

IT Services

Technical product description

BER

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1 General information

1.1 Customer-owned IT infrastructures / WLAN

In accordance with the Aerodrome Manual EDDB for the BER site, information and communication facilities, including WLAN infrastructure, are provided and operated exclusively by the airport operator (Flughafen Berlin Brandenburg GmbH - FBB) on the airport premises.

The customer's own supply of telecommunications infrastructure and the modification of existing information and communications equipment are subject to approval and are only permitted by the airport operator in justified exceptional cases.

The provision of WLAN services to third parties (passengers, customers, etc.), whether free of charge or for a fee, is offered solely by the airport operator. The customer is prohibited from offering WLAN services to third parties on the airport premises or providing, sublicensing or leasing IT services (e.g. telephone connections, data lines) purchased from the airport operator to third parties for use.

1.2 Infrastructural requirements

In order to make use of IT services, infrastructural requirements are necessary in the rental space. If there are no or insufficient infrastructural requirements in the rental space, please inform the landlord. If infrastructural requirements are available, all IT services can be ordered using the corresponding order form.

1.3 Orders / processing deadline

Standard orders are implemented within 10 working days of order confirmation, where possible.

2 Service level of the services provided

Service level	Silver	Gold	Gold +	Platinum
Support time ¹	06:00 - 17:00 Mon-Fri, except holidays ²	06:00 - 17:00 Mon-Fri, except holidays ²	0:00 - 24:00 Mon-Sun, incl. public hol- idays ² , incl. on-call service	0:00 - 24:00 Mon-Sun, incl. public holi- days ² , incl. on-call ser- vice
Response time ³ In the Support time	Next Working day	4 hours	4 hours	2 hours
Recovery time ⁴ In the Support time	5 working days	Next Working day	Next day	4 hours

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- 1) Support time is the time during which fault clearance measures are carried out.
If you receive a fault during support hours, please call the IT service hotline (Tel. 030 6091-12600).
Fault acceptance outside support hours by e-mail to IT-Service-Hotline@berlin-airport.de
- 2) Nationwide public holidays and public holidays in the state of Brandenburg
- 3) Response time is the time between the qualified fault report and the start of fault processing.
- 4) Recovery time is the period between the receipt of the qualified fault report and the rectification of the fault or the provision of a temporary replacement solution with which the impaired functionalities / services / components are made available again ("recovery time = response time + fault processing time").

Downtimes shall not be counted towards the agreed service level insofar as:

- there are planned interruptions due to maintenance work that have been communicated in advance in good time
- technical or other problems are caused by and are the responsibility of the customer
- the cause of failures is beyond the control of FBB (force majeure, fault of third parties)

If no SLA has been concluded, FBB will endeavor to provide the requested services as quickly as possible and within the scope of the resources available to it. If services are ordered from FBB in addition to an agreed service level, the expenses will be invoiced in accordance with the valid charges for IT services of FBB.

3 IT services

3.1 IT customer service

3.1.1 Engineer / System planner

General information	
Service variant	Engineer / System planner
Service	IT customer service
Service no.	2001
Description	Hourly billing rate of an IT engineer, which is charged at the actual hourly rate.
Minimum term	/
SLA	Silver

3.1.2 Technician / Service employee

General information	
Service variant	Technician / Service employee
Service	IT customer service
Service no.	2002
Description	Hourly billing rate of an IT technician, which is charged at the actual hourly rate.
Minimum term	/
SLA	silver

3.1.3 Project manager

General information	
Service variant	Project manager
Service	IT customer service
Service no.	2003
Description	Hourly billing rate of an IT project manager, which is charged at the actual hourly rate.
Minimum term	/
SLA	silver

3.2 Telecommunication systems

Digital system connections, analog connections and IP-based telephone services are currently available at the BER airport site.

The use of these various telecommunications systems requires prior review by FBB.

It is not possible to provide ISDN connections at the BER site.

Additional services

These additional services are possible for digital system connections and IP-based telephone connections and are available with the "Comfort" service option.

- Chief secretary function
 - o Call management via secretary
 - o Transferring calls to the boss with and without prior notice
 - o Direct call
- Team function / call pick-up group

Each team member sees from all other team members:

- o busy external / internal, ringing external / internal and can pick up the calls

Authorizations

These dialing authorizations can be configured for each connection and must be specified by the customer when placing the order:

- Internal; i
 - o Outgoing only internally and not accessible from outside
- Half-office; h
 - o Outgoing only internally, accessible from outside
- City without mobile communications; c
 - o Berlin + 50km, without mobile phone authorization
- City and mobile communications; cm
 - o Berlin + 50km, with mobile phone authorization
- National without mobile communications; n
- National with mobile communications; nm
- Europe-wide; e
- Worldwide; w

If no information on dialing authorization is available when the order is received, the dialing authorization w; worldwide per telephone connection is set by default. Subsequent changes to the dialing authorization are subject to a charge.

The availability of special numbers (e.g. 01801, 01803 and 0900) is partially restricted.

Display indication

There is the option of a personalized display, which is transmitted when a call is made. The display consists of a maximum of 16 characters (e.g. surname, first name). If no information on the display

labeling is available when the order is received, the company name of the customer is stored in the display by default. Subsequent changes to the display are subject to a charge.

Connection charges

The connection charges are invoiced in accordance with the applicable tariffs of the contractually bound network provider (provider), shown in the fee schedule for other services

Service level

The service level is assigned to the corresponding service variant.

3.2.1 Telephone Basic Silver

General information	
Service variant	Telephone basic silver
Service	Telecommunications Service
Service no.	9003 - for installation, modification and relocation 0301 - monthly rental fee
Description	Provision of a telephone connection with basic telephone terminal (solo or for workstation) with <ul style="list-style-type: none"> • Black and white display • 4 direct operation speed dial buttons • Hands-free function • Call list Extended range of functions (options) <ul style="list-style-type: none"> • Team function • Voicemail • CTI Client (FBB internal)
Minimum term	1 month
SLA	Silver

3.2.2 Telephone Basic Gold +

General information	
Service variant	Telephone Basic Gold +
Service	Telecommunications Service
Service no.	9003 - for installation, modification and relocation 0302 - monthly rent
Description	<p>Provision of a telephone connection with basic telephone terminal (solo or for workstation) with</p> <ul style="list-style-type: none"> • Black and white display • 4 direct-operated speed dial buttons • Hands-free function • Call list <p>Extended range of functions (options)</p> <ul style="list-style-type: none"> • Team function • Voicemail • CTI Client (FBB internal)
Minimum term	1 month
SLA	Gold+

3.2.3 Telephone Comfort Silver

General information	
Service variant	Telephone Comfort Silver
Service	Telecommunications Service
Service no.	9003 - for installation, modification and relocation 0303 - monthly rent
Description	<p>Provision of a telephone connection with comfort telephone terminal</p> <ul style="list-style-type: none"> • Color display • 8 direct operation speed dial buttons • Hands-free function • Call list <p>Extended range of functions (options)</p> <ul style="list-style-type: none"> • Manager/secretary function • Team function • Collective connection • Voicemail • CTI Client (FBB internal)
Minimum term	1 month
SLA	silver

3.2.4 Telephone Comfort Gold +

General information	
Service variant	Telephone Comfort Gold +
Service	Telecommunications Service
Service no.	9003 - for installation, modification and relocation 0304 - monthly rent
Description	<p>Provision of a telephone connection with basic telephone terminal (solo or for workstation) with</p> <ul style="list-style-type: none"> • Color display • 8 direct operation speed dial buttons • Hands-free function • Call list <p>Extended range of functions (options)</p> <ul style="list-style-type: none"> • Manager/secretary function • Team function • Collective connection • Voicemail • Call center (FBB internal) • CTI Client (FBB internal)
Minimum term	1 month
SLA	Gold+

3.2.5 Analog telephone connection Gold+ (fax connection)

General information	
Service variant	Analog telephone connection Gold+ (fax connection)
Service	Telecommunications Service
Service no.	9003 - for installation, modification and relocation 0307 - monthly rent
Description	Analog telephone connection for operating a fax machine without terminal device (solo or for workstation)
Minimum term	1 month
SLA	Gold+

3.2.6 Virtual phone number

General information	
Service variant	Virtual phone number
Service	Telecommunications Service
Service no.	9003 - for installation, modification and relocation 0309 - monthly rent
Description	Virtual telephone number for the use of special services
Minimum term	1 month
SLA	Gold

3.3 Radio systems

Trunked radio

Trunked radio is a radio system for closed user groups in which all available channels are distributed (bundled) to the different groups as required.

FBB's digital trunked radio offers:

- Independent communication at the respective airport location
- Independent of mobile services at the respective airport location
- Very high availability
- Redundancy and reliability

FBB offers:

- Mobile radios
- Fixed radios

Aircraft radio

Aeronautical radio is a radio service between ground radio stations and aeronautical radio stations and is operated centrally at BER by FBB. The customer can rent terminals of this system, which enable access to the installed central infrastructure in such a way that either only listening in (receiving) of aircraft radio frequencies is possible or transmission is also possible.

The customer must obtain all necessary licenses for the operation of an aeronautical radio transmission system (e.g.: frequency allocation certificate from the Federal Network Agency) himself. All fees, other costs, ancillary expenses (e.g. training of his employees) etc. shall be borne by the customer.

The customer shall ensure that all necessary permits are maintained at all times.

The customer remains the owner of his frequency. FBB merely provides a technical infrastructure. The tenant is responsible for the proper use of the radio equipment, which must be proven to FBB upon request. (e.g: Use only by persons with a valid radiotelephony certificate in accordance with the "Verordnung über Flugfunkzeugnisse [FlugfunkV]")

Unless otherwise agreed, the "Silver" service level applies for the central aeronautical radio infrastructure and for FBB's trunked radio.

3.3.1 Transceiver stationary

General information	
Service variant	Transceiver stationary
Service	Radio communication service
Service no.	9005 - for installation, modification and relocation 0401 - monthly rental fee
Description	<p>Provision of a fixed radio device approved in Germany in aeronautical radio, without reference to aviation safety, for bidirectional ground-to-air communication.</p> <ul style="list-style-type: none"> • The frequency is ordered by the customer in accordance with the frequency certificate • Radio device is programmed and configured according to customer requirements. <p>A service provided by FBB's central flight radio system at the site BER. Separately installed transmitter and receiver sites provide the HF connection at BER airport. The desired location of the call stations must be clarified. Here the Availability of BER-LAN necessary.</p>
Minimum term	36 months
SLA	Silver

3.3.2 Transceiver mobile

General information	
Service variant	Transceiver mobile
Service	Radio communication service
Service no.	9005 - for installation, modification and relocation 0402 - monthly rental fee
Description	<p>Provision of a hand-held or vehicle radio device approved in Germany in aeronautical radio, without reference to aviation safety, for bidirectional ground-to-air communication.</p> <ul style="list-style-type: none"> • The frequency is ordered by the customer in accordance with the frequency certificate • Radio device is programmed and configured according to customer requirements. • Vehicle radio is provided for normal use in the vehicle without special accessories. <p>Supplied without installation, this can be requested separately.</p>
Minimum term	12 months
SLA	Silver

3.3.3 Location transmitter

General information	
Service variant	Location transmitter
Service	Radio communication service
Service no.	9005 - for installation, modification and relocation 0419 - monthly rent
Description	<p>Provision of a transmitter for vehicle positioning on the flight operation areas. The transmitter is programmed uniquely with the call sign assigned in advance by OA and is provided with magnetic feet and power cable. Installation is not included and must be ordered separately.</p>
Minimum term	12 months
SLA	silver

3.3.4 TETRA-FBB accessories S

General information	
Service variant	TETRA-FBB (accessory S)
Service	Radio communication
Service no.	0421 - for installation, modification and removals
Description	<p>This service includes all technical components that belong to the product category Accessories S (small). They are consumer goods that cannot be repaired or replaced.</p> <p>This additional equipment, which can be ordered alongside the basic equipment extends the range of functions of the radio devices:</p> <ul style="list-style-type: none"> • TH9 Hand-held radios operational (HRT-B) <ul style="list-style-type: none"> ○ TH9 Replacement accumulator ○ TH9 replacement antenna ○ TH9 headset with integrated PTT ○ TH9 headset concealed wearing style with connection latch • TH1n handheld radios concealed (HRT-V) <ul style="list-style-type: none"> ○ TH1n replacement accumulator ○ TH1n replacement antenna ○ TH1n headset (concealed) with integrated PTT ○ TH1n headset open wearing style with PPT • TMR880i automotive radios (MRT) <ul style="list-style-type: none"> ○ External loudspeaker • Intercom station type A/B <ul style="list-style-type: none"> ○ Hygiene protection <p>The prerequisite for the delivery of the accessories is the booked Service variant <i>TETRA-FBB handheld radio</i>, <i>TETRA-FBB Vehicle radio</i> or <i>TETRA-FBB stations</i></p>
Minimum term	-
SLA	Silver

3.3.5 TETRA-FBB accessories M

General information	
Service variant	TETRA-FBB accessories M
Service	Radio communication
Service no.	0422 - for installation, modification and removals
Description	<p>This service includes all technical components that belong to the product category Accessories M (medium). They are consumer goods that cannot be repaired or replaced.</p> <p>This additional equipment, which can be ordered alongside the basic equipment extends the range of functions of the radio devices:</p> <ul style="list-style-type: none"> • TH9 Hand-held radios operational (HRT-B) <ul style="list-style-type: none"> ○ TH9 handheld microphone loudspeaker (standard) ○ TH9 passive charging cradle ○ TH9 headset with neckband, connection via Nexus jack plug incl. PPT ○ TH9 headset open wearing style, connection via Nexus jack plug incl. PPT ○ TH9 headset gooseneck microphone with large PPT ○ TH9 active charging cradle ○ TH9 handheld microphone loudspeaker (extended), Nexus connection ○ TH9 PPT large offset, Nexus connection ○ TH9 single charger (desktop charger) ○ TH9 6-fold charging cradle • TH1n handheld radios concealed (HRT-V) <ul style="list-style-type: none"> ○ TH1n hand-held microphone loudspeaker (standard) ○ TH1n 6-fold charging cradle ○ TH1n single charger (desktop charger) ○ TH1n passive charging cradle • TMR880i automotive radios (MRT) <ul style="list-style-type: none"> ○ TMR880i handheld microphone loudspeaker ○ TMR880i handset with microphone and PPT <p>The prerequisite for the delivery of the accessories is the booked Service variant <i>TETRA-FBB handheld radio</i> or <i>TETRA-FBB car radio</i></p>
Minimum term	-
SLA	Silver

3.3.6 TETRA-FBB accessories L

General information	
Service variant	TETRA-FBB accessories L
Service	Radio communication
Service no.	0423 - for installation, modification and removals
Description	<p>This service includes all technical components that belong to the product category Accessories L (large). They are consumer goods that cannot be repaired or replaced.</p> <p>This additional equipment, which can be ordered alongside the basic equipment extends the range of functions of the radio devices:</p> <ul style="list-style-type: none"> • TH9 Hand-held radios operational (HRT-B) <ul style="list-style-type: none"> ○ TH9 Headset hearing protection (connected directly to the HRT) • TH1n handheld radios concealed (HRT-V) <ul style="list-style-type: none"> ○ TH1n headset with neckband and gooseneck microphone incl. PPT • TMR880i automotive radios (MRT) <ul style="list-style-type: none"> ○ TMR880i headset hearing protection (connection to HRT or MRT control unit) <p>The prerequisite for the delivery of the accessories is the booked Service variant <i>TETRA-FBB handheld radio</i> or <i>TETRA-FBB car radio</i></p>
Minimum term	-
SLA	silver

3.3.7 TETRA-FBB car radio installation

General information	
Service variant	TETRA-FBB installation car radio
Service	Radio communication
Service no.	0424 - for installation, modification and removals
Description	<p>This service includes the installation of a car radio in a vehicle for discussing FBB's operational trunked radio system. The vehicle radio technology and its accessories in the variants "Accessories S", "Accessories M" & "Accessories L" must be ordered separately.</p> <p>The service variant "TETRA-FBB car radio" is required for installation.</p>
Minimum term	-
SLA	silver

3.3.8 TETRA-FBB car radio

General information	
Service variant	TETRA-FBB car radio
Service	Radio communication
Service no.	0425 - monthly rental fee
Description	<p>This service includes the vehicle radio equipment for discussing of the FBB's operational trunked radio system, all Components (radio, control unit) and small materials (Belt clip, belt loop, relay, hand-held microphone loudspeaker, external loudspeaker, vehicle antenna, replacement antenna, connection cable and cable harness) to be able to use a vehicle radio, as well as support.</p> <p>The service does not include the installation of the radio in the vehicle. If this is desired, the service variant Installation car radio can be booked.</p> <p>Additional accessories can be ordered via the service variants "Accessories S", "Accessories M or Accessories L".</p> <p>The configuration of the in-car radio with the desired Communication (paging groups within a communication matrix) must be named by the user.</p>
Minimum term	1 month
SLA	silver

3.3.9 TETRA-FBB handheld radio

General information	
Service variant	TETRA-FBB handheld radio
Service	Radio communication
Service no.	0426 - monthly rent
Description	<p>This service includes all the technical components needed to provide and use the handheld radio and includes In addition to the radio, a basic accessory consisting of an accumulator, Antenna and belt clips, belt buckles and carrying bags. This service also includes configuration and support for the radio.</p> <p>You can choose from the following end devices:</p> <p>Airbus TH9 hand-held radio for operational use (HRT-B)</p> <ul style="list-style-type: none"> • Robust standard handheld radio for general operational use (IP65), open carrying method • Weight: 284 g • Dimension: 133x58x31 mm • Standby time 12 hours • Color display • Can be installed in vehicles (accessories required) • Connection for handheld microphone & headset available <p>Airbus TH1n handheld radio concealed (HRT-V)</p> <ul style="list-style-type: none"> • Lightweight handheld radio for special use (IP65), concealed carry mode • Weight: 160 g • Dimensions: 116x55x19 mm (pocket size) • Standby time 12 hours • Color display • Can be installed in vehicles (accessories required) • Connection for handheld microphone & headset available <p>Additional accessories can be ordered via the service variants "Accessories S", "Accessories M" or "Accessories L". The desired communication (paging groups within of a communication matrix) must be specified by the requester.</p>
Minimum term	1 month
SLA	Silver

3.3.10 TETRA FBB intercom station

General information	
Service variant	TETRA FBB intercom station
Service	Radio communication
Service no.	0427 - monthly rent
Description	<p>Intercom stations for radio briefing of the operational trunked radio system TETRA-FBB at BER</p> <p>This service includes all components for the use of a stationary table-top control unit for radio briefing. The installation services are included (installation on tables or similar, under-table installation of the supply lines if necessary). Larger structural adaptations or more complex installations must be requested separately.</p> <p>The following call station types can be selected:</p> <p>Intercom station type A</p> <ul style="list-style-type: none"> • Audio box with gooseneck microphone • to discuss one (1) radio group at the same time • Dimensions: (W x H x D) 260 x 110 x 183 mm • 2x internal speakers • Connection for headset & additional external speaker available • Interfaces: RJ45, USB, Line In/Out <p>Intercom station type B</p> <ul style="list-style-type: none"> • IP Radio Phone with gooseneck microphone and handset • for discussing four (4) radio groups simultaneously • Dimensions: (W x H x D) 280 x 74 x 183 mm • 2x internal speakers • Connection for headset & additional external speaker available • Interfaces: RJ45, USB, Line In/Out • Touch color display 4.3" <p>In addition to the hardware, this service includes the configuration and support. The desired communication (paging groups within of a communication matrix) must be specified by the requester.</p>
Minimum term	12 months
SLA	Platinum

3.4 Aviation and terminal management

FBB provides the user with information from the central flight plan database via various interfaces. The configuration of the interfaces always requires joint coordination.

3.4.1 FARMS online interface external

General information	
Service variant	FARMS online interface external
Service	Aviation and terminal management service
Service no.	0804 - monthly rental fee
Description	<p>The FARMS online interface provides external peripheral systems with data from the Airport Operational Database (AODB), but is not part of the data processing processes in the peripheral system.</p> <p>The peripheral system must store the queried FARMS data in its own data memory for further processing.</p> <p>The performance limit is the Enterprise Service Bus (ESB) of FBB or the FDMS-DM.</p>
Minimum term	12 months
SLA	Platinum

3.4.2 FARMS offline interface external

General information	
Service variant	FARMS offline interface external
Service	Aviation and terminal management service
Service no.	9008 - for installation, modification and relocation 0805 - monthly rental fee
Description	<p>Access to the information in the Airport Operational Database (AODB) via the file interface. The data is stored in csv format available for download on the FBB SFTP server is set. The update takes place every 5 minutes.</p> <p>The performance limit is the provision of data on the SFTP Server.</p>
Minimum term	12 months
SLA	Platinum

3.4.3 WEBIS

General information	
Service variant	WEBIS
Service	Aviation and terminal management
Service no.	9008 - for installation, modification and relocation 0812 - monthly rental fee
Description	The WEBIS information system is a web-based application for Display of flight data. WEBIS provides read-only access to the Operational Database (AODB) from the customer's own external PC.
Minimum term	12 months
SLA	Gold

3.4.4 FARMS workstation external AOE

General information	
Service variant	FARMS workstation external AOE
Service	Aviation and terminal management service
Service no.	9008 - for installation, modification and relocation 0803 - monthly rental fee
Description	Access to the Airport Operational Extranet via Flash Client on the customer's own external PC. The performance limit is the Flash Client.
Minimum term	12 months
SLA	Platinum

3.4.5 Offline locking cylinder standard internal door

General information	
Service variant	Offline locking cylinder standard internal door
Service	Object security
Service no.	1308 - for installation, modification and relocation
Description	<p>Installation of an offline locking cylinder for standard interior doors and integration or creation of the corresponding locking authorization zone as well as information to airport security.</p> <p>The installation requires a successful check as to whether the installation of a standard locking cylinder is possible (e.g. no security-oriented door - §5/§8, separate escape route requirements, etc.). If a standard cylinder is not possible, cancel if necessary or offer a special design (higher installation fee).</p> <p>Notes/ delimitation: Applications for locking authorizations must be made via a separate order to airport security (additional costs may apply). The offline cylinder remains the property of FBB.</p>
Minimum term	12 months
SLA	Platinum

3.4.6 Offline locking cylinder standard external door

General information	
Service variant	Offline locking cylinder standard external door
Service	Object security
Service no.	1309 - for installation, modification and relocation
Description	<p>. Installation of an offline locking cylinder for standard external doors (door with standard dimensions and escape route requirement) and integration or new creation of the corresponding locking authorization zone as well as information to airport security.</p> <p>The installation requires a successful check as to whether the installation of a standard locking cylinder is possible (e.g. no security-oriented door - §5/§8, separate escape route requirements, etc.). If a standard cylinder is not possible, a cancellation or offer for a special design (higher installation fee) may be required.</p> <p>Notes/ delimitation: Applications for locking authorizations must be made via a separate order to airport security (additional costs may apply). The offline cylinder remains the property of FBB</p>
Minimum term	12 months
SLA	Platinum

3.4.7 Hold-up button

General information	
Service variant	Hold-up button
Service	Object security
Service no.	9020 - for installation, modification and relocation 1306 - monthly rent
Description	<p>Hold-up buttons are used for unobtrusive hold-up alarms via manual operation. By pressing the pressure plate, the Alarm signal triggered in the control panel of the intruder alarm system (IAS).</p> <p>A panic button for indoor or outdoor use is provided.</p> <p>This service includes the following benefits:</p> <ul style="list-style-type: none"> - Installation of the push-button incl. small materials - Cabling with 2-wire copper up to 100m - Arrival and departure - Design according to DIN VDE 0833-2 - 4x inspection incl. 1x maintenance per year - after the 2nd year of use 1x inspection incl. 1x Maintenance per year - Fault acceptance at the IT service hotline - Agreement on the measures to be taken after the alarm is triggered <p>The process after the alarm is triggered is set up and coordinated by Airport Security (SCY). Security measures are prioritized according to the risk situation.</p> <p>Important notes:</p> <p>In the event of an alarm, airport security personnel (SCY) are dispatched instead of the police. An external connection to the police or other authorities or security and property protection service providers is not possible.</p> <p>Separate agreements on the installation of EMA hold-up scanners were concluded with the Federal Police (BPol) as a user group.</p> <p>If the hold-up scanner is commissioned by the Federal Police (BPol), no SCY forces from airport security are deployed in the event of an alarm.</p> <p>Police forces will be dispatched.</p> <p>Prerequisites:</p>

An EMA control center must be available in the technical room assigned to the installation location of the panic button. The use of the panic button requires the approval of the Airport Security Department (SCY) and will be checked and evaluated accordingly. The measures to be initiated after the alarm is triggered must be coordinated and agreed in advance by the users with the Airport Security department (SCY). Proof of acknowledgement of the "Information on the use of silent alarms" must be provided when ordering. The corresponding document is provided in the service catalog.

Minimum term	12 months
SLA	Silver

3.5 Airport information systems

FIDS (Flight Information Display System) is a system that displays flight data from the central airport database on monitors in the airport. It can be used by customers within the airport premises. Before applying for an airport information system, approval must be obtained from the Aviation department. This approval is obtained when the airport information system is applied for.

Unless otherwise agreed, the "Silver" service level applies to FBB's airport information systems.

3.5.1 FIDS Monitor Small

General information	
Service variant	FIDS Monitor Small
Service	Aviation and Terminal Management Service
Service no.	9009 - for installation, modification and relocation 1601 - monthly rent
Description	<p>FIDS (Flight Information Display System) is a system for displaying flight data within the airport premises. To apply for an airport information system, the approval of the Aviation division is required.</p> <p>Included service:</p> <ul style="list-style-type: none"> • Monitor (desktop unit) 12" to 22" • LAN controller • LAN • Mounting on prepared VESA bracket if necessary (for wall mounting) • Setup/administration in FIDS (FIDS GUI), in the LAN
Minimum term	1 month
SLA	Gold+

3.5.2 FIDS Monitor Medium

General information	
Service variant	FIDS Monitor Medium
Service	Aviation and Terminal Management Service
Service no.	9009 - for installation, modification and relocation 1602 - monthly rent
Description	<p>FIDS (Flight Information Display System) is a system for displaying flight data within the airport premises. To apply for an airport information system, the approval of the Aviation division is required.</p> <p>Included service:</p> <ul style="list-style-type: none"> • Monitor 30" to 54" • LAN controller • LAN • Mounting on prepared VESA mount (mounting of the mount must be checked in each individual case) • Setup/administration in FIDS (FIDS GUI), in the LAN
Minimum term	12 months
SLA	Gold

3.5.3 FIDS Monitor Large

General information	
Service variant	FIDS Monitor Large
Service	Aviation and Terminal Management Service
Service no.	9009 - for installation, modification and relocation 1603 - monthly rent
Description	<p>FIDS (Flight Information Display System) is a system for displaying flight data within the airport premises. To apply for an airport information system, the approval of the Aviation division is required.</p> <p>Included service:</p> <ul style="list-style-type: none"> • Monitor 55"/ 57" • LAN controller • LAN • Mounting on prepared VESA mount (mounting of the mount must be checked in each individual case) • Setting up the entire display unit in FIDS (via FIDS GUI)
Minimum term	12 months
SLA	silver

3.6 LAN data connection

Service level

Unless otherwise agreed, the "Silver" service level applies to the services of FBB's data network infrastructure.

3.6.1 Single port 10/100/1000 Mbit/s Gold

General information	
Service variant	Single port 10/100/1000 Mbit/s Gold
Service	Data network service
Service no.	9011 - for installation, modification and relocation 1701 - monthly rent
Description	<p>Ethernet port 10/100/1000Mbit/s as permanent access to the network (BER-Net) with Ethernet interfaces in accordance with the IEEE 802.3 10/100/1000-Base-T standard on RJ45 full duplex.</p> <p>The default setting is automatically set for speed (10/100/1000Mbit/s) and duplex mode (full/duplex). Other settings require prior agreement. The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently. Control mechanisms of the services based on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput. The data packets are transmitted without prioritization. The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections. For data connections with access to the FBB domain or to process networks of FBB, identification takes place at the network connection and the "Technical connection conditions for terminal devices of FBB to the data transmission network LAN / WLAN of Flughafen Berlin Brandenburg GmbH" apply.</p>
Minimum term	1 month
SLA	Gold

3.6.2 Single port 10/100/1000 Mbit/s Gold+

General information	
Service variant	Single port 10/100/1000 Mbit/s Gold+
Service	Data network service
Service no.	9011 - for installation, modification and relocation 1702 - monthly rent
Description	<p>Ethernet port 10/100/1000Mbit/s as permanent access to the network (BER-Net) with Ethernet interfaces in accordance with the IEEE 802.3 10/100/1000-Base-T standard on RJ45 full duplex.</p> <p>The default setting is automatically set for speed (10/100/1000Mbit/s) and duplex mode (full/duplex). Other settings require prior agreement. The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently. Control mechanisms of the services based on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput. The data packets are transmitted without prioritization.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p> <p>For data connections with access to the FBB domain or to process networks of FBB, identification takes place at the network connection and the "Technical connection conditions for terminal devices of FBB to the data transmission network LAN / WLAN of Flughafen Berlin Brandenburg GmbH" apply</p>
Minimum term	1 month
SLA	Gold+

3.6.3 Multisite network connection 100 Mbit/s

General information	
Service variant	Multisite network connection 100 Mbits
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1703 - monthly rent
Description	<p>Cross-network data transmission based on VLAN structures in accordance with IEEE 802.1Q. The standard bandwidth for cross-node data transmission is approx. 100 Mbit/s.</p> <p>The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently. Control mechanisms of the services set up on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput.</p> <p>The data packets are transmitted without prioritization.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	1 month
SLA	Gold

3.6.4 Multisite network connection 300 Mbit/s

General information	
Service variant	Multisite network connection 300 Mbits
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1737 - monthly rent
Description	<p>Cross-network data transmissions based on VLAN structures in accordance with IEEE 802.1Q.</p> <p>The standard bandwidth for cross-node data transmission is approx. 285 Mbit/s.</p> <p>The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently. Control mechanisms of the services set up on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput.</p> <p>The data packets are transmitted without prioritization.</p> <p>The SLA results from the single ports.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	1 month
SLA	Gold

3.6.5 Multisite network connection 600 Mbit/s

General information	
Service variant	Multisite network connection 600 Mbits
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1738 - monthly rent
Description	<p>Cross-network data transmissions based on VLAN structures in accordance with IEEE 802.1Q.</p> <p>The standard bandwidth for cross-node data transmission is approx. 570 Mbit/s.</p> <p>The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently. Control mechanisms of the services set up on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput.</p> <p>The data packets are transmitted without prioritization.</p> <p>The SLA results from the single ports.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	1 month
SLA	Gold

3.6.6 Multisite network connection 1000 Mbit/s

General information	
Service variant	Multisite network connection 1000 Mbits
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1739 - monthly rent
Description	<p>Cross-network data transmissions based on VLAN structures in accordance with IEEE 802.1Q.</p> <p>The standard bandwidth for cross-node data transmission is approx. 950 Mbit/s.</p> <p>The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently. Control mechanisms of the services set up on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput.</p> <p>The data packets are transmitted without prioritization.</p> <p>The SLA results from the single ports.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	1 month
SLA	Gold

3.6.7 Provider interconnection Q in Q 100 Mbit/s Gold

General information	
Service variant	Provider interconnection Q in Q 100 Mbit/s Gold
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1706 - monthly rent
Description	<p>Cascaded VLAN in accordance with IEEE 802.1ad, with cross-node data transmission, described in the "Technical connection conditions for customer connections TAB in BER-Net" under "Point-to-point connection (option) transmission of customer VLANs (QinQ)", consisting of two Ethernet ports 10/100/1000 Mbit/s as permanent access to the network (BER-Net) with Ethernet interfaces in accordance with standardization IEEE 802.3 10/100/1000-Base-T on RJ45 full duplex. The default setting is automatically set for speed (10/100/1000Mbit/s) and duplex mode (full/duplex). Other settings require prior agreement. The standard bandwidth for cross-node data transmission is 100 Mbit/s.</p> <p>Data packets are transmitted without prioritization. The "Technical connection conditions for customer connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	1 month
SLA	Gold

3.6.8 Provider interconnection Q in Q 100 Mbit/s Gold+

General information	
Service variant	Provider connection Q in Q Gold+
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1707 - monthly rent
Description	<p>Cascaded VLAN in accordance with IEEE 802.1ad, with cross-node data transmission, described in the "Technical connection conditions for customer connections TAB in BER-Net" under "Point-to-point connection (option) transmission of customer VLANs (QinQ)", consisting of two Ethernet ports 10/100/1000 Mbit/s as permanent access to the network (BER-Net) with Ethernet interfaces in accordance with standardization IEEE 802.3 10/100/1000-Base-T on RJ45 full duplex. The default setting is automatically set for speed (10/100/1000Mbit/s) and duplex mode (full/duplex). Deviating settings require prior agreement. The standard bandwidth for cross-node data transmission is 100 Mbit/s. Data packets are transmitted without prioritization. The "Technical connection conditions for customer connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	1 month
SLA	Gold+

3.6.9 Provider connection Q in Q 300 Mbit/s Gold

General information	
Service variant	Provider connection Q in Q 300 Mbit/s Gold
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1731 - monthly rent
Description	<p>Cascaded VLAN according to IEEE 802.1ad, with cross-node data transmission, described in the "Technical connection conditions for customer connections TAB in BER-Net" under "Point-to-point connection (option) transmission of customer VLANs (QinQ)", consisting of two Ethernet ports 10/100/1000 Mbit/s as permanent access to the network (BER-Net) with Ethernet interfaces according to the standard IEEE 802.3 10/100/1000-Base-T on RJ45 full duplex.</p> <p>The default setting is automatically set for speed (10/100/1000Mbit/s) and duplex mode (full/duplex).</p> <p>Deviating settings require prior agreement.</p> <p>The standard bandwidth for cross-node data transmission is approx. 285 Mbit/s.</p> <p>The data packets are transmitted without prioritization.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections. The start of the connection is a provider handover point.</p>
Minimum term	1 month
SLA	Gold

3.6.10 Provider connection Q in Q 300 Mbit/s Gold+

General information	
Service variant	Provider connection Q in Q Gold+
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1732 - monthly rent
Description	<p>Cascaded VLAN in accordance with IEEE 802.1ad, with cross-node data transmission, described in the "Technical connection conditions for customer connections TAB in BER-Net" under "Point-to-point connection (option) transmission of customer VLANs (QinQ)", consisting of two Ethernet ports 10/100/1000 Mbit/s as permanent access to the network (BER-Net) with Ethernet interfaces in accordance with standardization IEEE 802.3 10/100/1000-Base-T on RJ45 full duplex.</p> <p>The default setting is automatically set for speed (10/100/1000Mbit/s) and duplex mode (full/duplex).</p> <p>Deviating settings require prior agreement.</p> <p>The standard bandwidth for cross-node data transmission is approx. 285 Mbit/s.</p> <p>Data packets are transmitted without prioritization. The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections. The start of the connection is a provider handover point.</p>
Minimum term	1 month
SLA	Gold+

3.6.11 Provider connection Q in Q 600 Mbit/s Gold

General information	
Service variant	Provider connection Q in Q 600 Mbit/s Gold
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1733 - monthly rent
Description	<p>Cascaded VLAN in accordance with IEEE 802.1ad, with cross-node data transmission, described in the "Technical connection conditions for customer connections TAB in BER-Net" under "Point-to-point connection (option) transmission of customer VLANs (QinQ)", consisting of two Ethernet ports 10/100/1000 Mbit/s as permanent access to the network (BER-Net) with Ethernet interfaces in accordance with standardization IEEE 802.3 10/100/1000-Base-T on RJ45 full duplex.</p> <p>The default setting is automatically set for speed (10/100/1000Mbit/s) and duplex mode (full/duplex).</p> <p>Deviating settings require prior agreement.</p> <p>The standard bandwidth for cross-node data transmission is approx. 570 Mbit/s.</p> <p>Data packets are transmitted without prioritization. The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections. The start of the connection is a provider handover point.</p>
Minimum term	1 month
SLA	Gold

3.6.12 Provider connection Q in Q 600 Mbit/s Gold+

General information	
Service variant	Provider connection Q in Q 600 Mbit/s Gold+
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1734 - monthly rent
Description	<p>Cascaded VLAN in accordance with IEEE 802.1ad, with cross-node data transmission, described in the "Technical connection conditions for customer connections TAB in BER-Net" under "Point-to-point connection (option) transmission of customer VLANs (QinQ)", consisting of two Ethernet ports 10/100/1000 Mbit/s as permanent access to the network (BER-Net) with Ethernet interfaces in accordance with standardization IEEE 802.3 10/100/1000-Base-T on RJ45 full duplex.</p> <p>The default setting is automatically set for speed (10/100/1000Mbit/s) and duplex mode (full/duplex).</p> <p>Deviating settings require prior agreement.</p> <p>The standard bandwidth for cross-node data transmission is approx. 570 Mbit/s.</p> <p>Data packets are transmitted without prioritization. The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections. The start of the connection is a provider handover point.</p>
Minimum term	1 month
SLA	Gold+

3.6.13 Provider interconnection Q in Q 1000 Mbit/s Gold

General information	
Service variant	Provider interconnection Q in Q 1000 Mbit/s Gold
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1735 - monthly rent
Description	<p>Cascaded VLAN in accordance with IEEE 802.1ad, with cross-node data transmission, described in the "Technical connection conditions for customer connections TAB in BER-Net" under "Point-to-point connection (option) transmission of customer VLANs (QinQ)", consisting of two Ethernet ports 10/100/1000 Mbit/s as permanent access to the network (BER-Net) with Ethernet interfaces in accordance with standardization IEEE 802.3 10/100/1000-Base-T on RJ45 full duplex.</p> <p>The default setting is automatically set for speed (10/100/1000Mbit/s) and duplex mode (full/duplex).</p> <p>Deviating settings require prior agreement.</p> <p>The standard bandwidth for cross-node data transmission is approx. 950 Mbit/s.</p> <p>Data packets are transmitted without prioritization. The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections. The start of the connection is a provider handover point.</p>
Minimum term	1 month
SLA	Gold

3.6.14 Provider interconnection Q in Q 1000 Mbit/s Gold+

General information	
Service variant	Provider interconnection Q in Q 1000 Mbit/s Gold+
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1736 - monthly rent
Description	<p>Cascaded VLAN in accordance with IEEE 802.1ad, with cross-node data transmission, described in the "Technical connection conditions for customer connections TAB in BER-Net" under "Point-to-point connection (option) transmission of customer VLANs (QinQ)", consisting of two Ethernet ports 10/100/1000 Mbit/s as permanent access to the network (BER-Net) with Ethernet interfaces in accordance with standardization IEEE 802.3 10/100/1000-Base-T on RJ45 full duplex.</p> <p>The default setting is automatically set for speed (10/100/1000Mbit/s) and duplex mode (full/duplex).</p> <p>Deviating settings require prior agreement.</p> <p>The standard bandwidth for cross-node data transmission is approx. 950 Mbit/s.</p> <p>Data packets are transmitted without prioritization. The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections. The start of the connection is a provider handover point.</p>
Minimum term	1 month
SLA	Gold+

3.6.15 Data port for server connection

General information	
Service variant	Data port for server connection
Service	Data network service
Service no.	9011 - for installation, modification and relocation
Description	<p>Ethernet port 10/100/1000Mbit/s within the data centres as permanent access to the network (BER-Net) with Ethernet interfaces in accordance with the IEEE 802.3 10/100/1000-Base-T standard on RJ45 full duplex.</p> <p>The default setting is automatically set for speed (10/100/1000Mbit/s) and duplex mode (full/duplex).</p> <p>Other settings require prior agreement.</p> <p>For a chargeable provision of 1000Base-SX or LX interfaces, prior agreement is required.</p> <p>For a chargeable provision of an Ethernet port 10GE according to 802.3ae as 10GBaseSR, prior agreement is required.</p> <p>The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol.</p> <p>The Ethernet frames are transmitted transparently.</p> <p>Control mechanisms of the services set up on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput.</p> <p>Data packets are transmitted without prioritisation.</p> <p>The 'Technical Connection Conditions for Customer Connections TAB in BER-Net' apply to customer data connections.</p> <p>For data connections with access to the FBB domain or to process networks of FBB, identification takes place at the network connection and the 'Technical connection conditions for terminal devices of FBB to the data transmission network' apply.</p> <p>FBB to the data transmission network LAN / WLAN of Flughafen Berlin Brandenburg GmbH 'The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>

For data connections with access to the FBB domain or to process networks of FBB, identification is carried out at the network connection and the 'Technical Connection Conditions for Terminal Devices of FBB to the Data Transmission Network LAN / WLAN of Flughafen Berlin Brandenburg GmbH' apply.

Minimum term	1 month
SLA	Gold

3.6.16 RZ-Link Campus BER 10 Mbit/s Gold

General information	
Service variant	RZ-Link Campus BER 10 Mbit/s Gold
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1709 - monthly rent
Description	VLAN in accordance with IEEE 802.1Q, with data center-independent Data transmission, described in the "Technical Connection conditions for customer connections TAB in BER-Net" under "Point to point connections (standard)", consisting of two Ethernet ports 10/100/1000 Mbit/s as permanent access to the network (BER-Net) with Ethernet interfaces according to the Standardization IEEE 802.3 10/100/1000-Base-T on RJ45 full duplex. The default setting is automatic for (10/100/1000Mbit/s) and duplex mode (full/duplex). Deviating settings require prior agreement. The standard bandwidth for the cross-data center Data transmission is 10Mbit/s. The data packets are transmitted without prioritization. For customer data connections, the "Technical Connection conditions for customer connections TAB in BER-Net".
Minimum term	1 month
SLA	Gold

3.6.17 RZ-Link Campus BER 10 Mbit/s Gold+

General information	
Service variant	RZ-Link Campus BER 10 Mbit/s Gold+
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1710 - monthly rent
Description	<p>VLAN in accordance with IEEE 802.1Q, with data center-independent Data transmission, described in the "Technical Connection conditions for customer connections TAB in BER-Net" under "Point-to-point connections (standard)", consisting of two Ethernet ports 10/100/1000 Mbit/s as permanent access to the network (BER-Net) with Ethernet interfaces according to the Standardization IEEE 802.3 10/100/1000-Base-T on RJ45 full duplex. The default setting is automatic for (10/100/1000Mbit/s) and duplex mode (full/duplex). Deviating settings require prior agreement. The standard bandwidth for the cross-data center Data transmission is 10Mbit/s. The data packets are transmitted without prioritization. For customer data connections, the "Technical Connection conditions for customer connections TAB in BER-Net".</p>
Minimum term	1 month
SLA	Gold+

3.6.18 RZ-Link Campus BER 100 Mbit/s Gold

General information	
Service variant	RZ-Link Campus BER 100Mbit/s Gold
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1711 - monthly rent
Description	<p>LAN in accordance with IEEE 802.1Q, with data center-independent Data transmission, described in the "Technical Connection conditions for customer connections TAB in BER-Net" under "Point to point connections (standard)", consisting of two Ethernet ports 10/100/1000 Mbit/s as permanent access to the network (BER-Net) with Ethernet interfaces according to the Standardization IEEE 802.3 10/100/1000-Base-T on RJ45 full duplex. The default setting is automatic for (10/100/1000Mbit/s) and duplex mode (full/duplex). Deviating settings require prior agreement. The standard bandwidth for the cross-data center data transmission is 100Mbit/s. The data packets are transmitted without prioritization. The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	1 month
SLA	Gold

3.6.19 RZ-Link Campus BER 100 Mbit/s Gold+

General information	
Service variant	RZ-Link Campus BER 100Mbit/s Gold+
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1712 - monthly rent
Description	<p>VLAN in accordance with IEEE 802.1Q, with data transmission across data centers, described in the "Technical connection conditions for customer connections TAB in BER-Net" under "Point-to-point connections (standard)", consisting of two Ethernet ports 10/100/1000 Mbit/s as permanent access to the network (BER-Net) with Ethernet interfaces in accordance with the standard IEEE 802.3 10/100/1000-Base-T on RJ45 full duplex.</p> <p>The default setting is automatically set for speed (10/100/1000Mbit/s) and duplex mode (full/duplex).</p> <p>Deviating settings require prior agreement.</p> <p>The standard bandwidth for data transmission across data centers is 100Mbit/s.</p> <p>Data packets are transmitted without prioritization. The "Technical connection conditions for customer connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	1 month
SLA	Gold+

3.6.20 VPN site to site connection Gold

General information	
Service variant	VPN site to site connection Gold
Service	Data network service
Service no.	9011 - for installation, modification and relocation 1713 - monthly rent
Description	<p>Protected and encrypted network connection between a public remote station (normally the remote station is not set up and operated by FBB) and the VPN gateway of FBB.</p> <p>The basis for the facility is the completed and signed user agreement with attachment.</p> <p>The connection to target systems within FBB only takes place on the basis of a security change and must be applied for separately.</p>
Minimum term	12 months
SLA	Gold

3.6.21 VPN Site to Site connection Gold+

General information	
Service variant	VPN Site to Site connection Gold+
Service	Data network service
Service no.	9011 - for installation, modification and relocation 1714 - monthly rent
Description	<p>Protected and encrypted network connection between a public remote station (normally the remote station is not set up and operated by FBB) and the VPN gateway of FBB.</p> <p>The basis for the facility is the completed and signed user agreement with attachment.</p> <p>The connection to target systems within FBB only takes place on the basis of a security change and must be applied for separately.</p>
Minimum term	12 months
SLA	Gold+

3.7 Internet connections

FBB provides customers with Internet connections with different performance characteristics and bandwidths within the scope of technical and operational possibilities.

The broadband internet connection is provided via the FBB network. Access to the FBB network is via Ethernet twisted pair with a minimum bandwidth of 10 Mbit/s, terminated with an RJ45 connection.

The respective bandwidth of the Internet connection corresponds to the agreed value. A bandwidth guarantee for end-to-end communication cannot be given. Network address translation (NAT) is used in the direction of the public network/Internet. FBB will generally enable access for IP and ESP, GRE, AHP and Ping.

The customer must take measures to reduce the IT risk of an attack. This includes, for example, the use of a suitable firewall and a suitable virus scanner.

Internet connection standard A-DSL, up to 6Mbit/s (1716)

The customer is provided with a port with Internet access. The address is assigned by FBB via dhcp. A private address is assigned. The connection at the customer's premises is made with a router and copper patch cable 2-3m with RJ45 plug. The customer provides the space and a 230V socket for the FBB terminal device at the customer's location free of charge.

The usable bandwidth in the downlink is up to 6000Mbit/s, in the uplink up to 384Kbit/s.

Communication with a MAC address of the customer is enabled on the A-DSL connection. This MAC address must be communicated to FBB, otherwise the first MAC address determined on the A-DSL connection will be registered.

The Internet connection has no guaranteed bandwidth, no fixed IP address, is not accessible from outside and offers no redundancy.

Business Internet connection (2, 6, 10, 20 or 100Mbit/s)

The customer is provided with a port with Internet access. The address allocation is fixed by FBB. A private address is assigned, which is statically converted to a fixed public address at the transition to the provider. The connection at the customer's end is made using a 2-3m copper patch cable with an RJ45 connector. The uplink and downlink bandwidth is 2 Mbit/s, or another agreed bandwidth (uplink = downlink bandwidth).

Further settings are only available on request. The Internet connection has a guaranteed bandwidth, as agreed. The internet connection is redundant

Higher bandwidths on request.

Duties and obligations of the customer, misuse

In connection with FBB's services, the customer is obliged to refrain from the following actions in particular:

- Unsolicited sending of e-mails to third parties for advertising purposes (junk/spam mails), abusive posting of messages in newsgroups for advertising purposes (spamming, excessive multi-posting, excessive cross-posting) or untargeted or improper dissemination of data in any other way (e.g. prohibition of blocking third-party computers);
- Unauthorized intrusion into a third-party computer system (hacking);
- Scanning a network for open ports, i.e. access to computer systems (port scanning);

- Incorrect configuration of server services (such as proxy, news, mail and web server services in particular) that lead to unintentional replication of data (duplicates, mail relaying);
- Falsification of mail and news headers as well as IP addresses (IP spoofing);
- using fake websites (phishing) and
- Spreading computer viruses and worms.

The use of sites with extremist or pornographic content is not permitted. The customer is liable for any content that is loaded via the rented FBB Internet connection. We reserve the right to block the connection immediately in the event of misuse.

Service level

Unless otherwise agreed, the "Silver" service level applies to FBB's Internet connections.

3.7.1 ADSL Internet connection

General information	
Service variant	ADSL Internet connection
Service	Data network service
Service no.	9011 - for installation, modification and relocation 1716 - monthly rent
Description	<p>The user is provided with a port with Internet access. The address is assigned via DHCP. A private IPv4 address is assigned. The connection at the customer's premises is made with a router and copper patch cable 2-3m with RJ45 plug. The customer provides the space and a 230V socket for the FBB end device in the customer's location free of charge.</p> <p>The usable bandwidth in the downlink is up to 6000 kbit/s, in the uplink up to 384 kbit/s. The Internet connection does not offer guaranteed bandwidth and does not have a fixed IP address.</p> <p>The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently. Control mechanisms of the services based on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput.</p> <p>The data packets are transmitted without prioritization.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	1 month
SLA	Gold

3.7.2 Internet Business 2 Mbit/s Gold

General information	
Service variant	Internet Business 2 Mbit/s Gold
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1717 - monthly rent
Description	<p>The user is provided with a port with Internet access. The IP address is assigned statically and by default. A private IPv4 address is assigned, which is statically converted to a static, public address at the transition to the provider (NAT).</p> <p>The connection at the customer's premises is made with a 2 - 3 m copper patch cable with RJ45 plug.</p> <p>The uplink and downlink bandwidth is 2Mbit/s (uplink = downlink bandwidth).</p> <p>Further settings are only made on request.</p> <p>The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently.</p> <p>Control mechanisms of the services based on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput.</p> <p>The data packets are transmitted without prioritization.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	12 months
SLA	Gold

3.7.3 Internet Business 2 Mbit/s Gold+

General information	
Service variant	Internet Business 2 Mbit/s Gold+
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1718 - monthly rent
Description	<p>The user is provided with a port with Internet access. The IP address is assigned statically and by default. A private IPv4 address is assigned, which is statically converted to a static, public address at the transition to the provider (NAT).</p> <p>The connection at the customer's premises is made with a 2 - 3 m copper patch cable with RJ45 plug.</p> <p>The uplink and downlink bandwidth is 2Mbit/s (uplink = downlink bandwidth).</p> <p>Further settings are only available on request.</p> <p>The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently.</p> <p>Control mechanisms of the services based on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput.</p> <p>The data packets are transmitted without prioritization.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	12 months
SLA	Gold+

3.7.4 Internet Business 6 Mbit/s Gold

General information	
Service variant	Internet Business 6 Mbit/s Gold
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1719 - monthly rent
Description	<p>The user is provided with a port with Internet access. The IP address is assigned statically and by default. A private IPv4 address is assigned, which is statically converted to a static, public address at the transition to the provider (NAT).</p> <p>The connection at the customer's premises is made with a 2 - 3 m copper patch cable with RJ45 plug.</p> <p>The uplink and downlink bandwidth is 6Mbit/s (uplink = downlink bandwidth).</p> <p>Further settings are only available on request.</p> <p>The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently. Control mechanisms of the services based on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput.</p> <p>The data packets are transmitted without prioritization.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	12 months
SLA	Gold

3.7.5 Internet Business 6 Mbit/s Gold+

General information	
Service variant	Internet Business 6 Mbit/s Gold+
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1720 - monthly rent
Description	<p>The user is provided with a port with Internet access. The IP address is assigned statically and by default. A private IPv4 address is assigned, which is statically converted to a static, public address at the transition to the provider (NAT).</p> <p>The connection at the customer's premises is made with a 2 - 3 m copper patch cable with RJ45 plug.</p> <p>The uplink and downlink bandwidth is 6Mbit/s (uplink = downlink bandwidth).</p> <p>Further settings are only available on request.</p> <p>The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently. Control mechanisms of the services based on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput.</p> <p>The data packets are transmitted without prioritization.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	12 months
SLA	Gold+

3.7.6 Internet Business 10 Mbit/s Gold

General information	
Service variant	Internet Business 10 Mbit/s Gold
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1721 - monthly rent
Description	<p>The user is provided with a port with Internet access. The IP address is assigned statically and by default. A private IPv4 address is assigned, which is statically converted to a static, public address at the transition to the provider (NAT).</p> <p>The connection at the customer's premises is made with a 2 - 3 m copper patch cable with RJ45 plug.</p> <p>The uplink and downlink bandwidth is 10Mbit/s (uplink = downlink bandwidth).</p> <p>Further settings are only available on request.</p> <p>The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently.</p> <p>Control mechanisms of the services based on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput.</p> <p>The data packets are transmitted without prioritization.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	12 months
SLA	Gold

3.7.7 Internet Business 10 Mbit/s Gold+

General information	
Service variant	Internet Business 10 Mbit/s Gold+
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1722 - monthly rent
Description	<p>The user is provided with a port with Internet access. The IP address is assigned statically and by default. A private IPv4 address is assigned, which is statically converted to a static, public address at the transition to the provider (NAT).</p> <p>The connection at the customer's premises is made with a 2 - 3 m copper patch cable with RJ45 plug.</p> <p>The uplink and downlink bandwidth is 10Mbit/s (uplink = downlink bandwidth).</p> <p>Further settings are only available on request.</p> <p>The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently.</p> <p>Control mechanisms of the services based on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput.</p> <p>The data packets are transmitted without prioritization.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	12 months
SLA	Gold+

3.7.8 Internet Business 20 Mbit/s Gold

General information	
Service variant	Internet Business 20 Mbit/s Gold
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1723 - monthly rent
Description	<p>The user is provided with a port with Internet access. The IP address is assigned statically and by default. A private IPv4 address is assigned, which is statically converted to a static, public address at the transition to the provider (NAT).</p> <p>The connection at the customer's premises is made with a 2 - 3 m copper patch cable with RJ45 plug.</p> <p>The uplink and downlink bandwidth is 20Mbit/s (uplink = downlink bandwidth).</p> <p>Further settings are only available on request.</p> <p>The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently.</p> <p>Control mechanisms of the services based on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput.</p> <p>The data packets are transmitted without prioritization.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	12 months
SLA	Gold

3.7.9 Internet Business 20 Mbit/s Gold+

General information	
Service variant	Internet Business 20 Mbit/s Gold+
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1724 - monthly rent
Description	<p>The user is provided with a port with Internet access. The IP address is assigned statically and by default. A private IPv4 address is assigned, which is statically converted to a static, public address at the transition to the provider (NAT).</p> <p>The connection at the customer's premises is made with a 2 - 3 m copper patch cable with RJ45 plug.</p> <p>The uplink and downlink bandwidth is 20Mbit/s (uplink = downlink bandwidth).</p> <p>Further settings are only available on request.</p> <p>The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently.</p> <p>Control mechanisms of the services based on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput.</p> <p>The data packets are transmitted without prioritization.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	12 months
SLA	Gold+

3.7.10 Internet Business 100 Mbit/s Gold

General information	
Service variant	Internet Business 100 Mbit/s Gold
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1725 - monthly rent
Description	<p>The user is provided with a port with Internet access. The IP address is assigned statically and by default. A private IPv4 address is assigned, which is statically converted to a static, public address at the transition to the provider (NAT).</p> <p>The connection at the customer's premises is made with a 2 - 3 m copper patch cable with RJ45 plug.</p> <p>The uplink and downlink bandwidth is 100Mbit/s (uplink = downlink bandwidth).</p> <p>Further settings are only available on request.</p> <p>The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently.</p> <p>Control mechanisms of the services based on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput.</p> <p>The data packets are transmitted without prioritization.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	12 months
SLA	Gold

3.7.11 Internet Business 100 Mbit/s Gold+

General information	
Service variant	Internet Business 100 Mbit/s Gold+
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1726 - monthly rent
Description	<p>The user is provided with a port with Internet access. The IP address is assigned statically and by default. A private IPv4 address is assigned, which is statically converted to a static, public address at the transition to the provider (NAT).</p> <p>The connection at the customer's premises is made with a 2 - 3 m copper patch cable with RJ45 plug.</p> <p>The uplink and downlink bandwidth is 100Mbit/s (uplink = downlink bandwidth).</p> <p>Further settings are only available on request.</p> <p>The actual Ethernet throughput achieved at the transmission speed depends on the frame size used and the services based on the Ethernet protocol. The Ethernet frames are transmitted transparently.</p> <p>Control mechanisms of the services based on the Ethernet protocol (e.g. TCP) can reduce the actual Ethernet throughput.</p> <p>The data packets are transmitted without prioritization.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	12 months
SLA	Gold+

3.7.12 Additional static IP address

General information	
Service variant	Additional static IP address
Service	Data network service
Service no.	9012 - for installation, modification and relocation 1727 - monthly rent
Description	<p>Additional, static IP address for the "Internet connection business" service.</p> <p>When booking the additional, static IP address, the existing IPv4 addresses may be readdressed.</p> <p>The service level depends on the SLA of the booked Internet connection.</p>
Minimum term	1 month
SLA	Gold+

3.7.13 WLAN Access Point

General information	
Service variant	WLAN Access Point
Service	WLAN
Service no.	9012 - for installation, modification and relocation 1728 - monthly rent
Description	<p>Customized SSID within the WLAN infrastructure according to IEEE 802.11a/g/n/ac with a fixed channel bandwidth of 20MHz. Encryption according to IEEE 802.11i with WPA2/AES PSK or 802.1x with user/password authentication is used.</p> <p>The data packets are transmitted without prioritization.</p> <p>The "Technical Connection Conditions for Customer Connections TAB in BER-Net" apply to customer data connections.</p>
Minimum term	1 month
SLA	Silver

3.8 Data technology/Housing

FBB offers the option of housing the customer's own equipment. Rack spaces or height units are provided in FBB's redundant data centers on the BER airport campus.

Access to FBB's data centers requires prior registration and accompaniment by an authorized FBB service technician. Accompaniment by a service technician is subject to a charge, whereby 2 hours/month of free accompaniment are provided by FBB.

In justified cases of malfunction, access to the data centers is granted as quickly as possible.

3.8.1 Rack SL Gold

General information	
Service variant	Rack SL Gold
Service	Data center and process network service
Service no.	9016 - for installation, modification and relocation 1901 - monthly rent
Description	<ul style="list-style-type: none"> • Provision of a 19" rack cabinet 42 U • Installation depth RZ-North max. 80cm / RZ-South max. 100cm • Air conditioning by means of cold (23°C) and warm aisle (25°C) • Redundant, UPS-supported power supply • 2 hours of accompaniment are available per month during service hours. Further accompaniment is provided after a charge has been made. • Fault acceptance at the IT Service Hotline
Minimum term	12 months
SLA	Gold

3.8.2 Rack SL Platinum

General information	
Service variant	Rack SL Platinum
Service	Data center and process network service
Service no.	9016 - for installation, modification and relocation 1902 - monthly rent
Description	<ul style="list-style-type: none"> • Provision of a 19" rack cabinet with 42 U • Installation depth RZ-North max. 80cm / RZ-South max. 100cm • Air conditioning by means of cold (23°C) and warm aisle (25°C) • Redundant, UPS-supported power supply • 2 hours of accompaniment are available per month during service hours. Further accompaniment is provided after a charge has been made. • Fault acceptance at the IT Service Hotline
Minimum term	12 months
SLA	Platinum

3.8.3 Height unit in rack SL Gold

General information	
Service variant	Height unit in rack SL Gold
Service	Data center and process network service
Service no.	9015 - for installation, modification and relocation 1903 - monthly rent
Description	<ul style="list-style-type: none"> • Provision of 2 physical height units in a 19" rack cabinet • Installation depth RZ-North max. 80cm / RZ-South max. 100cm • Air conditioning by means of cold (23°C) and warm aisle (25°C) • Redundant, UPS-supported power supply • 2 hours of accompaniment are available per month during service hours. Further accompaniment is provided after a charge has been made. • Fault acceptance at the IT Service Hotline
Minimum term	1 month
SLA	Gold

3.8.4 Height unit in rack SL Platinum

General information	
Service variant	Height unit in rack SL Platinum
Service	Data center and process network service
Service no.	9015 - for installation, modification and relocation 1904 - monthly rent
Description	<ul style="list-style-type: none"> • Provision of 2 physical height units in a 19" rack cabinet • Installation depth RZ-North max. 80cm / RZ-South max. 100cm • Air conditioning by means of cold (23°C) and warm aisle (25°C) • Redundant, UPS-supported power supply • 2 hours of accompaniment are available per month during service hours. Further accompaniment is provided after a charge has been made. • Fault acceptance at the IT Service Hotline
Minimum term	1 month
SLA	Platinum