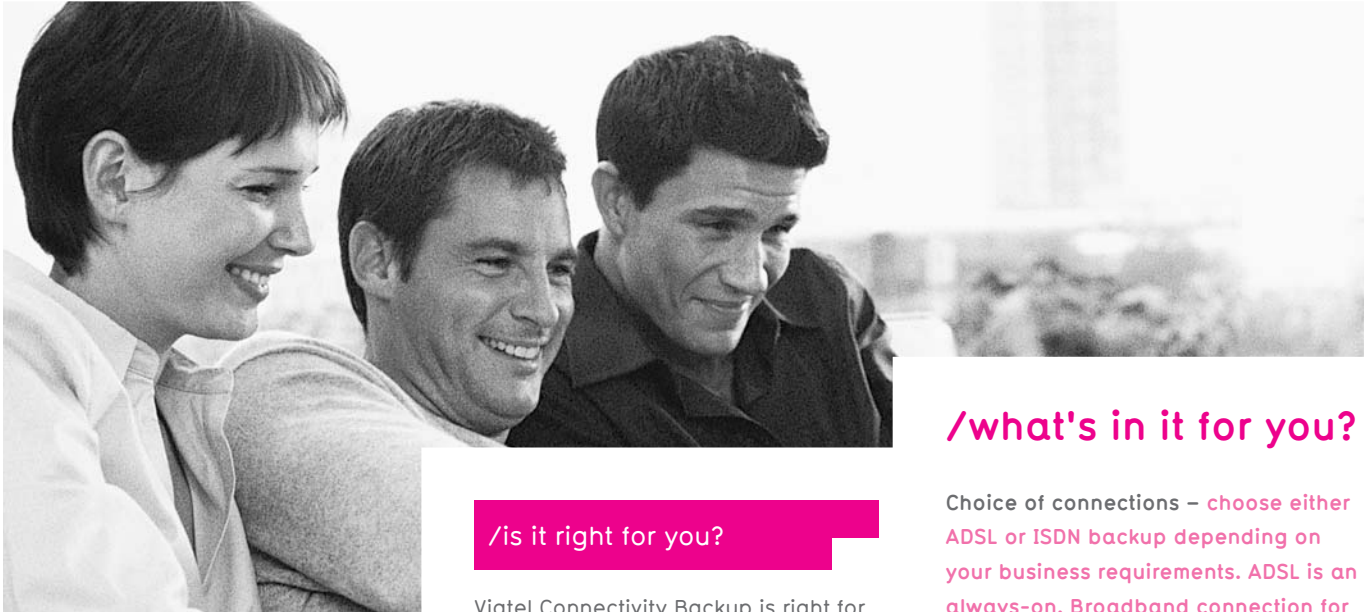




Connectivity

/ Viatel Connectivity Backup



/what is Viatel Connectivity Backup?

In the real world things don't always go smoothly. But it doesn't need to affect the performance of your business.

Viatel Connectivity Backup provides a safety net. It's an optional back-up to your main Direct Internet Access (DIA) service that gives you continued access to the internet, even if your main connection fails. So, you can continue operating critical internet applications and communications until the problem is resolved.

Switching to the backup service is automatic, and we proactively correct any problems with your main connection to get it back up and running as quickly as possible.

/is it right for you?

Viatel Connectivity Backup is right for your business if you:

- already have Viatel Dedicated Internet Access (DIA)
- need your business to be online, all of the time
- are looking for ADSL or ISDN backup options
- require flexible payment arrangements

/what's in it for you?

Choice of connections – choose either ADSL or ISDN backup depending on your business requirements. ADSL is an always-on, Broadband connection for a fixed monthly fee. With ISDN, you pay for what you use and the connection is terminated after inactive periods.

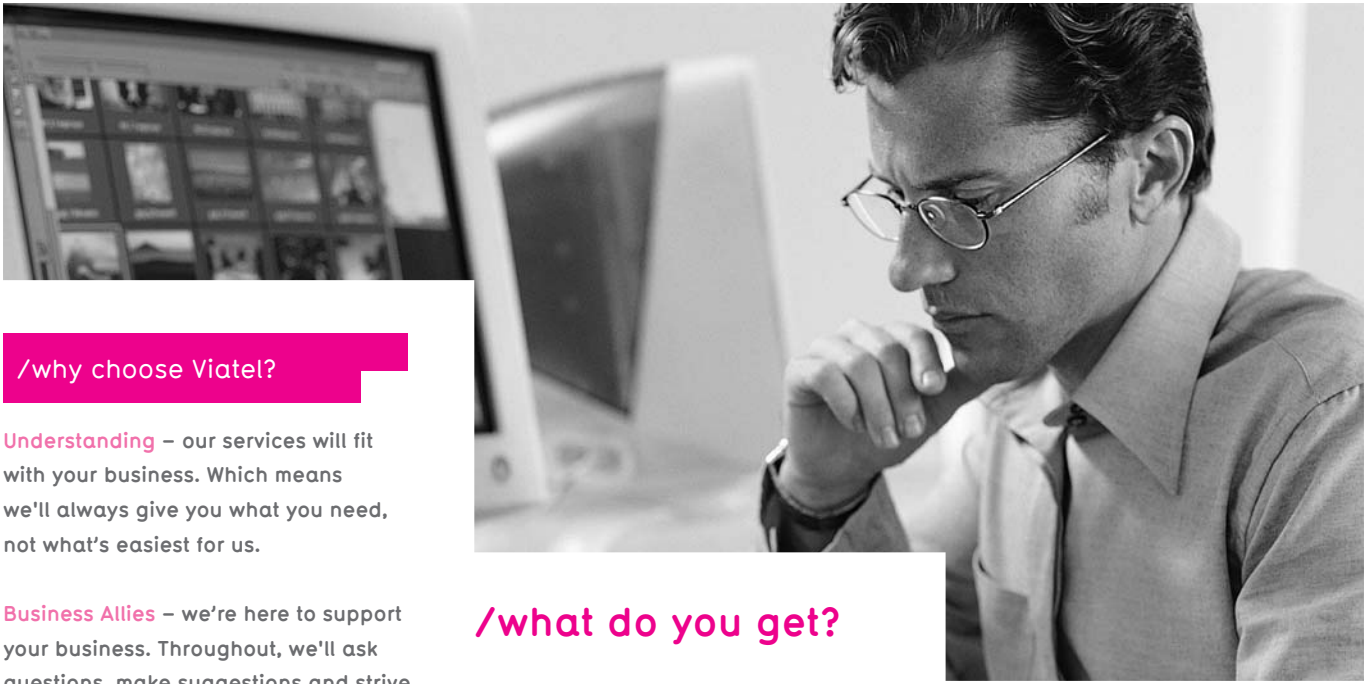
Automatic Switching – If there's a problem with your main connection, the managed router will sense a failure and seamlessly re-establish access using your backup service.

Service continuity – Your DIA Backup service uses a separate physical network from Dedicated Internet Access. So, if your main connection experiences problems, they won't affect your backup service.

Monitoring – We continually monitor your internet connections and will proactively correct faults on your main line while your backup service is operating.

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/why choose Viatel?

Understanding – our services will fit with your business. Which means we'll always give you what you need, not what's easiest for us.

Business Allies – we're here to support your business. Throughout, we'll ask questions, make suggestions and strive to give you the best possible service.

Reliability – our Network Operations Centre (NOC) monitors and manages your service round-the-clock, 365 days a year, ensuring it stays up and running.

Support – we have a highly skilled support team offering a fully managed service that means we will continuously monitor your service and proactively correct faults. We offer the service performance your business needs coupled with the customer experience you'd expect. So if you ever have any technical problems, we're never more than a phone call away.

Flexible – all our services can be developed in line with your needs and are scalable – they grow and evolve with your business. They can be combined with a range of our other services to provide a flexible solution.

Strength – we have great people who care about customer service, who make a point of being transparent in their actions, frank in their advice, and accountable for Viatel's performance at every stage.

/what do you get?

- Uninterrupted internet access
- Basic Rate ISDN* or ADSL backup
- 128kbps upload and download with ISDN
- 256kbps to 2MBps with ADSL
- ISDN line activity monitored and controlled to minimise call charges
- Integrated or Dual router option
- Automatic Switchover
- 24x7x365 technical support

* For ISDN Backup, we need to use a dedicated BT Basic Rate ISDN connection. You must provide this ISDN line and be responsible for installation, rental and call charges.

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