



INFRALEUNA®



# Telecommunications

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# Telecommunications

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## Telecommunications

### InfraLeuna - Providing Telecommunications and Internet Services at the Leuna Chemical Complex

The Telecommunications division offers a wide range of telecommunications and internet services.

That means you can get all your telecommunications services from one provider. We provide personal advice and assistance, develop custom communications solutions for you and support you with your ICT projects.

#### Our Mission

- Provide reliable services and technology
- Provide redundancy functions for core technical systems
- Ensure 24/7 technology availability
- Implement optimized organizational processes

#### Registrations with the German Federal Network Agency and RIPE NCC

German Federal Network Agency (Bundesnetzagentur – BNA)

German Telecommunications Act § 6 (since 2000)

- Operator of a public telecommunications network
- Provider of publicly available telecommunications services

RIPE NCC

Registered as a Local Internet Registry (LIR) with the RIPE Network Coordination Center (RIPE NCC)

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# Telecommunications

## 1. Telephony

### 1.1. Telecommunications Lines

Line types and service features:

- Analog, digital, ISDN, cordless, DECT, PBX, VoIP, WiFi
- Boss and secretary, hunt, call groups, etc.

Highly available telephone lines to the central PBX

Maintenance and additional services for telecommunications equipment and services with defined response times

High degree of flexibility for switching volumes and types

Invoice can be broken down by cost center

Separation of business and personal calls to outside lines with anonymous rendering of personal calls in itemized call logs

Free calls within the InfraLeuna telecommunications network

Provision of a site phone directory (web-based and hard copy)

### 1.2. Telecommunications Services

Unified messaging (UM):

- Voice and fax server services
- E-mail, call, fax or text in just one central box
- Remote retrieval by phone or web client, automatic notification for incoming mail, e.g. as a text or e-mail to mobile, and/or visual or audible notification on the device

Unified communications (UC):

- Management of your own line
- Call journal, dial from UC or Outlook, phone directories (in-house or otherwise), team function, mobile client feature (mobile device integration)

Digital alarm and conference server (DAKS):

- Simple initiation of broadcasts with predefined announcements
- Rapid alert or notification of large groups of participants, e.g. mobilization of personnel on stand-by

Personal duress alarm:

- Emergency alert and rescue
- Product provisioning with plant security / fire brigade

### 1.3. TETRA Radio

Digital radio at the Leuna Chemical Complex and beyond

Group functions

Can be connected to the PBX

End-user devices suited for personal duress alarm (GPS locating)

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## 2. Leasing Telecommunications and IT Equipment

Reliable customer-premises equipment (CPE) for telecommunications lines: analog, digital, ISDN, DECT, cordless, WiFi, IP

Accessories for CPE

Wireless, wired

Reliable fax and multi-function devices

Headset, conferencing equipment, etc.

Additional circuits, e.g. alarm light or siren

Professional installation and equipment setup

Skilled service: fast troubleshooting with provision of replacement equipment in case of damage or malfunction

Flexible lease with fast and comprehensive service

Training on use of new equipment

Consulting during new equipment selection and purchase

Disposal of decommissioned equipment

## 3. Network Technology

Internet and data services can be provided over a modern, high-availability IP campus network with redundant on-site connections.

Specific connections and solutions can be provided in addition to standard products on request.

The powerful communications network based on copper and fiber optic cables can be supplemented by IP microwave radio connections that serve as primary or backup connections.

### 3.1. Internet

Providing asymmetrical/symmetrical internet service in various bandwidths

Connection over cable network (copper or fiber optic)

Connection over IP microwave radio

Redundant internet and IP connection available

Public IP number or IP number ranges in IPv4 or IPv6 available

DNS, e-mail, web service

Domain provisioning

VPN services: setup and management of secure virtual private networks,

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firewall provisioning and management

Broadband internet connection, redundant routing

Redundant setup of the Leuna Chemical Complex IP backbone

Dedicated redundantly designed domain and e-mail servers

### **3.2. Transmission Services**

Provisioning IP transfer methods:

- Various bandwidths (2 mbps - 10 gbps)
- Provisioning IP services over cable network (copper or fiber optic)
- Provisioning IP services over IP microwave radio

Provisioning copper twisted pair cables for direct connections

### **3.3. Other ICT Services**

Provisioning server, switch, firewall, WiFi technologies

Executing projects to customer specifications

Operations and other services based on SLAs

### **3.4. Server Housing/Rack Space**

Providing rack space for servers and backup systems

Two data centers available for servers and backup systems (georedundancy)

Qualified safety and security systems (intruder detector, fire detector, smoke detector)

Redundant power and IP supply

Defined organization for physically accessing the data centers

### **3.5. Web and Domain Services**

Web service: providing web servers for your website - broadband internet connection to web servers to display your website quickly

Variable webspace for professional hosting

Access statistics for your website

Setup and management of the domain of your choice

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### **4. Additional Services**

Additional services for all ICT products and services (see 1-3)

Additional services based on SLAs with defined response times

Additional and project services as required

Services for ICT technologies pursuant to product portfolio

Installing standard Cat 3 to Cat 7 and fiber optic cable

Planning and coordinating copper and fiber optic cable installation

Supplying and configuring firewalls/VPN tunnels, WiFi and network technology

Preparing telecom/internet concepts

IP networks for individual requirements

Consulting and planning services

Inventory taking and needs analyses

Equipping conference rooms

Providing service support for customer's telecommunications equipment

Documenting customer's local and cable networks

Preparing specific reports on contract, article and billing data

Toll-free service hotline staffed by knowledgeable employees

Rapid delivery of requested services

Rapid remote or on-site troubleshooting

Short response and access times due to site proximity and local knowledge