Product Guide - Business Broadband

Your business depends on your internet connection, so you need to be sure that you get it right.

We pride ourselves on providing the very best internet connectivity to keep business operational, be it simple access to email, the abiliy to run video conferencing, or having your business telephony run over the internet (also known as "Voice over IP" or VoIP.

Why choose our broadband service?

Critical care option

This gives you access to enhanced technical support and a Service Level Agreement for if things go wrong.

No traffic shaping

Unlike other suppliers, we won't slow your connection speed down at any time of day or night.

UK based

UK based customer services and technical support functions.

Options

Range of packages to suite your business needs.

How does it work?

Broadband

Broadband is the common name we give to internet access, regardless of the technology that it's delivered over. If you want to get a bit more technical, basic broadband is delivered over copper wires and is known in the industry as either ADSL or ADSL2+.

ADSL2+ is a superior version, which provides a more stable connection and slightly quicker speeds.

Fibre Broadband

Fibre Broadband works in essentially the same way, but uses fibre-optic cable to deliver the service. As the signals can travel at the speed of light, both donload and upload speeds are significantly quicker than standard broadband.

Fibre Broadband also comes in two flavours - FTTP (Fibre to the Premises), where the entire connection is fibre-optic cable, or FTTC (Fibre to the Cabinet), where just a portion of the connection is fibre-optic.

For FTTC, the final part of the connection (which runs from the green BT street cabinet to your home) uses standard copper in the same way as ADSL.

FTTC is widely available; FTTP is more restricted in its availability, but a quick and simple postcode check would determine if it's available in your area - just ask us.

Our Packages

Delivered over ADSL/ ADSL+2

Features	Broadband	Unlimited Broadband	Unlimited Broadband Office
Download Speed	Up to 17Mbps	Up to 17Mbps	Up to 17Mbps
Download Usage	20GB	Unlimited	Unlimited
Free Router?	No	No	No
Free static IP address?	Yes	Yes	Yes
Contract Length	1 month	1 month	1 month
Critical Care Included?	No	No	Yes

Delivered over FTTC

Features	Fibre 1	Unlimited Fibre 1	Unlimited Fibre 2	Unlimited Fibre Office
Download Speed	Up to 38Mbps	Up to 38Mbps	Up to 76Mbps	Up to 76Mbps
Download Usage	50GB	Unlimited	Unlimited	Unlimited
Free Router?	Optional	Optional	Optional	Optional
Free static IP address?	Yes	Yes	Yes	Yes
Contract Length	12 month	12 month	12 month	12 month
Critical Care Included?	No	No	No	Yes

Delivered over FTTP

Features	Fibre 1	Unlimited Fibre 1	Unlimited Fibre 2	Unlimited Fibre Office 1	Unlimited Fibre Office 2	Unlimited Fibre Office 3
Download Speed	Up to 40Mbps	Up to 40Mbps	Up to 80Mbps	Up to 80Mbps	Up to 220Mbps	Up to 330Mbps
Download Usage	50GB	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Free Router?	Optional	Optional	Optional	Optional	Optional	Optional
Free static IP address?	Yes	Yes	Yes	Yes	Yes	Yes
Contract Length	12 month	12 month	12 month	12 month	12 month	12 month
Critical Care Included?	No	No	No	Yes	Yes	Yes

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