/ guide values)	**2,048**	**4,096**	**8,192**	**12,320**	**20,480 and above**
Surfing the Internet (approx. 2 mbps)	✓	✓	✓	✓	✓
HD video streaming (approx. 5 mbps)	☹	☹	✓	✓	✓
SD video streaming (approx. 2 mbps)	✓	✓	✓	✓	✓
4k video streaming (approx. 20 mbps)	☹	☹	☹	☹	✓
Voice over IP (approx. 0.1 mbps)	✓	✓	✓	✓	✓
Online games (approx. 5 mbps)	☹	☹	✓	✓	✓
Music streaming (approx. 0.32 mbps)	✓	✓	✓	✓	✓

Drei does not perform any traffic control measures for the Office Connect Internet service.

2.2 Internet set-up.

All versions of the Internet connection provided by Tele2 include

- 20 mailboxes (IMAP or POP3 accounts)
- 5 mailbox aliases per mailbox
- 15 GB Mailspace
- Virus filter
- Spam filter
- 5 GB Webhost
- 1 MySQL Database
- 1 static IP address
- Domain registration (1 domain: .at, .or.at, .co.at, .net, .com, .eu)
- Service Level: Basis
- Firewall
- With asymmetric bandwidths the standard router has additional WLAN functions including WLAN guest access.

2.3 IP range.

The Office Connect Internet service includes one fixed IP address by default. This allows the service to be used for server operation by forwarding specific TCP/UDP ports (transfer control protocol/user data protocol). A routed IP range with eight fixed IP addresses (see the Office Connect Internet fee provisions) can be obtained against a separate one-off fee.

One fixed IP address: This address is located at the WAN interface of the delivered router. On the LAN side, only private IP addresses (RFC 1918) in conjunction with network address translation configuration (NAT) are set up here and no public IP addresses are available in the LAN.

Eight fixed IP addresses: Five of the eight fixed IP addresses from the IP range assigned can be used freely.

Example: IP address 62.218.0.8/29

Routed net:	62.218.0.8
Subnet mask:	255.255.255.248
Network address:	62.218.0.8 ← Not freely available
Router address:	62.218.0.9 ← Not freely available, default gateway
Address:	62.218.0.10 ← Freely available
Address:	62.218.0.11 ← Freely available
Address:	62.218.0.12 ← Freely available
Address:	62.218.0.13 ← Freely available
Address:	62.218.0.14 ← Freely available
Broadcast address:	62.218.0.15 ← Not freely available

The eight IP addresses are located directly at the LAN interface of the router supplied. A dynamically assigned IP address is used at the WAN interface. NAT or the firewall of the router are disabled.

IP addresses are assigned in strict accordance with the rules of RIPE NCC (Réseaux IP Européens Network Coordination Centre, responsible for assigning IP address ranges and AS numbers in Europe, the Middle East and Central Asia). A change in the number of fixed IP addresses is linked with a change in the IP address range. Independent IP addresses (provider independent IP addresses) explicitly assigned to end customers by RIPE cannot be used when connecting via the Office Connect Internet service.

Drei suspends the routing of the addresses assigned immediately after termination of the contract.

2.4 Router configuration.

The Office Connect Internet service is configured for IP routing in combination with NAT (network address translation) on the modem by default. Drei does not perform the configuration and servicing of a bridge setup The initial configuration of port forwarding or DHCP settings is free of charge. Configuration changes that differ from the standard configuration will only be carried out for Premium Routers and will be charged according to the effort involved. Only limited technical support can be provided for configurations changed in this way.

2.5 Domains.

The scope of Office Connect Internet includes registering a new domain or taking over an existing domain. Additional domains can be registered and managed for a separate fee. The current domain prices can be found at https://www.drei.at/domain. Already registered domains can easily be changed to Drei. If required, Drei will help to register more than one domain as part of an optional additional service. The following top-level domains are available as part of Office Connect Internet: .at, .or.at, .co.at, .net, .com, .eu.

There is no entitlement to receive a specific domain name. Drei does not check the legal admissibility of the desired domain name. Drei is to be held harmless and harmless in the event of a claim by a third party whose rights have been violated by the domain name used.

Drei's domain name service includes administrative tasks and the technical implementation of name resolution in accordance with Request for Comments RFC 1034 and 1035. The domains are set up and maintained on our domain name servers. Further detailed information on the scope of services can be found in the current Domain Service description of services.

2.6 Drei WebHosting incl. Drei BusinessMail.

2.6.1 Specification.

With Drei WebHosting you get the necessary infrastructure and web services for your web presence. With our hosting solution, you can ensure that your data is stored in Austria under the highest security standards. The scope of services of Office Connect Internet includes the package Drei WebHosting S with the following specifications:

	Drei WebHosting S
Web storage space	5 GB
mySQL datenbase	1
Let's Encrypt SSL certificates	3
Apache connections	60
FTP-Account	1
SSH-Account	1
PHP Process Limit	5
PHP Memory Limit	256 MB
Flexible PHP-Versions	included
1-Click-Installation	included
Cronjobs	-
Unlimited data transfer	included
Domain	
Domains usable for hosting (Multidomain)	unlimited
Domain (.at/.or.at/.co.at/.net/.com/.eu)	included
Drei BusinessMail	
Mailboxes	20
Mailbox aliases per mailbox	5
Space for e-mail and file storage	15 GB
Individual Domains	unlimitiert
Webmail	included
Contacts, Calendar and Tasks	included
Antivirus & Spam Protection	included

Folder Sharing	-
Mobile Sync	-
SMS notification	-

The already included service Drei BusinessMail S offers e-mail addresses with your own company domain with all known e-mail functions:

- Easy data exchange inside and outside your company
- Webmail with calendar & contact sharing and file sharing
- Mobile access to e-mail, contacts and calendar
- Compatible with Microsoft Outlook, Thunderbird and other e-mail programs

2.6.2 Sending limit.

The e-mail sending limit is set to the following values for your entire account:

- Per hour: 250 e-mails
- Per day: 1.000 e-mails

However, these can also be individually adapted if required.

2.6.3 Antivirus & Spam Protection.

Central anti-virus protection is installed at Drei BusinessMail, which automatically checks incoming e-mails for viruses (no content is checked). If a virus is found in an incoming e-mail, it will be rejected. This optional service can be activated and deactivated for all existing e-mail addresses. The user can be granted the right to decide individually about his virus and spam settings.
The virus filter is updated continuously (up to several times a day, depending on the availability of new virus signatures), so it also offers very good protection against new viruses. Nevertheless, the virus scanner can only detect viruses that are already known, so Drei assumes no liability for absolute protection. Drei cannot rule out the possibility that the virus filter will reject e-mails that do not contain a virus. Drei assumes no liability in this regard.
With the spam protection integrated in the service, incoming e-mails are automatically checked for suspicious content and marked accordingly. This gives you the option of automatically deleting e-mails marked in this way or moving them to a separate folder in your e-mail program. Drei does not delete any e-mails so that if in doubt you can check for yourself whether you want to read the respective e-mail. This feature can also be activated and deactivated again.

The mailboxes can be accessed via the following transmission protocols:
IMAP:

- The e-mails are displayed in a separate inbox.
- It is possible to delete and move e-mails and this is also done in your external e-mail account.
- The folder structure of your external e-mail account is displayed.

POP3:

- The e-mails are displayed in the inbox of your Drei account.
- E-mails can be deleted when fetching them from the server, otherwise no changes will be made in your external e-mail account.
- You only see the e-mails from your inbox, the e-mails from subfolders are not displayed.

If you want full integration of your external e-mail account into Drei's webmail, then you should select IMAP. If you only want to receive information about new e-mails, then you should use POP3.

Webmail: With webmail you can access your e-mails at anytime from anywhere in the world. You can send e-mails, upload, and distribute files, access the calendar or share it with other colleagues in your company.

2.6.4 Contacts, Calendar and Tasks.

Contacts, calendar and tasks can be used with your existing e-mail software such as Microsoft Outlook, Mozilla Thunderbird or Windows Mail. For this it is necessary to read out your CardDAV/CalDAV synchronization via Webmail.

2.6.5 User Preferences.

Under this point you will find your collected user settings for use in clients or similar:

Webmail:
Your users can sign in with their e-mail address or Mailbox ID here:
User: e-mail address or mailbox ID
URL: https://businessmail.drei.at

Domain entry:
The following MX record must be entered in the domain:
Server name: mailx.drei.at

IMAP incoming mail server:
Your users can use the following settings on the mail client to access the mailbox with IMAP:
Server name: mailb.drei.at
Port: 993
Security: SSL

POP3 incoming mail server:
Your users can use the following settings on the mail client to access the mailbox with POP3:
Server name: mailb.drei.at
Port: 995
Security: SSL

SMTP outgoing mail server:
Your users can use the following settings on the mail client to send e-mails:
Server name: mailb.drei.at
Port: 587
Security: TLS; SMTP authentication

CardDAV/CalDAV synchronization:
Your users can use the following settings on the mobile device to sync contacts and calendar entries from webmail with CardDAV/CalDAV:
URL: https://dav.drei.at/dav
User: e-mail address

Mobile Sync synchronization:
Your users can use the following settings on the mobile device to set up their mailbox as an Exchange Active Sync account:
URL: https://sync.drei.at
Domain\User: \E-mail address

Customer Zone & Administration.
Drei will provide the personal access data for your customer zone upon completion of the service. The customer zone offers you extensive management options for the product variant you have purchased. An extension to our larger packages Drei WebHosting M, L, XL is possible at any time. Detailed information on their scope of services can be found in the current service description of Drei WebHosting, as well as at https://drei.at/webhosting.

3. Terminals.

For the Office Connect Internet product Drei provides customers with a router for their Internet connection.

Drei provides its customers with the necessary terminals for proper use of the Office Connect Internet service. Customers shall return to Drei any and all such terminals upon the end of the contract. Drei

reserves the right to bill customers for devices whose technical and aesthetic condition reveals improper use in the office.

All routers are managed centrally by Drei, which means Drei can configure the router remotely as well as analyse and rectify errors quickly. Customer administration or management access to the devices is not provided for security and support reasons.

The descriptions of technical data und functions are up-to-date at the time of printing and may deviate at the time of delivery. In accordance with technological progress, Drei reserves the right to change the terminals and/or features offered at any time, even without prior notice.

3.1 Standard router for asymmetric bandwidths.

The standard router provided by Drei is a Multi DSL router with integrated WLAN, firewall and VoIP functions. The device is also fitted with a USB 2.0 host interface, enabling it to be used as a print server.

Overview of functions:

- 1x DSL (VDSL2 / ADSL2+)
- 1x Gigabit Ethernet WAN, Interface: IEEE 802.3ab, Connector type: RJ45
- 4 x Gigabit Ethernet LAN Ports, Interface: IEEE 802.3ab, Connector type: RJ45
- Wireless LAN - Wi-Fi 5 (802.11ac 3x3), WPA2-PSK
- USB 2.0 Interface, Connector type: USB Type A

3.2 Optional premium router for asymmetric and symmetric bandwidths.

Premium routers are Cisco high-performance DSL routers offering high stability.

3.3 Connecting the customer's own terminals.

The responsibility for operating the customers' own terminals in the Office Connect Internet service is borne solely and exclusively by the customer. Drei assumes no responsibility or liability whatsoever that a specific terminal owned by the customer can be used with Office Connect Internet. The inability to use or a breakdown of a terminal owned by the customer that is connected to Office Connect Internet shall neither give grounds for the customer to cancel the contract nor may Drei be held liable. This must be taken into consideration particularly in the case of a failure of alarm systems. We recommend customers consult an alarm system technician.

4. Maintenance and support.

The support services offered by Drei only include support for terminal-specific solutions or software programmes of customers that were provided by Drei; they entail a level of support that can be reasonably assumed during installations and configurations. LAN support is not provided. Errors in the central components of the Drei network are monitored proactively and rectified 24/7.

To ensure the availability of the services provided, Drei shall endeavour to rectify faults or disruptions as soon as possible. The service comprises the elimination of all faults and errors falling under the remit of Drei or of third parties engaged by Drei. Errors and faults falling under the remit of Drei or its agents are rectified free of charge for the customer.

If Drei is called to repair a fault and it is found that there is either no problem with the Office Connect Internet service or the fault was caused by the customer, then the customer shall compensate Drei for any expenses incurred in accordance with the prevailing specialist fees and charges (see GTC Business).

The user acknowledges that 100% availability is generally not technically feasible. Drei reserves the right to limit or suspend the service for short periods of time for maintenance, security or capacity reasons.

Office Connect Internet includes SLA Basis by default. Optionally, customers can go for the packages SLA Plus and SLA Top.

	SLA Basis	SLA Plus	SLA Top
Reporting faults and failures	Mon - Sun: 08.00 am - 08.00 pm	Mon - Sun: 08.00 am - 08.00 pm	24/7
Incident working hours:	Mon - Fri: 08.00 am - 5.00 pm	Mon - Sat: 08.00 am - 06.00 pm	24/7
Error diagnosis	4 hrs	2 hrs	2 hrs
Repair deadline (punctuality)	2 hrs	1 hr	1 hr
No fault message	e-mail/text - automatically	e-mail/text - automatically	e-mail/ text & opt. tel. call
Repair time	within 2 working days	8 hrs	6 hrs

Incident acceptance: the timeframe within which the fault at the customer is registered at Drei, an incident ticket is issued and forwarded to a 2nd level service technician for processing.

Incident working hours (incl. on-the-spot work): the timeframe within which the service technician works on the fault either by telephone or on-the-spot.

Fault diagnosis: the timeframe within which a 2nd level service technician starts rectifying the error by means of remote maintenance to solve the problem himself, if possible, or sends a field service technician to the customer. If it is necessary to send a technician to the customer, a field service technician will be sent immediately. Drei is responsible for deciding whether rectifying the fault should start with remote maintenance or on-the-spot troubleshooting.

Repair time: the average timeframe for troubleshooting

Repair deadline (punctuality): the maximum admissible deviation by the field service technician from the deadline mutually agreed by the customer and Drei for on-the-spot troubleshooting.

Incident period: starts from the time the fault diagnosis is completed

Valid for: problems with access or modems

5. Setting up your connection.

5.1 General information.

For subscribers whose connection is through an unbundled/virtually unbundled copper line, Drei can only establish the connection once the existing connection is terminated at the previous operator and the line is switched from the previous operator to Drei by the previous operator. The termination at the previous operator only takes effect once the switch to Drei has been completed. The line can only be switched and the termination executed once the unbundling form/virtual unbundling form has been completed and signed by the owner of the connection.

5.2 Network termination point.

The network termination point is the point designating where Drei's responsibility stops and that of the customer begins. All of the network equipment (up to the user interface) and the connection equipment including the user interface are the responsibility of Drei.

Terminals provided by Drei are also the responsibility of Drei.

Notwithstanding this, the customer is liable to Drei for the connection equipment being of the required technological standard and meeting the requirements in this document, for being fit for the contractual purpose and free of defects, and being subject to an unlimited right of disposal.

5.3 Creation of local loop.

The local loop is created in accordance with the standard installation rules. The cabling comprises a shielded, 4-wire surface-mounted cable, and care must be taken to ensure that there are no external or

interference electric fields in the direct vicinity of the cabling (e.g. transformer, radio equipment). The user interface is also surface mounted.

In the case of a copper line, the Drei terminal will be connected to the telephone socket (DA-1, TDO with HLA). For a fiber connection, the Drei terminal will be connected to the Optical Network Termination (ONT). Telephone socket and ONT are provided by and remain property of A1 Telekom Austria AG. When disassembling or modifying the DA-1 (TDO with HLA) or the ONT by the customer, Drei takes no responsibility for the functionality of the Drei Service

6. Installation.

Asymmetric bandwidths with standard routers provide a self-install option if the service is established over a new line, or if the line can be taken over from an existing Drei unbundled DSL service. With the order confirmation, you will receive an installation guide and an appointment from when the service is ready for installation. The installation instructions can also be found in the download area on https://www.drei.at/de/business/loesungen/office-connect-internet/.

The installation is always carried out on-site in case of ordering symmetrical bandwidths and Cisco routers, if lines are taken over from other providers and on request.

Installation is carried out on-site by one of Drei's installation partners. On-site installation includes installing a user interface. Works not included in the standard installation will be carried out on a time and material basis and only against a separate fee.

Proper on-site installation is subject to the provision of a connection appropriate for these works in terms of location and condition (e.g. existing power supply, LAN cabling, etc.). Drei provides DHCP servers by default (via the CPE). In order to disable the DHCP server at the CPE, it is important to ensure that Drei is notified if you operate your own DHCP server.

Up to 20 meters of cabling is provided (as required) for on-site installation. The customer is responsible for laying the cables (ordering of an electrician). Additional cabling must be ordered separately.

If it is necessary to route the subscriber line through piping or cable ducts and/or flush-mount the user-network interface during installation for any reason not attributable to us within buildings (e.g. requirement of the person authorized to dispose of the building), then the appropriate empty piping or cable ducts or flush-mounted socket must be provided.

Our customer service personnel or installation partners do not carry out chiseling work or wall/ceiling breakthroughs when laying cables.

7. Service delivery.

Upon entry into service and transmission of the notification of completion, delivery of the Office Connect Internet service is carried out and the services rendered by Drei thus billed for each access realized. Any changes to the configuration after delivery of the service must be carried out independently. If the configuration is changed by Drei, costs are incurred which must be paid in accordance with our applicable hourly rates for a specialist.

8. Prerequisites for use.

To use Office Connect Internet, the following requirements must be met.
A switched network environment in LAN, CoS (IEEE 802,1p) is recommended to maintain speech quality.
The power supply (230 VAC) necessary for the user network and the terminals must be provided by the customer.
The customer must ensure that the room temperature is kept between +5°C and +40°C with a relative humidity of between 35% and 75% (non-condensing).

9. LAN responsibility.

The customer’s LAN and WLAN do not fall under the remit of Drei, neither do the customer’s firewalls, DNS and DHCP servers.

10. Technical parameters.

When Drei provides the Internet service, the relevant Requests for Comments (RFC) are complied with:

RFC 1661 (PPP, point-to-point protocol)

- RFC 2516 (PPPoE, Point-to-Point Protocol over Ethernet) in connection with RFC 2684 (Multiprotocol Encapsulation over AAL5) – LLC Encapsulation for Bridged Protocols
- RFC 2516 (PPPoE, Point-to-Point Protocol over Ethernet) in connection with VDSL2 Standard (VDSL2 ITU-T G.993.2)
- RFC 1994 (PPP CHAP, Challenge Handshake Authentication Protocol)
- RFC 1332 (PPP IPCP, Point-to-Point Protocol IP Control Protocol)

Drei reserves the right to define Encapsulation.

11. NAT and firewalls.

Private IP-addresses in the customer's LAN and firewall-protected Internet access points are essentially supported. NAT (Network Address Translation) devices and the firewalls must support the following connections from the private network to the Internet and to external networks.

Outgoing connections for the protocols:

DNS (UDP:53), NTP (UDP:123), HTTP (without proxy) (TCP:80), TFTP (UDP:69), RTP (> UDP:10000), SNMP (UDP:161 und UDP:162), SIP (UDP:5082)

All source ports with this protocol must be translated with NAT to > 1024.

The connections must accept response packets to outgoing requests after a time-out of up to 40 seconds (UDP time-out 40s).

SIP NAT protocol support should be deactivated if possible and should only be used after prior investigation by Drei.

It is not necessary to allow incoming connections in the firewall rules as long as TCP and UDP Stateful are handled.

Should the customer require further limitations in the outgoing connection rules, the address range can be restricted to 62.218.251.0/24. This address range is valid until further notice and can be changed by Drei without prior notice.