

Business Broadband



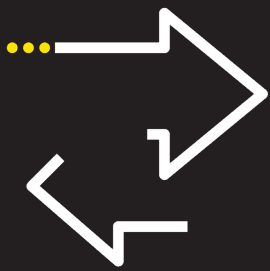
Improve productivity with a fast, reliable broadband solution exclusively for businesses.

The move to Cloud-based applications including voice and collaboration applications and services, as well as the need to have fast access to the Internet makes good quality access essential for businesses.

Our broadband is built exclusively for the business market - prioritising your security, stability and service.

Designed for IP telephony, video and conferencing services as well as instant messaging, our broadband solutions make us the perfect end-to-end supplier for your connectivity and communication requirements.

With our award-winning network, your business can always rely on a high-quality and secure connection supported by our highly-skilled group of UK-based support staff and engineers, ready to help if a problem were to occur.



Services include:

FTTC

Fibre to the Cabinet is a term for a broadband connection using optical fibre to supplement part of the usual metal local loop used for connection to an exchange. With FTTC the optical fibre supplements the copper from the DP (street cabinet) to the exchange, in practice this allows for much higher speeds as the length of the copper used to convey data is much shorter.

FTTC G.Fast

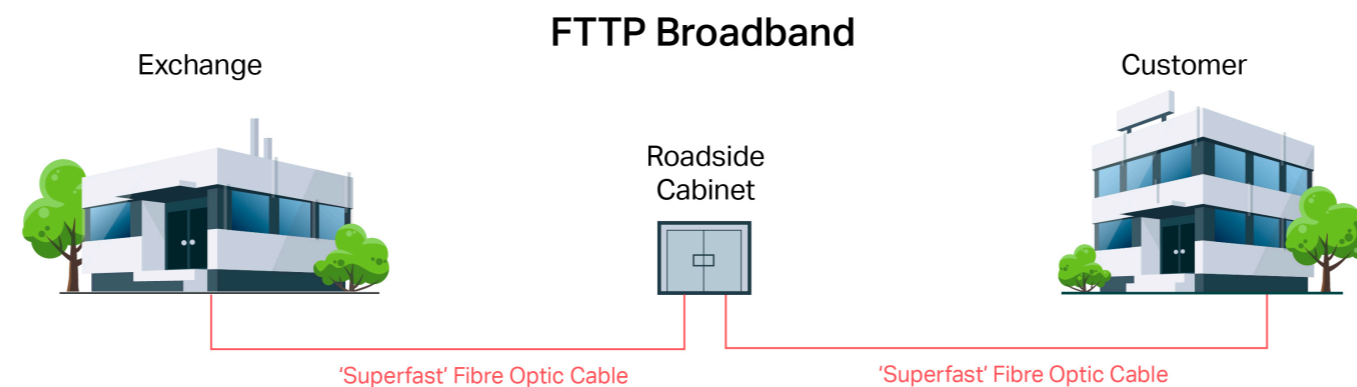
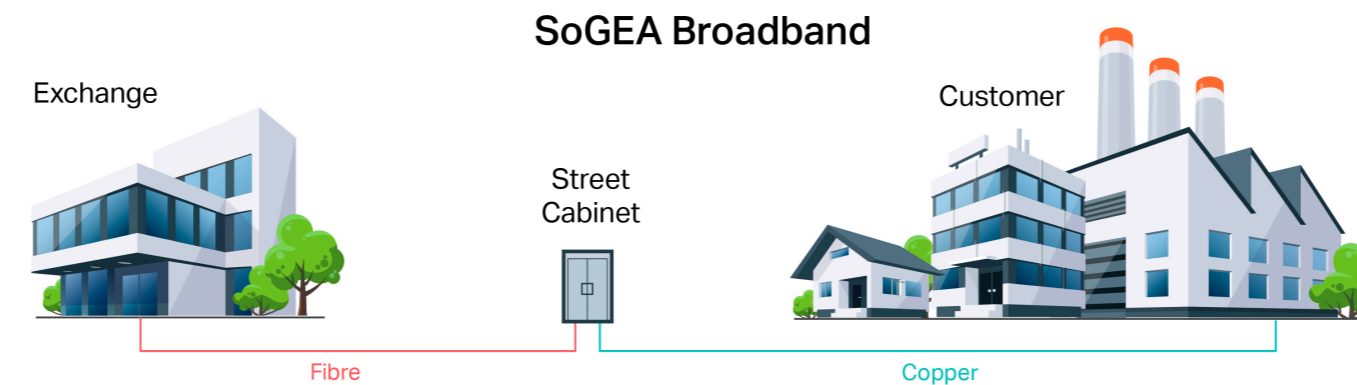
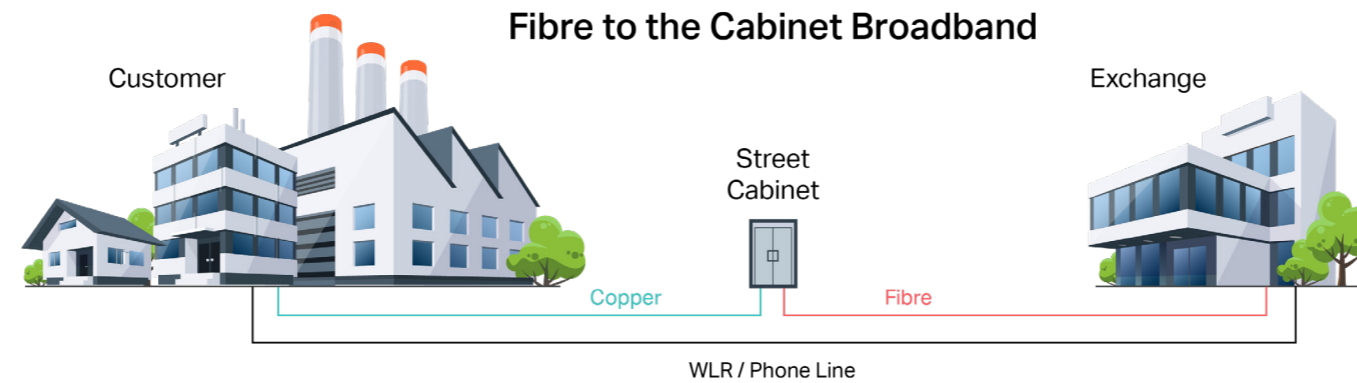
G.Fast broadband is a local access network technology that provides a Broadband service from the end users premise to the Internet. It uses copper from the End User premise to BT's Cabinet with fibre then running to the BT exchange in a very similar way to FTTC. The difference is that where FTTC uses VDSL2 to encode the data stream, we will now use G.Fast technology for this to allow for quicker speeds. We are now able to offer bandwidths of 160/30 Mbit/s & 330/50 Mbit/s.

SoGEA

Single Order Generic Ethernet Access broadband doesn't run over a phone line, instead it uses the same fibre and copper network as other broadband services so there is no need for the wholesale line rental (WLR) element. SoGEA is offered at the same data rates as FTTC broadband. SoGEA delivers the same performance, uses the same established infrastructure, and therefore has the same geographic availability. The only difference is the need for a phone line has been removed, future-proofing connectivity as the UK moves to an all-IP network.

FTTP

Fibre to the Premises – uses fibre all the way to the customer's premises (no copper) but availability is limited to areas where full fibre infrastructure exists in the street. Due to the whole circuit being fibre, we can offer higher speeds with higher rates of reliability. With FTTP there is no "up to" bandwidth. The bandwidth that you buy is the bandwidth that you will obtain over your local access tail.



Benefits

Whether you are using Broadband for your office or for homeworking, the combination of our product choice and our highly-skilled UK-based support teams makes our services a must-have.

A range of competitively priced services

To meet your communication and data business requirements.

A geographically resilient network

Providing you with the peace of mind that our network has been built and maintained to deal with any circumstances, without you needing to worry.

Proven capabilities

We have successfully completed thousands of migrations over to our network. We have a proven process that is adaptable to suit your requirements whether you're moving one line or many. Don't put up with poor service and support -we can assist in moving connections over to our range of broadband data services with minimal disruption.

Business exclusivity

We provide services exclusively to businesses, which means the network isn't crowded with heavy consumer traffic and we're able to optimise the service provided to you.

Voice specialists

Our Converged broadband products are designed specifically for use with our market-leading voice services, giving you all the benefits from buying an end-to-end telephony service from just one supplier.

Enhanced care plan options

If your connectivity is critical, we offer a range of maintenance packages that guarantee enhanced service levels beyond our industry-leading standard commitments.

Feature	FTTC (TTB)	FTTC	FTTC G.Fast	SOGEA	FTTP
Max Speed (downstream)	80	80	330	80	1G
Max Speed (upstream)	20	20	50	20	220
Coverage	95%	95%	8%	95%	19.2%
Support	24/7	24/7	24/7	24/7	24/7
Lead times (working days)	10 days	10 days	10 days	10 days	10 days
SLA (target fix time)	42 hours	42 hours	42 hours	42 hours	42 hours

Notes:

- Working days are Monday to Friday
- Hours are in Clock hours
- Business care is additional and the SLA is 22 clock hours
- Standard Care is included with all services



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