



## 1.1 Always On Continuity Solution

1.1.1 **Overview.** The Always-On continuity solution option provides a degraded continuous Business VPN Service in case primary paths fail as a result of a failure on any of the following:

- the access between Customer's Location and the Orange POP - note that no diversity of provider nor physical path nor Digital Subscriber Line Access Multiplexer (DSLAM) is guaranteed in the standard service offering;
- the Orange access center - the primary connection must be connected to a different access center than the DSL Gateway one (if affordable from a leased line cost point of view by the Customer);
- the Orange Provider Edge ("PE") router; the secondary access must be meshed to a secondary PE;
- the remote Customer Premises Equipment ("CPE") router.

The continuity of the Business VPN Service in the event of a failure in other elements of the primary access is dependent on the country where the Location is situated.

1.1.2 **Site Profile Availability.** The Always On option is available with Business VPN Corporate, and the availability of this optional feature will vary from country to country.

1.1.3 **Secondary Router and Secondary Access.** Under the always-on continuity option, the primary router is backed up by a secondary router. On the secondary router, Orange provides a secondary access based on DSL, which has degraded characteristics compared to the primary access depending on Customer's choice of DSL Access type, Service bandwidth and usage for the secondary router (e.g. the primary router may be over a Business VPN Corporate with either RTVideo or RTVoice usage, with the secondary router over a ADSL or DSL Off-Net Access without RTVoice or RTVideo - no CoS).

1.1.4 **Main Features.** The main features of the Always-On continuity service are as follows:

- **Multi-Protocol Integration:** no, IP only over backup path.
- **Backup Access Type:** xDSL, Internet delivered through Orange, Off-Net (Internet access delivered through Customer).
- **Backup Speed:** as per the secondary service bandwidth selected by Customer.
- **Backup Mode:** When the primary access fails because one of the elements on that path fails, then all traffic will go through the secondary access. Traffic will be switched back to the primary access when it is restored to operational condition.
- **Off-Load:** a technical option called off-load allows all critical traffic to go through the primary access and the non-critical traffic to go through the secondary access.
- **Monitoring:** Permanent monitoring through the primary or secondary router, both primary and secondary router having the same status 'operational/fail' at the same time.
- **Reporting:** Based on the Site Availability Service Level for the applicable Location.
- **Class of Service:** Silver Service Type only over backup path, using ADSL, Cable, WiMax, or DSL Off-Net as access.