

## / 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 provides a comprehensive range of broadband connections that offer a choice of speeds and features to help support your growing business.

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

All our connectivity services are available as 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

#### **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.

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

**Flexibility** – we offer the most comprehensive DSL portfolio with a range of contention ratios, speeds and level of service to suit your business needs and budget.

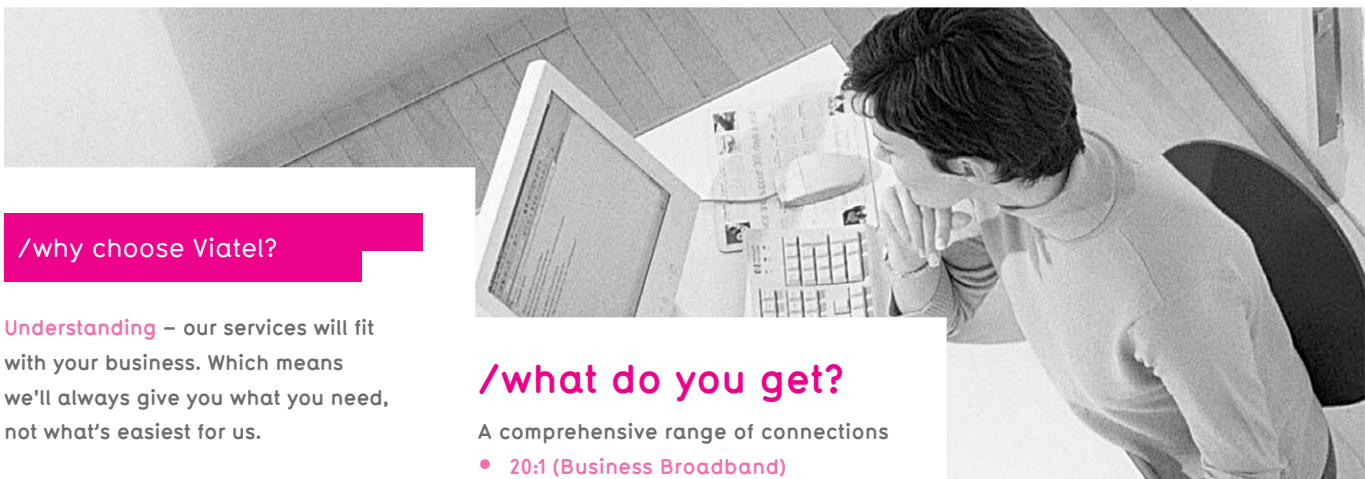
**Reliable and fully managed service** – we monitor and manage your service round-the-clock, giving you the freedom to focus on running your business.

**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. Alternatively, one of our engineers can install it for you.



## /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 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** – we offer fully managed and wires only options of our Business Broadband and Small Office Broadband services.

**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?

A comprehensive range of connections

- 20:1 (Business Broadband) contended ADSL
- 50:1 (Small Office Broadband) contended ADSL
- 10:1 contended SDSL
- Bonded Broadband

Managed Service Features

- 24x7 fault monitoring and repair
- Continuous technical and customer support
- Unlimited users on your network
- Virus checking and Spam filtering
- Fixed monthly fee
- Unlimited access and no download limits
- Online usage reports
- ISDN/analogue dial-up facility
- Online Capacity and usage monitoring
- Corporate Internet Identity including:
  - Static IP address as required
  - Corporate Domain name
  - 10x SMTP email with POP3 option for hosted mailboxes
  - 25 MB commercial web space
  - Webmail access
- Dedicated Account Manager
- Aggregated VAT invoice or single VAT invoice per connection
- Volume based price discounts

## /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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