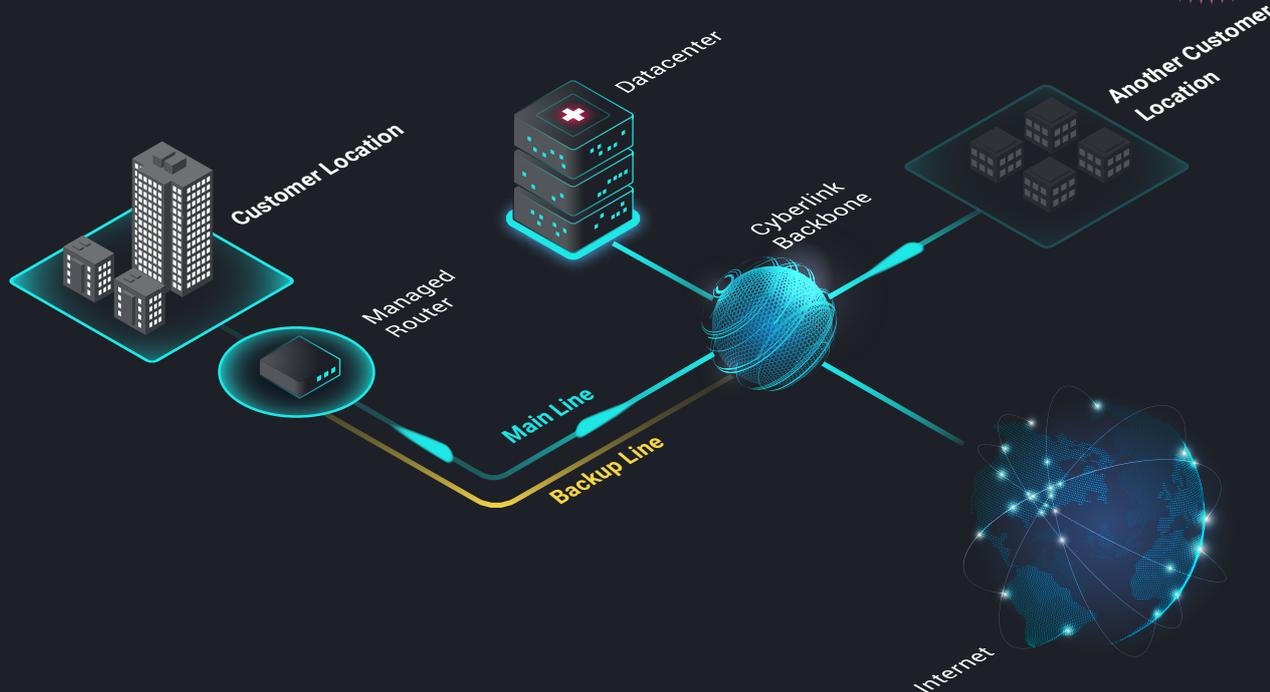


Business Internet.

The best networks in Switzerland and internationally – combined.



We provide you with the right connection for every location, tailored to your needs. Internet technology is becoming increasingly complex, which is why we offer you simple, structured, and modular packages. These can be put together and combined according to your requirements.

Connection guaranteed.

Cyberlink stands for passionate service. The redundant and generously dimensioned Cyberlink backbone to the Internet ensures that you always have the bandwidth you have chosen. Our network specialists monitor the entire infrastructure

around the clock. We guarantee both the availability of your service and the recovery time in the event of an interruption.

One provider, multiple networks.

Cyberlink combines multiple communication networks with different technologies to create the right product for your location. Depending on the available technology, we provide ultra-fast fiber optic connections, proven DSL connections, and high-quality mobile internet without a physical access line.

Multiple bandwidths.

We offer a selection of stable and fast internet connections between 4 Mbit/s and 10 Gbit/s.

Modular service level up to 99.97%.

You decide what service availability you need. You can choose from "best effort" to highly available and multi-secured lines with 99.97% availability. The service level is expressed as a percentage and describes the duration for which

a service is available annually. Our “Standard” service level is suitable for demanding companies that rely on a reliable Internet connection for their business activities, operate their own Internet services, or use cloud services. With the “Premium” service level, we cater to companies with the highest demands, for whom an interruption in their internet connection can lead to financial losses. Cyberlink guarantees service availability and will refund money in the event of non-compliance.

24/7 service.

During the agreed support hours, we guarantee that we will accept and resolve any service disruptions, and on request we can also provide round-the-clock support, 24 hours a day.

Additional options.

Cyberlink offers a variety of interesting options that further optimize your connection. Quality of Service (QoS), for example, ensures that data traffic from business-critical applications always has priority. Add a mobile fallback to be prepared in case of a cable break. Or opt for a redundant connection with two building feeds. If you already use a third-party provider connection (e.g., cable network, etc.), you can also connect it to the Cyberlink router using the

Key Facts.

- > Bandwidths up to 10 Gbit/s
- > Guaranteed availability up to 99.97% and recovery time of max. 4 hours
- > Modular service packages, tailored to your needs
- > Independent and neutral network access
- > Personal service around the clock, including 24/7

Foreign ISP Fallback Option. Cyberlink integrates the connection, enabling you to independently increase the availability of your Internet connection.

Our business Internet services at a glance.

	Mobile	FTTH	Ethernet	Ethernet
Transport medium	Air	Glas	Fibre	Fibre
Transmission network	Sunrise	Swisscom	Init7	Swisscom
Max. bandwidth	1000/300 Mbit/s, not guaranteed	1 Gbit/s, not guaranteed	10 Gbit/s, guaranteed	10 Gbit/s, guaranteed
Latency	Best effort	~20/30 ms	~5 ms	~5 ms
Availability up to	Best effort	99.95%	99.95%	99.97%
Recovery time	Best effort	4h	4h	4h
Path redundancy	None	via mobile	via mobile	via mobile or secondary connection
Maintenance window (usually)	During business hours	During business hours	During business hours	Outside business hours
Service hours*	Silver	Silver, Gold, Platinum	Silver, Gold, Platinum	Silver, Gold, Platinum
Managed router	✓	✓	✓	✓
Basic DDoS protection	✓	✓	✓	✓
Private Network ready	✓	✓	✓	✓

*Silver: 5x10 hours from Monday to Friday, 8 a.m. to 6 p.m.; Gold: 6x12 hours from Monday to Saturday, 8 a.m. to 8 p.m.; Platinum: 24/7, including Sundays and public holidays.

Some of our customers.

