

Ethernet Fibre

Overview of the market, our investment and portfolio

Ethernet Fibre: the market and our investment



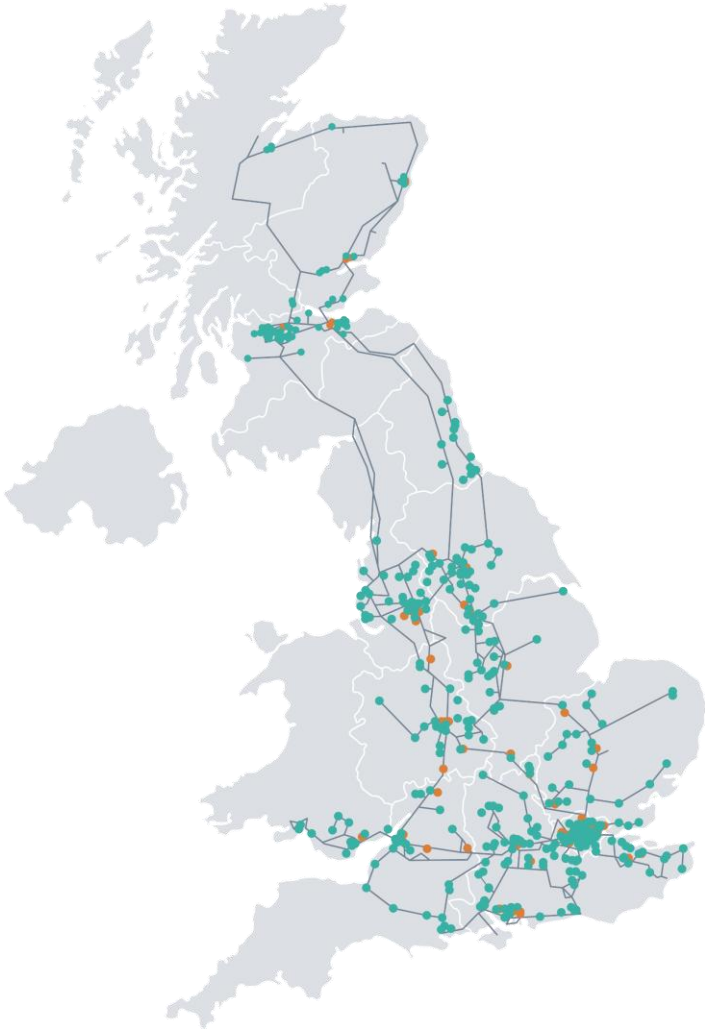
WHAT WE SEE HAPPENING

1. Growth in 10Gbps overtaking 1Gbps for new orders, driven by increase network demand:
 - Full-fibre broadband available in 8.2 million homes, increasing 10% per annum, gigabit-capable broadband available in 13.7 million homes & premises (47%)*
 - Average monthly data usage on fixed networks has increased to 453Gbps, partly driven by hybrid working*
2. Increased demand for AltNets and from Channel Partners needing increased aggregation and backhaul capacity
3. Regional powerhouse growth demanding competitive services and alternatives to big players – BT Wholesale and Openreach

WHAT WE ARE DOING

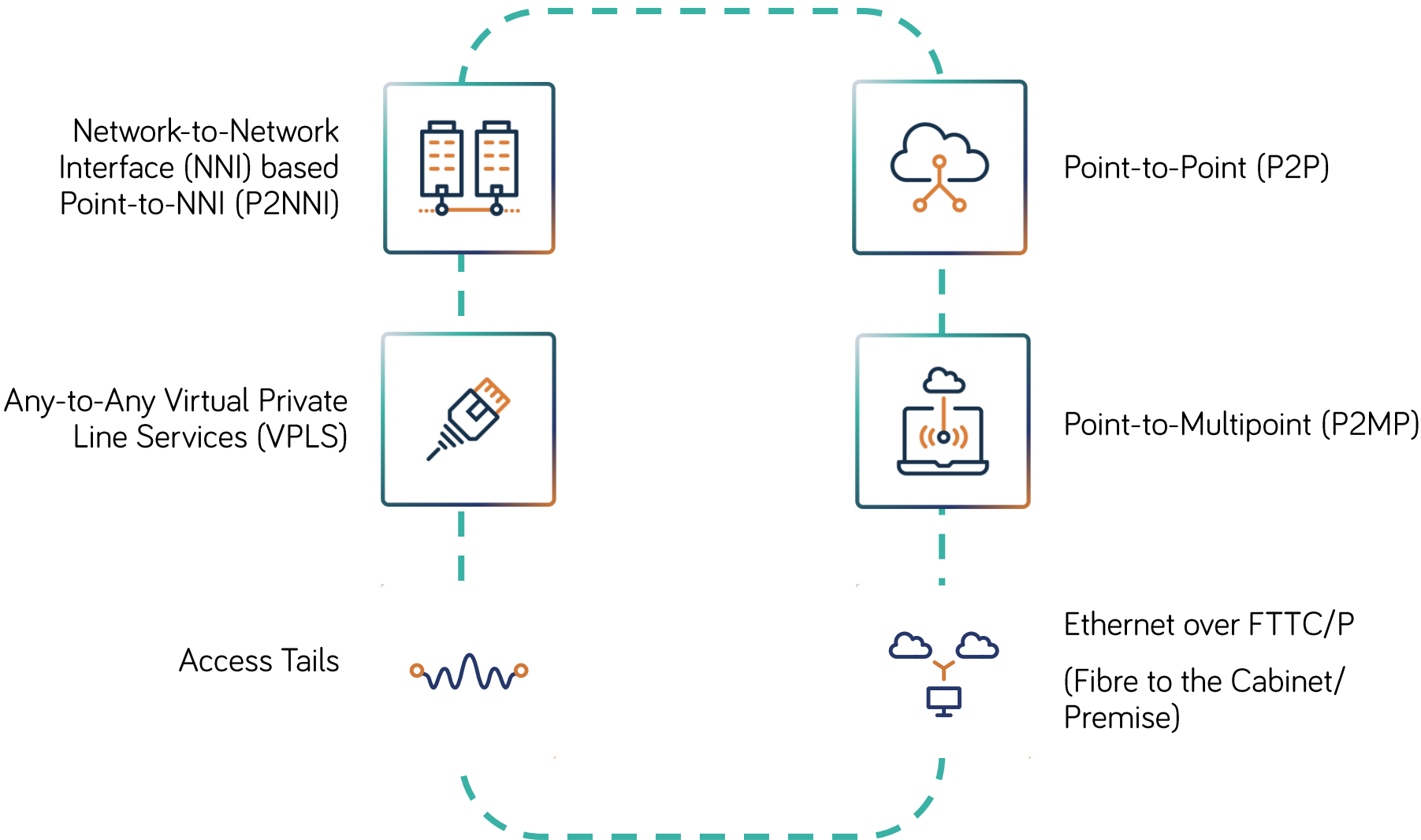
1. Deploying new high capacity fibre networks in Liverpool, Birmingham, Manchester and London
 - Enabling the delivery of Neos Networks Access Tails
 - Providing competitive pricing and availability versus the market
2. Investment in further digital developments for online portal LIVEQUOTE
3. Increasing network reach through 676 PoPs, and 550 unbundled exchanges
4. Extending Dedicated Internet Access options on top of core Ethernet capability

- A reliable high capacity, low latency UK wide network
- New on-net reach in metropolitan areas – driving market competition
- All priced and ordered through LIVEQUOTE or your Account Director
- Underpinned by ISO27001, MEF 3.0 and highest security standards



*Ofcom Connected Nation 2021 report

Ethernet Fibre: our service offerings

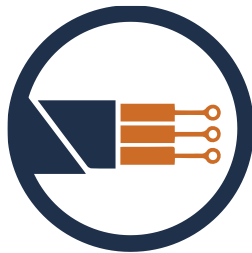


Ethernet features



CONSISTENT

A reliable high-speed connection



DEDICATED

Exceptional speeds and low latency



SECURE

A dedicated line offers more security than shared services



GUARANTEED ETHERNET BANDWIDTH

Receive the bandwidth you pay for



ASYMETRICAL AND SYMETRICAL OPTIONS

Access can be varied to meet your needs



FLEXIBLE

Fibre from 100Mbps - 10Gbps



DIGITAL

Quoting and ordering via LIVEQUOTE



SCALABLE

If requirements change scale up



AVAILABILITY

High availability
Neos Networks



CUSTOMER SUPPORT

24/7 helpdesk,
5-hour break fix



RESILIENCY

Choice of last-mile
diversity and resiliency
options

Ethernet connectivity options



Ethernet Fibre

Management wrap*
and core network



Last mile

a BT Group business

EoFTTx

Management wrap*
and core network



Last mile

a BT Group business

Wires only also available*

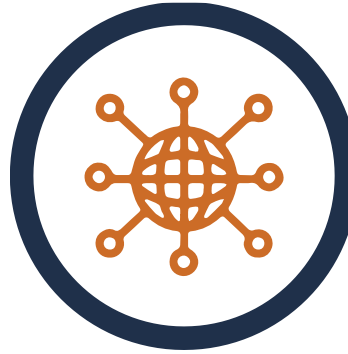
Why choose Neos Networks?



A SECURE, HIGH-PERFORMANCE NETWORK

Our exceptional low latency network is built to support critical national infrastructure and guarantee 10Gbps speeds

Choice of last-mile diversity and resiliency options with shadow VLANs available for additional resilience



OUR 34,000KM UK-WIDE NETWORK

High availability meshed national MPLS core

Access from more than 676 high speed UK Ethernet Points of Presence (PoPs)

A business-only network service

Choice of last-mile connectivity providers.

High availability meshed national MPLS core



SERVICE AND COMPETITIVE PRICING

Competitive pricing – we carry out regular price reviews to ensure we remain competitive

Great customer service – with an industry leading Net Promotor Score

Our Digital Portal has been developed to help customers quickly and easily generate quotes and place orders for Ethernet Fibre connectivity

Ethernet case study

E.ON



The challenge

E.ON required real-time contact with its remote wind farms in the Scottish Highlands to ensure optimum performance and reliability for its five million UK customers.



The outcome

We delivered a flexible and scalable solution – implementing a national Carrier Ethernet MPLS VPN, Internet access and extended telephony services to some of the most remote sites in Scotland.

Our solution offered unrivalled geographical reach and a willingness and skill set to work in distant places in challenging environments.



Ethernet case study

Ai Networks



The challenge

Ai Networks needed a trusted network partner that could supply high capacity Ethernet connections between its various data centres and customer sites.



The outcome

The company took advantage of our online quoting and ordering engine LIVEQUOTE, which compares Ethernet quotes from major UK carriers as well as Neos Networks. The tool helped Ai Networks pass on the best possible prices to its customers, thus gaining a competitive edge.



SLA: Service levels break and fix



Service level	Description
Target time to repair	From the end of the notification period, target times to repair for service affecting faults on the Neos Networks network are as follows: • Target time for all faults (except fibre breakages) will be cleared within five hours • Fibre breakages will be cleared within 24 hours • Faulty equipment will be replaced within 5 hours of notification to Neos Networks
Availability	At least 99.95% across the Neos Networks network
Access Tails	• Neos Networks Access Tails have the same 5-hour fix SLA as on-net Ethernet Fibre • Off-net Access Tails with Openreach have a 6-hour fix (Neos Networks includes Openreach Care Level 4 with SoGEA Access Tail) - 7-hour fix TTB and BT Wholesale - EoFTTx 6-hour fix (Neos Networks includes Openreach Care Level 4 with GEA FTTP Access Tail) - 7-hour fix TTB and BT Wholesale
Outages/ Re-routing	Wherever reasonably possible Neos Networks will notify the customer of the outage or re-routing at least 28 days in advance

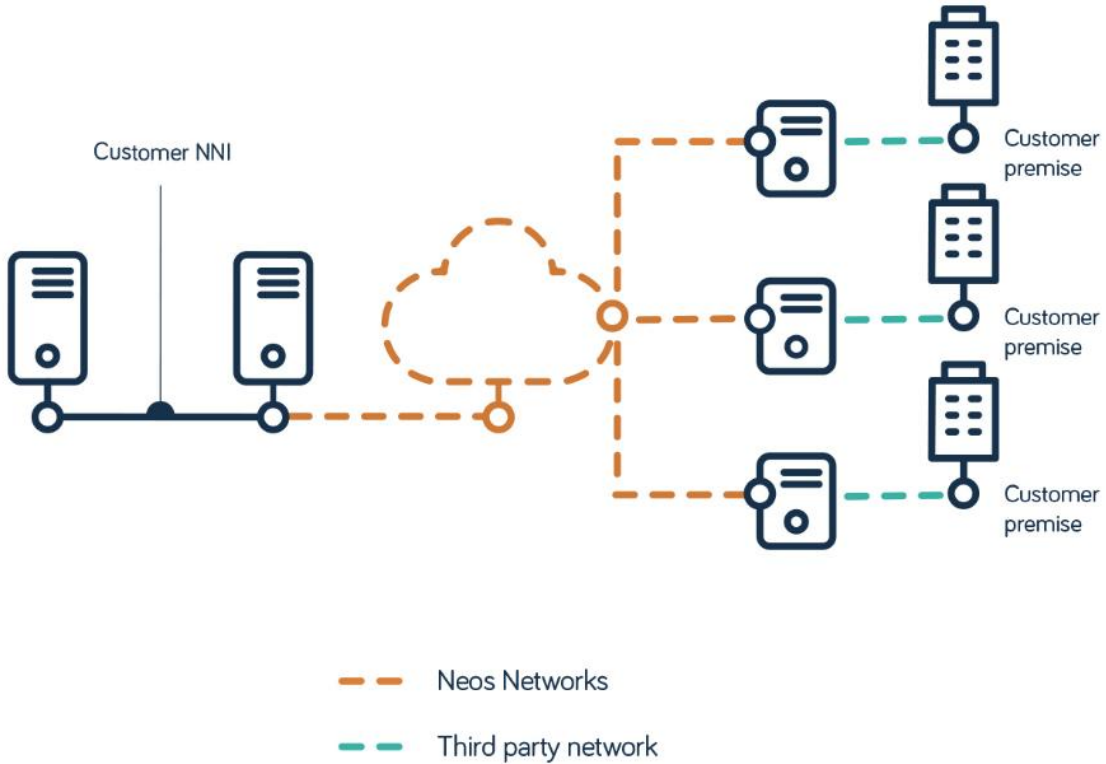
Ethernet service bundles



Ethernet NNI and P2NNI

The Neos Networks Ethernet NNI (External NNI) service will be delivered in a common on-net Neos Networks and customer POP/Data Centre location.

The Point-to-NNI (E-Access) access options will usually be delivered as “hybrid” off-net Access Tail connection(s) and on-net Virtual Connection between two Neos Networks Edge devices providing Point-to-Multipoint connectivity.

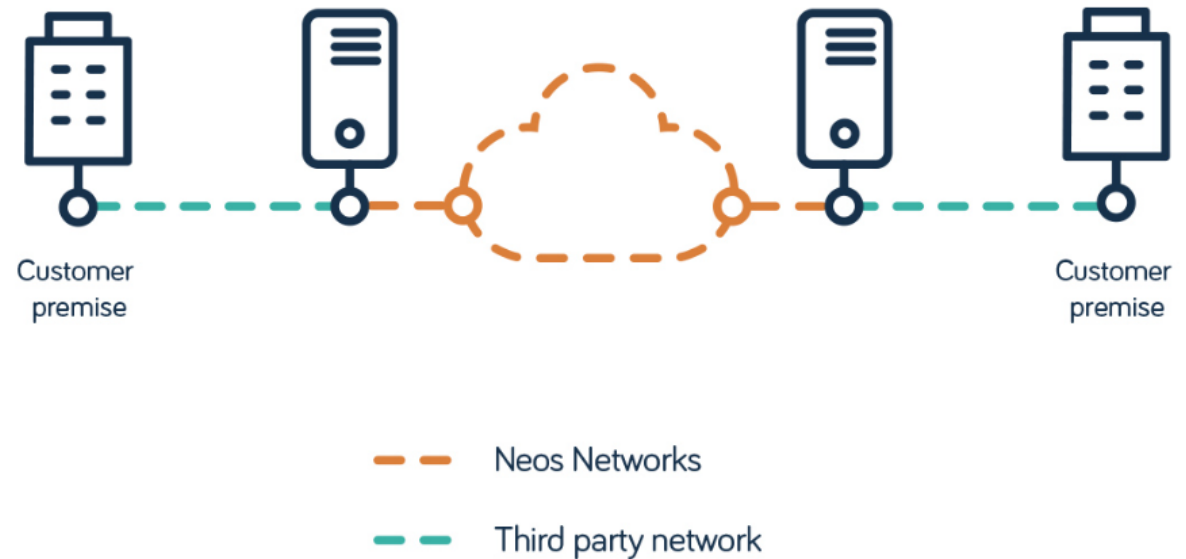


Ethernet service bundles

Ethernet P2P

Neos Networks Ethernet P2P can be provisioned as fully on-net, between two Neos Networks PoPs or “hybrid” off-net Access Tail connection(s) and on-net Virtual Connection between two Neos Networks Edge routers.

This provides full site-to-site connectivity.

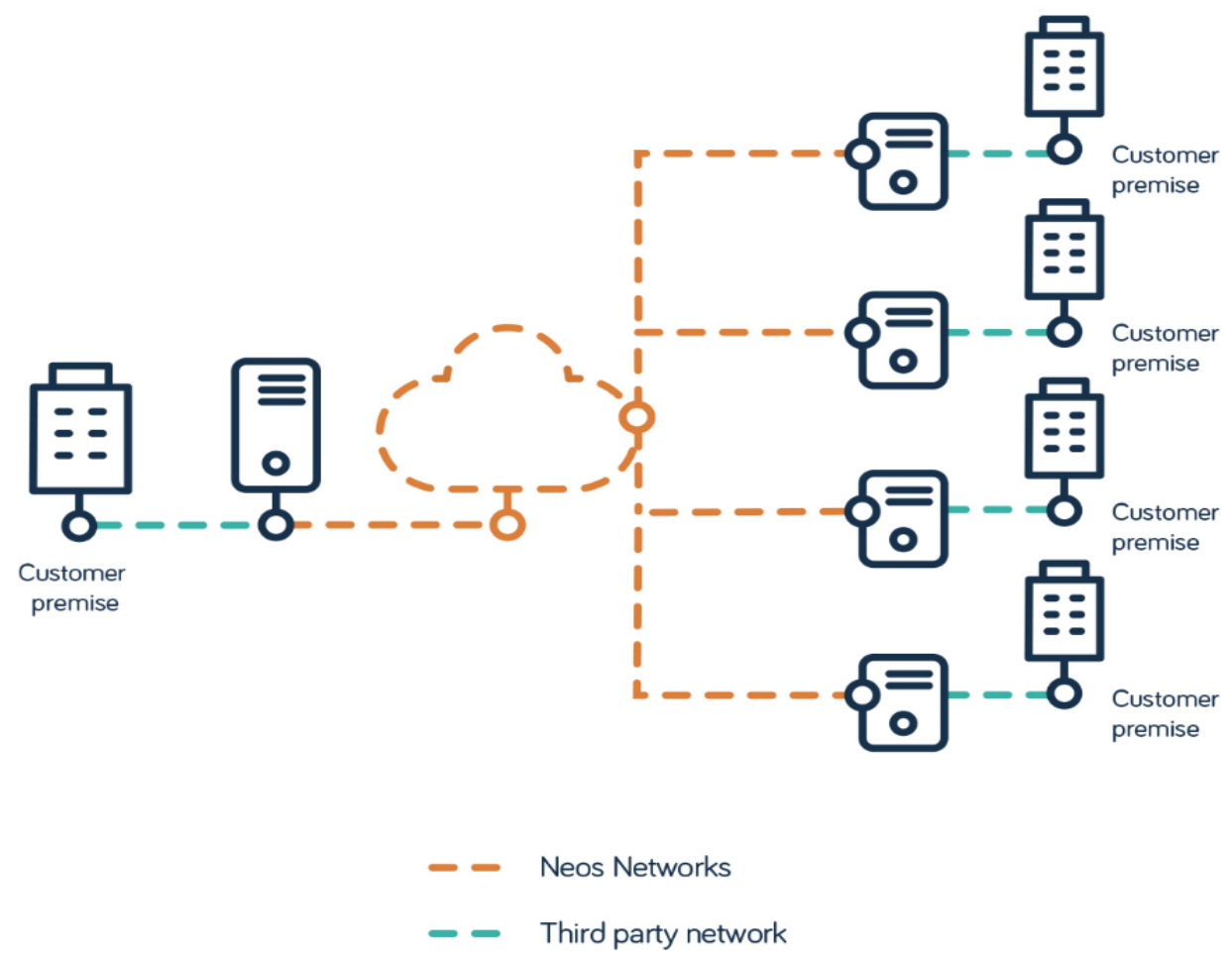


Ethernet service bundles

Ethernet P2MP

Neos Networks Ethernet P2MP can be provisioned as fully on-net, between multiple Neos Networks PoPs or “hybrid” off-net Access Tail connection(s) and on-net Virtual Connections between Neos Networks Edge devices.

This provides hub-and-spoke connectivity.



Ethernet service bundles

Ethernet VPLS

Neos Networks Ethernet VPLS can be provisioned fully on-net, between multiple Neos Networks PoPs or “hybrid” mix of on-net and off-net Access Tail connection(s).

This provides any-to-any connectivity:

