COMMCENTRE
MANAGED IT SERVICES

FREE RESOURCE · ENTERPRISE ETHERNET EXPLAINED

CONNECTIVITY REQUIREMENTS BRIEF

A two-page brief that captures sites, users, applications, upload needs and downtime cost, so any provider can quote like for like.

Is Enterprise Ethernet right for us?

Score each statement for your busiest site: 0 (not true), 1 (sometimes), 2 (true). Ten or more: get an Enterprise Ethernet quote. Six to nine: compare it with an upper business nbn tier.

STATEMENT	SCORE
Uploads are our bottleneck (backups, sync, video, imaging, cameras)	
Calls or video break up in busy hours	
Many people are on calls or video at the same time	
Our main systems run in the cloud	
Several sites need to reach each other or head office	
An hour offline costs more than a month of a better service	
Customers, insurers or head office ask for service levels in writing	
The site is large or multi-storey	
We are moving to a cloud phone system with many users here	
Total	

Requirements brief

SITE ADDRESS	STAFF ON SITE	HOURS OF OPERATION	CURRENT SERVICE AND SPEED	UPLOAD NEED (MBPS)	COST OF ONE HOUR DOWN	BACKUP TODAY

Critical applications (and where they are hosted)

Voice: number of users and concurrent calls

Private links needed between sites?

Comms room, power and access at each site

Ask every provider

- [ ] Which Class of Service, and how much traffic in each class?
- [ ] Restoration commitment in the retail contract, in writing
- [ ] Build requirements and lead time for each address
- [ ] Contract term and what happens at the end
- [ ] Backup path options that avoid the same cable route
- [ ] Where the BNTD will go and its power needs