




## Technical Transparency – Megaport Italy

In compliance with AGCOM Resolution No. 252/16/CONS  
and Resolution No. 156/23/CONS

### Introduction

Below are the links to the Prospectuses required under art. 5, paragraph 6, of the "Regulation on Quality and Charters of Fixed-Site Communications Services" (AGCom Resolution No. 156/23/CONS)

Attributes	Megaport Scenario	Link 
1. Technology used to provide the service	Megaport Technical Specifications page – outlines interface speeds (1, 10, 100, 400 Gbps), MTU, VLAN technology (802.1Q/Q-in-Q), LACP, MACsec, OAM, etc.	<a href="https://docs.megaport.com/tech-specs/">https://docs.megaport.com/tech-specs/</a>
2. Committed speeds: minimum, maximum, normally available, advertised	Megaport Internet Overview – clearly states speed ranges (20 Mbps–100 Gbps in 1 Mbps increments), rate limiting to purchased bandwidth, and that download/upload speeds match purchased limits.	<a href="https://www.megaport.com/products/megaport-internet/">https://www.megaport.com/products/megaport-internet/</a>
3. Committed maximum latency and maximum packet loss	While no explicit latency/packet loss numbers are published, the Megaport Technical Specifications page notes they do not shape traffic and are subject only to rate limiting of the purchased bandwidth (implying clear traffic handling policies).	<a href="https://docs.megaport.com/tech-specs/">https://docs.megaport.com/tech-specs/</a>
	Megaport Internet Overview mentions resilience zones and failover, indirectly indicating design for performance consistency.	<a href="https://www.megaport.com/products/megaport-internet/">https://www.megaport.com/products/megaport-internet/</a>

4. IP address settings (IPv4/IPv6 static or dynamic)	MegaPort Internet Routing Guide – details IPv4 /31 and IPv6 /64 assignments, static IPv4 via DHCP, SLAAC for IPv6, and availability of additional IP blocks.	<a href="https://docs.megaPort.com/megaPort-internet/routing/">https://docs.megaPort.com/megaPort-internet/routing/</a>
5. Quality-of-service mechanisms & impact on speeds	Technical Specifications highlight that MegaPort polices traffic to CIR but does not shape it; users can deploy their own shaping.	<a href="https://docs.megaPort.com/tech-specs/">https://docs.megaPort.com/tech-specs/</a>
6. Traffic management measures & impact on content/app services	The same Technical Specifications page confirms no volume-based limitations, and traffic is policed only to purchase rate, meaning no prioritized filtering. DNS traffic is not inspected.	<a href="https://docs.megaPort.com/tech-specs/">https://docs.megaPort.com/tech-specs/</a>
7. Antivirus or firewall services purchasable separately	While not explicit on antivirus, MegaPort offers a Firewall as a Service (FWaaS) product, indicating optional firewall capabilities.	<a href="https://www.megaPort.com/products/firewall-as-a-service/">https://www.megaPort.com/products/firewall-as-a-service/</a>
8. Modem configuration support & technical assistance links	The MegaPort Documentation portal features detailed guides, troubleshooting, and monitoring help.	<a href="https://docs.megaPort.com/">https://docs.megaPort.com/</a>
	The Routing Guide and Technical Specs also include configuration best-practice guides.	<a href="https://docs.megaPort.com/megaPort-internet/routing/">https://docs.megaPort.com/megaPort-internet/routing/</a>
9. Means of redress under Italian law for performance discrepancies	MegaPort provides Service Level Agreements (SLAs) documented in the service schedules, with details of credits and compensation for service issues.	<a href="https://docs.megaPort.com/tech-specs/">https://docs.megaPort.com/tech-specs/</a>
	Support escalation and credit details are available in the Documentation portal under “Troubleshooting” and “Billing” sections.	<a href="https://docs.megaPort.com/">https://docs.megaPort.com/</a>