

# Connectivity

## / Viatel 1:1 (Uncontended) Broadband



### / what is Viatel Uncontended Broadband?

The success of your business is dependent on having an edge over your competitors online. To achieve this, a secure and reliable connection is fundamental to your success.

Viatel Uncontended Broadband gives you just that. You get dedicated bandwidth, solely for your company's use – giving you guaranteed, fast and cost-effective connection speeds at all times.

What's more, Viatel's Uncontended Broadband services are monitored and managed around-the-clock, in line with our unique service guarantees and where chosen, provide a complete corporate Internet identity for your business, including domain names, e-mail accounts and web space.

Available options include fixed speed dedicated 1:1 Broadband or MAXStream, our enhanced upload service. Speeds available include 256kbps, 512kbps, 1mb & 2mb downstream, restricted to 256kbps upstream. MAXStream offers up to 832kbps upstream.

### / is it right for you?

#### Viatel Uncontended Broadband is right for your business if you:

- Need consistent high access speeds for transferring large volumes of information
- Have a large number of users needing secure and reliable Internet access
- Want a fully managed service
- Require a complete corporate web identity
- Conduct business online and need to offer your customers a 24x7 service
- Need reliable and dedicated Internet access regardless of your location
- Require a greater choice of speeds that standard broadband services cannot normally provide

### / what's in it for you?

**Flexibility** – choose from a wide range of Internet connections including DSL, Leased Lines and Ethernet, available at speeds from 64Kbps to 100Mbps. We can even bond multiple DSL lines together to give your connection double or even quadruple the standard bandwidth.

**Reliable and fully managed service** – we monitor and manage your service around-the-clock in line with our unique Service Level Agreements (SLAs), giving you the freedom to focus on running your business.

**Dedicated and secure access** – you get reserved bandwidth and no usage caps, guaranteeing fast connections at all times.

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

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

**Single point of contact** – an account manager ensures you receive continuous service and support.

**Service continuity** – we can also provide a Dedicated Internet Access Backup service to make sure you stay online 24 hours a day.



Overview of features	Fully Managed	Wires only	Basic
<b>Fully managed business grade uncontended circuit</b>			
Uncontended (single business allocation) Symmetric or Asymmetric circuit	✓	✓	✓
Enhanced upload speed using MAXStream Premium tail circuit (Rate Adaptive up to 832kbps)	✓	✓	✓
Uses existing POTS (BT PSTN) line	✓	✓	✓
Proactive background fault correction when discovered by management & monitoring	✓	✓	✓
24x7 fault management	✓	✓	✓
Unlimited Access and downloads – no download capping, flat fee (no usage based billing)	✓	✓	✓
Full LAN Access – no network user limits	✓	✓	✓
MLPPPoA multiple lines Bonded option, up to 4 x existing bandwidth available	✓		
<b>CPE</b>			
Fully managed (for life of contract) pre-configured Cisco customer premises router	✓		
4+4 hour response & on-site fix or replacement, option of 2+2 upgrade	✓		
Optional Engineer On-Site configuration and installation (included for Bonded Lines)	✓		
<b>Features</b>			
Multiple Static IP Addresses (as required, assistance with RIPE justification included)	✓	✓	
Dynamic IP address			✓
Capacity and usage monitoring package included	✓	✓	
Optional virus checking and Spam marking	✓	✓	
No Cost Option ISDN/POTS Dial Up facility for out of office Internet working	✓	✓	✓
Online Webmail capability for your domain based POP3 e-mail	✓	✓	
<b>Complete corporate Internet identity</b>			
Corporate Domain Name – choice of US or .uk hierarchy	✓	✓	
Business class web space at domain name (www.mycompany.co.uk)	✓	✓	
E-mail services at your domain name via either SMTP or POP3	✓	✓	
<b>Pricing, Ordering and Invoices</b>			
Volume discounts	✓	✓	✓
Aggregated company invoice or single invoice per connection	✓	✓	✓
VAT invoices	✓	✓	✓
Account management/human interface	✓	✓	✓

## /about us

Viatel is a pan-European business communications company operating across 6 European markets, including the UK, France and Germany. It has more than 10,000 business customers, providing them a range of business communication services that help companies of all sizes to access the Internet, connect their people and places, manage their web applications and increase the security of their data.

## /want to know more?

To find out more about Viatel services and Dedicated Internet Access, please contact one of our team or visit our website at [www.viatel.com](http://www.viatel.com)

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Your feedback matters, so if you have any questions please e-mail us at [info@viatel.com](mailto:info@viatel.com)

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