

**Solway Communications Limited**  
**Description of Broadband and VoIP Services**

Please note that the customers' and Solway's legally binding commitments are set out in the Company's Terms and Conditions of Service on the Company's website which alone are binding in law.

<b><u>STANDARD CONNECTIONS (NOT "FAMILY SERVICES" OR "BASIC BROADBAND")</u></b>				
<b>OPERATING STANDARDS</b>		<b>Explanation</b>	<b>Notes for Customers</b>	<b>Notes for Staff</b>
Minimum Download Bandwidth across Solway Network between 8 p.m. and 10 p.m. across Solway Network as required by Ofcom Code of Practice	Within 10 <sup>th</sup> percentile of sample	At least one tenth up range of performance of comparable connections	This is just what Ofcom expects communication companies to provide as absolute rock-bottom, subject to their detailed conditions	Must always be quoted at time of sale.
Normal Download Bandwidth across Solway Network between 8 p.m. and 10 p.m. across Solway Network as required by Ofcom Code of Practice	Between 20 <sup>th</sup> and 80 <sup>th</sup> percentile of sample	At least two tenths up range of performance of comparable connections	This is just what Ofcom expects communication companies normally to provide, subject to their detailed conditions	
Our target Download and Upload Bandwidth at any time across Solway Network	75%	75% of the Mbps indicated for each package in any 2-hour period.	The customer's end-to-end rate of data transmission may differ because Solway Comms is not able to influence either a) the rate across others' networks or servers to which the customer may be connecting or b) that of the customer's own equipment.	Should normally be quoted at time of sale.

**Solway Communications Limited**  
**Description of Broadband and VoIP Services**

<b>STANDARD CONNECTIONS (NOT “FAMILY SERVICES” OR “BASIC BROADBAND”)</b>				
<b>OPERATING STANDARDS</b>		<b>Explanation</b>	<b>Notes for Customers</b>	<b>Notes for Staff</b>
Data Limit	No limit	No limit for normal use.	Like all Internet connection providers, we reserve the right to limit abuse of the system.	
Prioritised Traffic	Package Level	The ‘Up to’ data level for each type of package in any 30-day period (see Fair Usage Policy)	Customer’s traffic remains unlimited but below-level traffic of other users will have priority	
Latency across Solway Network	10ms	Average maximum 10ms in two-hourly tests over any 24-hour period.	As for bandwidth commitment, Solway Comms commitment relates to its own network only.	
Minimum notice period of suspension of service standards for planned outage	7 days	7 days	This does not relate to emergencies.	
Maximum planned outages	3 days	3 days in any year	This is approximately 0.8%	
Security over Solway Network	Military level	Via PPOE tunnel, 256bit AES WPA2 standard	The customer’s end-to-end security depends on other factors including the security of networks or servers to which you may be connecting and that of the customer’s own equipment. Customers are	

**Solway Communications Limited**  
**Description of Broadband and VoIP Services**

<b>STANDARD CONNECTIONS (NOT “FAMILY SERVICES” OR “BASIC BROADBAND”)</b>				
<b>OPERATING STANDARDS</b>		<b>Explanation</b>	<b>Notes for Customers</b>	<b>Notes for Staff</b>
			advised always to encrypt their important data.	
Compliance	Full	OfCom licensed and fully compliant with all applicable regulations and standards relating to radio transmission, electrical installation and data protection.		
Minimum Availability of Solway Connection	99.5%	99.5% in any 7-day period.		

<b>“FAMILY “SERVICES</b>				
<b>OPERATING STANDARDS</b>		<b>Explanation</b>	<b>Notes for Customers</b>	<b>Notes for Staff</b>
Minimum Download Bandwidth across Solway Network between 8 p.m. and 10 p.m. across Solway Network as required by Ofcom Code of Practice	Within 10 <sup>th</sup> percentile of sample	At least one tenth up range of performance of comparable connections	This is just what Ofcom expects communication companies to provide as absolute rock-bottom, subject to their detailed conditions	Must always be quoted at time of sale.
Normal download Bandwidth across Solway Network between 8 p.m. and 10 p.m. across Solway Network as	Between 20 <sup>th</sup> and 80 <sup>th</sup> percentile of sample	At least two tenths up range of performance of comparable connections	This is just what Ofcom expects communication companies normally to provide, subject to their detailed conditions	

**Solway Communications Limited**  
**Description of Broadband and VoIP Services**

<b><u>"FAMILY "SERVICES</u></b>				
<b>OPERATING STANDARDS</b>		<b>Explanation</b>	<b>Notes for Customers</b>	<b>Notes for Staff</b>
required by Ofcom Code of Practice				
Our target Download and Upload Bandwidth across Solway Network	As available	This is dependent on the number of concurrent users at any time. The connection is configured to provide at least 62.5% of the advertised capacity at peak times	The customer's end-to-end rate of data transmission may differ because Solway Comms is not able to influence either a) the rate across others' networks or servers to which the customer may be connecting or b) that of the customer's own equipment.	Should normally be quoted at time of sale
Data Limit	40 Gb per month			
Prioritised Traffic	None			
Latency across Solway Network	10ms	Average maximum 10ms in two-hourly tests over any 24-hour period.	As for bandwidth commitment, Solway Comms commitment relates to its own network only.	
Minimum notice period of suspension of service standards for planned outage	1 day		This does not relate to emergencies.	

**Solway Communications Limited**  
**Description of Broadband and VoIP Services**

<b><u>"FAMILY "SERVICES</u></b>					
<b>OPERATING STANDARDS</b>		<b>Explanation</b>	<b>Notes for Customers</b>	<b>Notes for Staff</b>	
Maximum planned outages	7 days	7 days in any year			
Maximum delay in response to service faults	5 working days				
Security over Solway Network	Military level	Via PPOE tunnel, 256bit AES WPA2 standard	The customer's end-to-end security depends on other factors including the security of networks or servers to which you may be connecting and that of the customer's own equipment. Customers are advised always to encrypt their important data.		
Compliance	Full	OfCom licensed and fully compliant with all applicable regulations and standards relating to radio transmission, electrical installation and data protection.			
Minimum Availability of Solway Connection	99%	99% in any 7-day period.			

**Solway Communications Limited**  
**Description of Broadband and VoIP Services**

<b><u>“BASIC BROADBAND“ SERVICES</u></b>				
<b>OPERATING STANDARDS</b>		<b>Explanation</b>	<b>Notes for Customers</b>	<b>Notes for Staff</b>
Minimum Download Bandwidth across Solway Network between 8 p.m. and 10 p.m. across Solway Network as required by Ofcom Code of Practice	Within 10 <sup>th</sup> percentile of sample	At least one tenth up range of performance of comparable connections	This is just what Ofcom expects communication companies to provide as absolute rock-bottom, subject to their detailed conditions	Must always be quoted at time of sale.
Normal Download Bandwidth across Solway Network between 8 p.m. and 10 p.m. across Solway Network as required by Ofcom Code of Practice	Between 20 <sup>th</sup> and 80 <sup>th</sup> percentile of sample	At least two tenths up range of performance of comparable connections	This is just what Ofcom expects communication companies normally to provide, subject to their detailed conditions	
Our target Download and Upload Bandwidth across Solway Network	As available	This is dependent on the number of concurrent users at any time. The connection is configured to provide at least 50% of the advertised capacity at peak times	The customer’s end-to-end rate of data transmission may differ because Solway Comms is not able to influence either a) the rate across others’ networks or servers to which the customer may be connecting or b) that of the customer’s own equipment.	Should normally be quoted at time of sale
Data Limit	No limit		Like all Internet connection providers, we reserve the right to limit abuse of the system.	

**Solway Communications Limited**  
**Description of Broadband and VoIP Services**

<b><u>"BASIC BROADBAND" SERVICES</u></b>				
<b>OPERATING STANDARDS</b>		<b>Explanation</b>	<b>Notes for Customers</b>	<b>Notes for Staff</b>
Prioritised Traffic	None			
Latency across Solway Network	20ms	Average maximum 10ms in two-hourly tests over any 24-hour period.	As for bandwidth commitment, Solway Comms commitment relates to its own network only.	
Minimum notice period of suspension of service standards for planned outage	1 day		This does not relate to emergencies.	
Maximum planned outages	7 days	7 days in any year		
Maximum delay in response to service faults	5 working days			
Security over Solway Network	Military level	Via PPOE tunnel, 256bit AES WPA2 standard	The customer's end-to-end security depends on other factors including the security of networks or servers to which you may be connecting and that of the customer's own equipment. Customers are advised always to encrypt their important data.	
Compliance	Full	OfCom licensed and fully compliant with all applicable		

**Solway Communications Limited**  
**Description of Broadband and VoIP Services**

<b><u>"BASIC BROADBAND" SERVICES</u></b>					
<b>OPERATING STANDARDS</b>		<b>Explanation</b>	<b>Notes for Customers</b>	<b>Notes for Staff</b>	
		regulations and standards relating to radio transmission, electrical installation and data protection.			
Minimum Availability of Solway Connection	99%	99% in any 14-day period.			



**Solway Communications Limited**  
**Description of Broadband and VoIP Services**

<b><u>BUSINESS CONNECTIONS</u></b>					
<b>OPERATING STANDARDS</b>		<b>Explanation</b>	<b>Notes for Customers</b>	<b>Notes for Staff</b>	
Minimum Download Bandwidth across Solway Network between 12 noon. and 2 p.m. across Solway Network as required by Ofcom Code of Practice	Within 10 <sup>th</sup> percentile of sample	At least one tenth up range of performance of comparable connections	This is just what Ofcom expects communication companies to provide as absolute rock-bottom, subject to their detailed conditions	Must always be quoted at time of sale.	
Normal Download Bandwidth across Solway Network between 12 noon. and 2 p.m. across Solway Network as required by Ofcom Code of Practice	Between 20 <sup>th</sup> and 80 <sup>th</sup> percentile of sample	At least two tenths up range of performance of comparable connections	This is just what Ofcom expects communication companies normally to provide, subject to their detailed conditions		
Our target Download and Upload Bandwidth at any time across Solway Network	75%	75% of the Mbps indicated for each package in any 2-hour period.	The customer's end-to-end rate of data transmission may differ because Solway Comms is not able to influence either a) the rate across others' networks or servers to which the customer may be connecting or b) that of the customer's own equipment.	Should normally be quoted at time of sale.	
Data Limit	No limit	No limit for normal use.	Like all Internet connection providers, we reserve the		

**Solway Communications Limited**  
**Description of Broadband and VoIP Services**

<b><u>BUSINESS CONNECTIONS</u></b>				
<b>OPERATING STANDARDS</b>		<b>Explanation</b>	<b>Notes for Customers</b>	<b>Notes for Staff</b>
			right to limit abuse of the system.	
Prioritised Traffic	Package Level	The 'Up to' data level for each type of package in any 30-day period (see Fair Usage Policy)	Customer's traffic remains unlimited but below-level traffic of other users will have priority	
Latency across Solway Network	10ms	Average maximum 10ms in two-hourly tests over any 24-hour period.	As for bandwidth commitment, Solway Comms commitment relates to its own network only.	
Minimum notice period of suspension of service standards for planned outage	7 days	7 days	This does not relate to emergencies.	
Maximum planned outages	3 days	3 days in any year	This is approximately 0.8%	
Security over Solway Network	Military level	Via PPOE tunnel, 256bit AES WPA2 standard	The customer's end-to-end security depends on other factors including the security of networks or servers to which you may be connecting and that of the customer's own equipment. Customers are advised always to encrypt their important data.	

**Solway Communications Limited**  
**Description of Broadband and VoIP Services**

<b><u>BUSINESS CONNECTIONS</u></b>					
<b>OPERATING STANDARDS</b>		<b>Explanation</b>	<b>Notes for Customers</b>	<b>Notes for Staff</b>	
Compliance	Full	OfCom licensed and fully compliant with all applicable regulations and standards relating to radio transmission, electrical installation and data protection.			
Minimum Availability of Solway Connection	99.5%	99.5% in any 7-day period.			

<b><u>DIRECT INTERNET ACCESS CONNECTIONS</u></b>					
<b>OPERATING STANDARDS</b>		<b>Explanation</b>	<b>Notes</b>		
Our target Download and Upload Bandwidth across Solway Network	100%	The Mb/s capacity as contracted	The customer's end-to-end rate of data transmission may differ because Solway Comms is not able to influence either a) the rate across others' networks or servers to which the customer may be connecting or b) that of the customer's own equipment.		
Data Limit	No limit	No limit for normal use.	Like all Internet connection providers, we reserve the right to limit abuse of the system.		
Latency across Solway Network	10ms	Average maximum 10ms in two-hourly tests over any 24-hour period.	As for bandwidth commitment, Solway Comms commitment relates to its own network only.		

**Solway Communications Limited**  
**Description of Broadband and VoIP Services**

<b><u>DIRECT INTERNET ACCESS CONNECTIONS</u></b>			
<b>OPERATING STANDARDS</b>		<b>Explanation</b>	<b>Notes</b>
Minimum notice period of suspension of service standards for planned outage	7 days	7 days	This does not relate to emergencies.
Maximum planned outages	2 days	2 days in any year	This is approximately 0.5%
Compliance	Full	OfCom licensed and fully compliant with all applicable regulations and standards relating to radio transmission, electrical installation and data protection.	
Minimum Availability of Solway Connection	99.9%	99.9% in any 7-day period.	

**Solway Communications Limited**  
**Description of Broadband and VoIP Services**

SUPPORT STANDARDS	Maximum fault response time	Maximum time to restore service
	<i>Working time (weekdays 9 am to 6 pm) subject to health &amp; safety and other regulations, access to repair site and to availability of equipment. At other times, as arranged.</i>	
<b>Solway Business Support Commitment</b>	4 hours	8 hours
<b>Solway Residential Support Commitment</b>	8 hours	16 hours
<b>Solway Family Support Commitment</b>	7 days	