Arelion

Customer FAQ

Wavelengths

Arelion Wavelengths

Frequently Asked Questions

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Where can Arelion deliver its Wavelength service? In other words, where are Arelion's Points of Presence (PoPs) located?

Arelion is a global network operator with:

- 350+ PoPs globally (and expanding constantly)
- Over 450 certified local access network partners around the world

For more details, see:

Our Global Fiber Network, AS1299 | Arelion

Network News | Arelion

What are the available bandwidth options?

Arelion offers the following range of Wavelength bandwidth options: 1G, 10G, 100G and 400G.

Is it possible to get your network kmz files for detailed routing?

Yes, we can provide kmz files on a case-by-case basis. Please, contact your Arelion account manager who will handle your request under NDA.

Which kinds of interfaces are supported?

We support Ethernet (which is most popular) or Layer 1 framing (SONET/SDH or OTN).

Are your Wavelength services fully transparent?

Yes, our services are protocol-agnostic and based on the most transparent transport technology.

Do you offer service protection?

We recommend multiple diverse Wavelength services for our customers so that they can build their own protection with load sharing and load balancing, enabling them to maximize bandwidth availability in normal conditions. Protected services are also available — you can find more details about these in our Arelion Wavelengths product sheet.

What is included in your Service Level Agreement (SLA)?

The Arelion Wavelength SLA includes, amongst other things, monthly availability of 99,4% for single links and 99,99% for dual or protected links.

Do you offer full solution monitoring?

Yes. The Arelion DWDM network and core backbone services are monitored 24/7/365.

What network equipment do you use?

In our DWDM network we only deploy hardware from Infinera, Ciena or ADVA.

Which customer segments typically buy Wavelength services, and what applications is the service used for?

Our Wavelength customers are typically content providers and operators who build their own IP backbone networks, request remote peering or access to the cloud, and enterprises with a need for highly transparent, dedicated bandwidth (including media, gaming, finance, manufacturing, and research).

What are the alternatives to the Arelion Wavelengths service?

For lower bandwidth (up to 10G), Arelion can offer highly reliable and transparent **Ethernet services** that run over our protected MPLS backbone.
Ethernet services provide more flexible bandwidth options, with increments from 10Mbps to 40Gbps and a much wider network footprint. The services also come with a compelling SLA - 99,99% monthly availability on-net, 99,5% off-net and maximum 0,1% frame loss ratio. For higher bandwidth in some areas there is the option of Dark Fiber.