

/ Viatel Broadband for Business



/what is Viatel Broadband for Business?

Reliability, security and the cost of your internet connection are vital to business effectiveness. Viatel's Broadband for Business provides a comprehensive range of contended (shared) broadband connections with a choice of speeds and features to help support your growing business cost effectively.

Our Broadband for Business portfolio includes asymmetric Broadband (ADSL), symmetric Broadband (SDSL), ADSL Max, our unique Small Office Broadband service and our Bonded Broadband solution.

All our connectivity services are available fully monitored and managed round-the-clock, so your connection will never let your business down. Plus, all our managed services include your company internet domain name, email accounts, website addresses and web space to give your business a complete corporate internet identity.

/is it right for you?

Viatel Broadband for Business is right for your business if you:

- need fast reliable and high speed internet access
- want to link a branch or home office to your main office network
- need a fully managed, flexible service available in a wide range of connection speeds
- require a complete corporate email identity
- already have an ISDN or leased line connection but want the extra versatility and value for money that Broadband offers
- are looking for a standard of service normally associated with leased line solutions, but with greater cost efficiencies

Need a bit more?

Business SDSL – allowing you to transmit large files at the same high speed as your download connection. Perfect if you need to send and receive large amounts of data.

Bonded Broadband – we can bond multiple DSL lines together to give your connection double or even quadruple the standard bandwidth, providing a truly cost-effective alternative to leased lines.

ADSL Max – up to 8Mbps asymmetric service on both 20:1 and 50:1 services (see table on reverse).

/what's in it for you?

Flexibility – we offer the most comprehensive DSL portfolio with a range of contention ratios, speeds and service levels to suit your business needs and budget, available as:

- Fully Managed
- Wires Only
- Basic Connection

Reliable and fully managed service – we monitor and manage your service round-the-clock, giving you the freedom to focus on running your business.

No usage based charging – we charge you one fixed monthly fee with no nasty surprises – and there are no download restrictions.

Extra services as standard – you receive anti-virus, spam filtering and a complete corporate web identity including commercial web space, domain names and email accounts.

Performance tracking – you can access online traffic summaries and other reporting tools to help you plan bandwidth upgrades as your usage grows.

Quick and easy installation – because all our hardware comes pre-configured, it's easy to install, we even show you how. Alternatively, one of our engineers can install it for you.

Service levels to suit your needs – depending on your business needs you can choose from our Standard Care or upgrade to Enhanced Care.

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/what do you get?

| Service Type | Contention | Upstream DSL line rate range | Downstream DSL line range rate |
|-------------------|------------|------------------------------------|--------------------------------------|
| Business SDSL | 10:1 | Fixed 1MBps, 2MBps | Fixed 1MBps, 2MBps |
| Business ADSL | 20:1 | Rate Adaptive 64kbps up to 288kbps | Fixed 512kbps, 1MBps, 2MBps |
| Small Office ADSL | 50:1 | Rate Adaptive 64kbps up to 288kbps | Fixed 256kbps, 512kbps, 1MBps, 2MBps |
| Small Office Max | 50:1 | Rate Adaptive 64kbps up to 448kbps | Rate Adaptive 288kbps up to 8MBps |
| Business Max | 20:1 | Rate Adaptive 64kbps up to 832kbps | Rate Adaptive 288kbps up to 8MBps |

| Overview of features | Fully Managed | Wires only | Basic |
|---|---------------|------------|-------|
| Fully Managed Broadband circuit | | | |
| Business or Small Office contention ADSL circuit or 10:1 (Business Symmetric) SDSL line | ✓ | ✓ | ✓ |
| Uses existing BT POTS line (ADSL) (SDSL supplied on new copper) | ✓ | ✓ | ✓ |
| Proactive background fault correction when discovered by management & monitoring | ✓ | ✓ | ✓ |
| 24x7 fault management | ✓ | ✓ | ✓ |
| Unlimited Access and downloads – No capping, flat fee (no usage based billing) | ✓ | ✓ | ✓ |
| Full LAN Access – No network user limits | ✓ | ✓ | ✓ |
| MLPPPoA multiple lines Bonded option | ✓ | | |
| CPE | | | |
| Fully managed pre-configured customer premises router (for life of contract) | ✓ | | |
| Fully managed pre-configured Cisco customer premises router (SDSL & Bonded Lines) | ✓ | | |
| Included next business day router replacement upon failure (ADSL & SDSL with Zyxel) | ✓ | | |
| 4+4 hour response & on-site replacement, option of 2+2 upgrade (Business SDSL with Cisco) | ✓ | | |
| Optional Engineer On-Site configuration and installation (Standard for Bonded Lines) | ✓ | | |
| Features | | | |
| Multiple Static IP Addresses (as required, assistance with RIPE justification included) | ✓ | ✓ | |
| Dynamic IP address | | | ✓ |
| Capacity and usage monitoring package included | ✓ | ✓ | |
| Virus checking and Spam filtering | ✓ | ✓ | |
| No Cost Option ISDN/POTS Dial Up facility | ✓ | ✓ | ✓ |
| Online Webmail capacity | ✓ | ✓ | |
| Service Management | | | |
| Corporate Domain Name – choice of .us or .uk hierarchy | ✓ | ✓ | |
| Business class web space at domain name (www.mycompany.co.uk) | ✓ | ✓ | |
| Email services at your domain name via either SMTP or POP3 | ✓ | ✓ | |
| Pricing and Invoices | | | |
| Volume discounts | ✓ | ✓ | ✓ |
| Aggregated company invoice or single invoice per connection | ✓ | ✓ | ✓ |
| VAT invoices | ✓ | ✓ | ✓ |
| Account management/Human interface | ✓ | ✓ | ✓ |

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