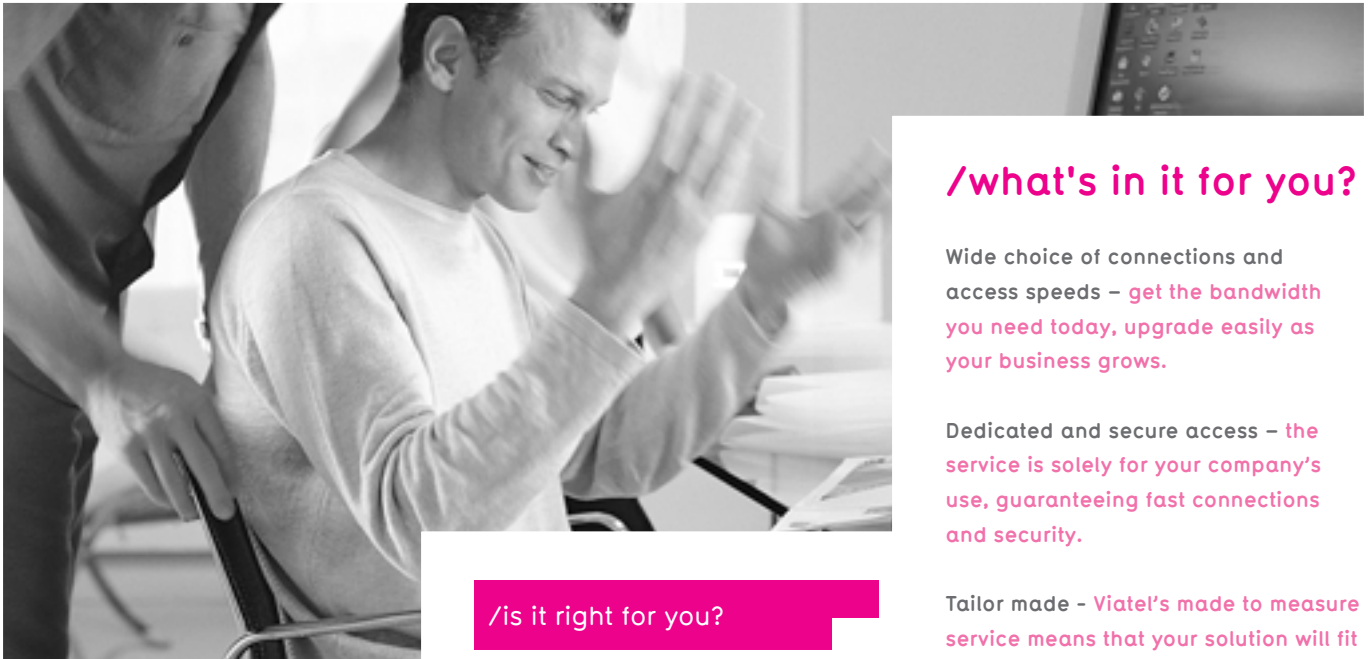


Connectivity

/Viatel Leased Lines



/what are Viatel Leased Lines?

Your business increasingly depends on constant and reliable communication networks which keep pace with your changing needs, without costing the earth. You can't afford for your business relationships to be jeopardised through the inability to communicate effectively and securely.

Viatel Leased Lines gives you a dedicated, round-the-clock service that improves the speed and reliability of your communications and supports your business needs.

Our state-of-the-art solutions deliver reliable and cost-effective communications that are fully supported and secure. And because the service is designed exactly to your needs, you only pay for what you need – helping to control costs.

/is it right for you?

A Viatel Leased Line is right for your business if you:

- need reliable communications both nationally and internationally
- want a solution customised to your needs
- want a high level of network performance
- need total network reliability and support 24x7x365
- want to be able to transfer data quickly and easily
- want to use bandwidth hungry applications on your network
- view effective communications with other offices and clients as important
- need peace of mind about the stability and operating costs of your network

/what's in it for you?

Wide choice of connections and access speeds – get the bandwidth you need today, upgrade easily as your business grows.

Dedicated and secure access – the service is solely for your company's use, guaranteeing fast connections and security.

Tailor made – Viatel's made to measure service means that your solution will fit you perfectly.

Flexibility – future-proof services can be scaled to fit your business needs, allowing them to grow with you.

Total support – a team available 24x7x365 to ensure that you are always up and running.

Customer service – our comprehensive SLAs backed up with a credit scheme is your assurance of a quality service.

Control costs – maximise your investment by getting the best value for money.



/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?

- Single point of contact assigned to each customer
- Services supported by Viatel's advanced infrastructure
- 40 pan-European Points of Presence (POP) and a US gateway in New York
- The flexibility to implement a bespoke solution via third party integration
- 6800km state-of-the-art fibre optic network
- 24x7x365 network monitoring at our Network Operations Centre (NOC) providing technical and field support
- Variety of bandwidths: 2Mbs, 34Mbs, 45Mbs STM1, STM4/4c, STM16/16c
- Variety of interfaces: electrical G.703 for 2Mbs, 34Mbs, 45Mbs; optical G.957 for STM1, STM4, STM16
- Services protected on SDH network using protection switching
- MSP 1 + 1 on optical interfaces

/want to know more?

To find out more about Viatel services and Leased Lines, please contact one of our team or visit our website at 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

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