

Cloud & Fibre 
Keeping our customers connected

INTERNET ACCESS



Broadband & Dedicated Internet Access

Broadband Internet Access – ADSL2+, FTTC, FTTP & LLU

You've got a choice of different ways to set up your broadband internet access with us. These include ADSL Max, Fibre Broadband and Fibre to the Premises. Speeds vary depending on the technology you choose to get connected. See the table below for more information on the different access speeds and connectivity technology.

SERVICE	DOWNSTREAM SPEED*	UPSTREAM SPEED*	TECHNOLOGY	PRIORITY OPTION	FAULT FIX TIME**
Broadband ADSL Max	8MB	832K	Copper	✓	24 HRS
Broadband ADSL 2+	24MB	1MB	Copper	✓	24 HRS
Broadband ADSL 2+Annex M	24MB	1.5MB	Copper	✓	24 HRS
Fibre Broadband (FTTC)	80MB	20MB	Copper & Fibre	✓	24 HRS
Fibre to the Premises (FTTP)	330MB	30MB	Fibre	✓	24 HRS
GEA FTTC	20MB	20MB	Copper & Fibre	✓	24 HRS

* Speeds are upto and based on the quality of the line ** Dependant on additional service and care levels being selected

≡ Fibre Broadband (FTTC)

For cost effective connectivity, FTTC offers speeds up to 80mb download and 20mb upload, without limits or restrictions. This is low latency and a low contention fibre broadband business service for maximum performance. It's available with or without a wireless router.

Business Packages

We understand businesses when it comes to broadband, so we ensure that your package will run at an optimum speed to deliver the service you require. We prioritise traffic across our network during business hours to maintain the best quality service for our customers.

Hardware

We offer pre-configured hardware as part of our packages. Our routers are supplied to meet your specifications and will be delivered in advance for installation before your service goes live. We provide full instructions on setup and provide next-day replacement routers if needed.

BT Wholesale and Non BT ADSL

Depending on your location, we'll always recommend the best solution for you, in order to get the best possible broadband speed for your business. We connect with all major UK carriers and we provide both BT Wholesale and non-BT broadband services (LLU).

≡ ADSL Broadband

If you want more bandwidth availability and a low contention ratio, our ADSL options can provide all this to give you a faster connection. Whatever your business needs, we have the ADSL services to meet them.

Voice Quality

We can maximise the performance of voice traffic over our networks. With high quality and low latency, our broadband can fully support hosted voice and voice over IP services. We also offer additional performance options including enhanced care, best effort prioritisation and annex m.

No Download Limits

With the exception of Fibre to the Premises, all our broadband and fibre broadband packages are unlimited, no download limits, with no usage restrictions.

Bonded Broadband

We use core network and router bonding to provide resilient broadband services. This means routing multiple broadband lines through a single network to add, speed resilience and minimise downtime.

Backup and Business Continuity

If you require robust backup solution we can add to our broadband, 3G and 4G backup using mobile data networks. In addition, we supply a managed router, 3G or 4G enabled, which will automatically backup your broadband in the event of network disruption.



Dedicated Internet Access

If you need permanent, reliable internet, where speeds won't fluctuate throughout the day, fully supported with a high level service agreement, then a dedicated Ethernet connection is what you're looking for. This will guarantee access, speed and performance 24 hours a day. We offer different kinds of Ethernet to suit, depending on size, budget and requirements.

SERVICE	DOWNSTREAM SPEED*	UPSTREAM SPEED*	TECHNOLOGY	CONTENTION RATIO	MANAGED HARDWARE	ADSL BACKUP	FAULT FIX TIME**	UPTIME
GEA Ethernet	24MB	1.5MB	Copper	1 to 1	✓	✓	7 HRS	99.99%
EFM	40MB	40MB	Copper	1 to 1	✓	✓	7 HRS	99.99%
Ethernet	10 MB/100MB/1gb	10MB/100MB/1gb	Fibre Optical	1 to 1	✓	✓	7 HRS	99.99%
Microwave Ethernet	10 MB/100MB/1gb	10MB/100MB/1gb	Microwave Radio	1 to 1	✓	✓	7 HRS	99.99%

** Dependant on additional service and care levels being selected

Ethernet

Fibre Ethernet is our flagship service, delivering speeds from 10mb through to 10gb. Our Ethernet services come with a full service level agreement and ADSL backup as standard, along with managed routers and technical support.

EFM (Ethernet First Mile)

This is a cost-conscious option, using copper lines instead of fibre-optics and ideal for any business wanting to support up to 30 users. It provides a suitably large amount of bandwidth and can be delivered in 30 days.

Hardware & Managed Installations

We offer the option of managed routers as part of our service. These are pre-configured and sent by courier. We can also provide on-site managed engineer installations if required. We supply Cisco, Huawei, Draytek, Mikrotik and Zyxel hardware.

Backup Options and Business Continuity

We provide ADSL backup as standard with our Ethernet products. This is provided through a separate router to minimise the danger from hardware failure. Backup is automatically activated once a fault has been detected. We also offer a range of alternative backup services including Fibre Broadband, EFM and 3G or 4G, depending on location. We can also provide diverse routing through alternative local exchanges or carriers.

Microwave Ethernet

Microwave solutions are well-suited to situations where Fibre Ethernet access is not cost effective. Microwave requires line of site from our nodes, or where businesses are based within city centre locations such as Manchester, Liverpool or Newcastle.

GEA (Generic Ethernet Access)

GEA uses current copper and fibre technology to deliver scalable connectivity with speeds of up to 20mb. It's cost-effective, reliable and can be quickly installed with a 20 working day lead time.

Service and Support

Providing you with the right level of support is crucial. We have a seven hour fix time for Ethernet services and same day replacement for hardware. Our service level agreement is for a high uptime of 99.95% with guaranteed low RTT, low latency and jitter. Our support is available 24/7 to all Ethernet customers.

Coverage

We deliver converged voice and data solutions through the highest quality networks, connected to all major carriers across the UK and Europe, at competitive and attractive prices.





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