



# Connectivity

## / 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 MAX and where available, ADSL2+ or symmetric Broadband (SDSL). Our unique services include Small Office Broadband, intended for home working and smaller sites and Business Broadband with elevated traffic priority levels for multiple users and networks.

All our connectivity services are available as fully managed and come supplied with pre-configured routers with life-time next business day replacement in the event of failure, 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
- want to painlessly deploy Internet or network connectivity to multiple branch or home offices without an engineer on site for each deployment
- need a fully managed, flexible service available with the fastest possible 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.

**ADSL Max** – up to 8Mbps asymmetric service (see table on reverse).

**ADSL2+** – up to 24Mbps asymmetric Service available with either standard or elevated data traffic priority (see table on reverse).

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

**Flexibility** – we offer the most comprehensive DSL portfolio with a range of data traffic priority levels, line speeds and service levels to suit your business needs and budget. Broadband for Business connections are available as:

- Fully Managed
- Wires Only
- Basic Connection

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

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

**Extra services as standard** – you receive email anti-virus, spam marking 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.

## /what do you get?

Service Type	Priority	Upstream DSL line rate range	Downstream DSL line range rate
Business Priority SDSL	Elevated	Fixed 256kbps, 512kbps, 1Mbps, 2Mbps	Fixed 256kbps, 512kbps, 1Mbps, 2Mbps
Business Plus Priority ADSL2+	Elevated	Rate Adaptive 64kbps up to 1Mbps	Rate Adaptive 288kbps up to 24Mbps
Business Priority Shared MAX	Elevated	Rate Adaptive 64kbps up to 832kbps	Rate Adaptive 288kbps up to 8Mbps
Small Office Plus ADSL2+	Standard	Rate Adaptive 64kbps up to 1Mbps	Rate Adaptive 288kbps up to 24Mbps
Small Office Max	Standard	Rate Adaptive 64kbps up to 448kbps	Rate Adaptive 288kbps up to 8Mbps

Overview of features	Fully Managed	Wires only	Basic
<b>Shared Broadband Services</b>			
Business Symmetric - 10:1 SDSL	✓	✓	✓
Business Plus Elevated Priority shared ADSL2+	✓	✓	✓
Business Elevated Priority shared ADSL	✓	✓	✓
Small Office Plus shared ADSL2+	✓	✓	✓
Small Office shared ADSL	✓	✓	✓
SDSL supplied on unused or new copper (not available on existing PSTN line)	✓	✓	✓
ADSL & ADSL2+ supplied using any existing POTS (PSTN) line	✓	✓	✓
Proactive background fault correction when discovered by management & monitoring	✓	✓	✓
24 x 7 fault management	✓	✓	✓
Unlimited access and downloads – No capping, flat fee (no usage based billing)	✓	✓	✓
Full LAN Access – No network user limits	✓	✓	✓
Rate adaptive ADSL2+ always provides the highest possible speed for any line	✓	✓	✓
Rate adaptive MAX ADSL always provides the highest possible speed for any line	✓	✓	✓
SDSL fixed price – no extra charge for higher capacity lines	✓	✓	✓
<b>CPE</b>			
Fully managed pre-configured customer premises router (Zyxel)	✓		
Next business day router replacement upon failure for Zyxel routers	✓		
For Business SDSL – optional Cisco router	✓		
For Cisco routers 4+4 response & on-site replacement plus option of 2+2 upgrade	✓		
Optional Engineer On-Site configuration and installation	✓		
<b>Features</b>			
Single or Multiple Static IP Addresses (as required, assistance with RIPE justification included)	✓	✓	
Dynamic IP address			✓
Capacity and usage monitoring package included	✓	✓	
Virus checking and Spam marking	✓	✓	
Online Webmail capability	✓	✓	
<b>Complete corporate Internet Identity including</b>			
Fully portable unique corporate Internet domain name – choice of US or .uk hierarchy	✓	✓	
Business class web space at domain name (www.mycompanyidentity.co.uk)	✓	✓	
eMail services at your domain name via either SMTP, multiple POP3 + catchall add.	✓	✓	
<b>Pricing and Invoices</b>			
Volume discounts	✓	✓	✓
Aggregated company invoice or single invoice per connection	✓	✓	✓
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 Viatel Hosted IP Voice, 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, comments or suggestions please email us at [info@viatel.com](mailto:info@viatel.com)

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