

# Fiber:Go

A DEDICATED LINE,  
INCREDIBLE RESULTS.

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MINIMUM BANDWIDTH 100% GUARANTEED

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DEDICATED FIBER-OPTIC INTERNET CONNECTION

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H24/7 PROACTIVE MONITORING

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# Fiber:Go

## CUSTOMIZED INTERNET CONNECTIVITY SERVICE OVER DEDICATED FIBER-OPTIC AND SYMMETRICAL ULTRA-BROADBAND

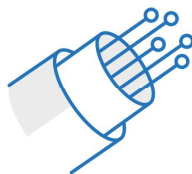
FiberGo is the connectivity service tailored to the real needs of the customer, designed for companies that require a complete and safe service, with guaranteed high performance.

### THE STRENGTHS OF THE SERVICE.

- Symmetrical Dedicated Optical Fiber Connectivity
- Minimum Bandwidth 100% guaranteed
- High Availability Service (H/A)
- 1 IP Public address
- Tailor-made service thanks to options that can be activated
- Maximum performance in speed, availability and traffic management

### H24/7 PERFORMANCE CONTROL.

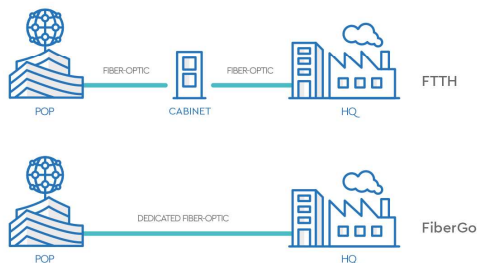
- Expert Assistance and hotline support
- H24/7 Proactive Monitoring
- No external call center, internal specialized technicians only



### HOW IT WORKS AND WHY IT IS CONVENIENT.

In simple terms, the optical fiber is defined as dedicated when its path from the control unit to the delivery point is absolutely exclusive, that is, not interrupted by active devices that produce sharing with other users, as in the case of GPON - FTTx networks.

In addition, Viking offers a 100% guaranteed coverage, an advantage that distinguishes it in the reference market. FiberGo is a true dedicated Point-to-Point connection.



### TECHNICAL DESCRIPTION.

Ultra-Broadband Internet access on Dedicated Optical Fiber Link, bandwidth capacity from 50 Mbps to 10 Gbps. Symmetrical and Guaranteed bandwidth (MCR 100%), certified for VoIP services, Service Level Agreement SLA10 (recovery within 10 hours), 24/7 proactive monitoring and equipment on free loan with replacement in case of failure. Upon request the service is also available protected, with diversified paths and differentiated PoPs, with backup and High Availability (H/A).

### PROACTIVE MONITORING, THE VIKING EXCLUSIVE ASSURANCE.

The terms "proactive" is very important in Viking because it perfectly fits its philosophy of preventing any possible failure in advance. This is possible thanks to the NOC Viking's ability to monitor the circuits and every client's router in real time. The constant control allows to act before any potential danger maintaining always the highest levels of efficiency.

### SUPPLY AND TERMS OF DELIVERY

Each offer includes all the costs necessary for the installation, testing, release, operation and maintenance of FiberGo circuits for the entire supply period.

Delivery terms are always specified in the offer.

### ACCESS ROUTER

CPE (Customer Premise Equipment) or access router is provided on free loan by Viking including installation, configuration, remote management, maintenance and replacement in case of failure.

### IP ADDRESS

The service FiberGo includes the assignment of 1 public IP address. Additional IP packs are available upon request.

### CUSTOMER CARE GO



Customer Care GO is always managed by highly specialized internal staff, able to carry out any intervention both on site and remotely. The service is available Monday to Friday (weekdays) from 8:30 to 17:30 with direct access to technical staff via toll-free number and dedicated email, taking charge 30 minutes, times of intervention within 10 hours.

## OPTIONAL SERVICES

### PROTECTED CIRCUIT

A protected circuit requires a second circuit with different transmission technology and on diversified path, with the same nominal bandwidth of the primary circuit. Business Continuity value increases up to 99,99%.

### BACKUP LINE OPTION

A Backup line is an access circuit, alternative to the main one, with a nominal bandwidth lower than primary circuit and with reduced costs. This allows the Customer's company to access the Internet even in the event of main circuit shutdown.

### HIGH AVAILABILITY OPTION (H/A)

High Availability (H/A) option increases the business continuity in case of backup line. It is an additional protection, that allows to a second device to take up the control if the main one goes offline.

### VOICE OPTION

This option includes:

- Access to Voice Services from 2 to 30 lines
- Possibility to maintain the same telephone number
- Telephone charges without connection fee with fixed-fixed and mobile-fixed traffic included.

### VOICE OPTION

Additional IP addresses available on request.

### CUSTOMER CARE SERVICE GO PREMIUM

Customer care service GO Premium is perfect for companies who need continuous monitoring on the service and direct contact with technical staff through dedicated email or toll-free number, with 24/7 specialist fault management.

## VIKING OFFERS TELECOMMUNICATION SERVICES ON ITS OWN NETWORKS, BOTH OVER DEDICATED OPTICAL FIBER AND OVER POINT-TO-POINT MICROWAVE CIRCUITS IN CARRIER GRADE.

For over 20 years, Viking has been guaranteeing excellent quality connections throughout the country, without the involvement of third parties or external call centers.

This allows for control by highly qualified internal staff at all stages of planning, installation, monitoring, maintenance and technical support.

The continuous monitoring of the infrastructure allows us to always guarantee the operation and performance of the corporate network in any situation.

## VIKING'S NUMBERS

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35 POPS IN ITALY

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250 HUB RADIO OVER TOWERS

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OVER 2.100 RADIO LINKS PTP IN CARRIER GRADE

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OVER 15.000 KM OF OPTICAL-FIBER

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VIKING'S  
VALUE



Business  
Backup Data



SD-WAN



Virtual Switchboard



Disaster Recovery



Cybersecurity



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