

Your guide to connectivity



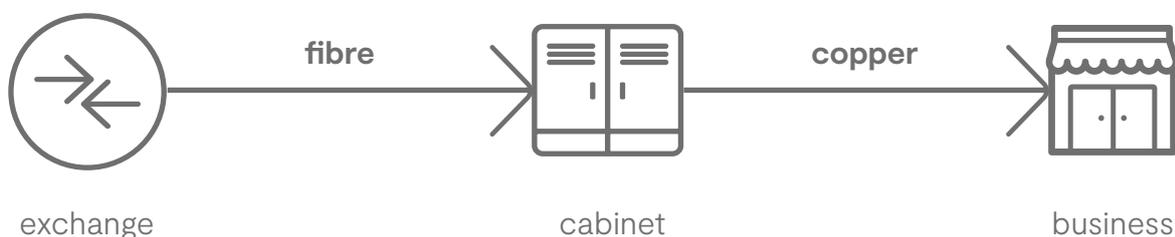
Broadband



FTTC

Fibre to the Cabinet

AKA – superfast, fibre broadband



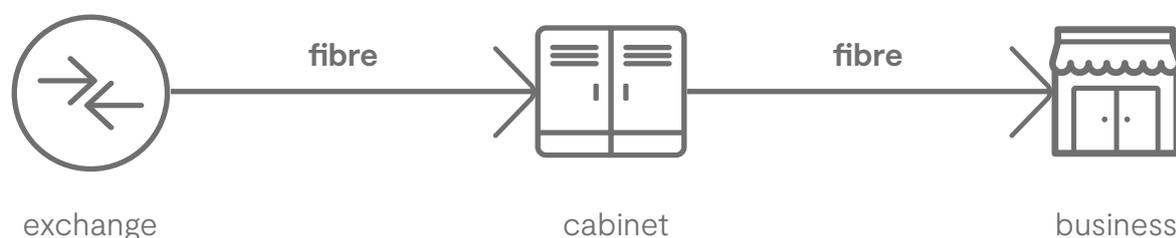
Fast facts

Speed	Average download 66.0Mbps Average upload speed 17.0 Mbps
Ideal for	Multiple employees needing unlimited broadband for comms, browsing and file backups.
Lead time (up to)	13 working days
Fault fix time	Best efforts
SLA	None*
Availability	96% UK

FTTP

Fibre to the premise

AKA – Superfast and/or Ultrafast, Full Fibre



Fast facts

Speed	Average download 35.0Mbps Average upload speed 6.0 Mbps (all the way up to Download: 1000Mbps, upload 115Mbps)
Ideal for	Larger businesses needing business-grade connectivity across operations and sites.
Lead time (up to)	6 weeks
Fault fix time	Best efforts
SLA	None*
Availability	7% UK

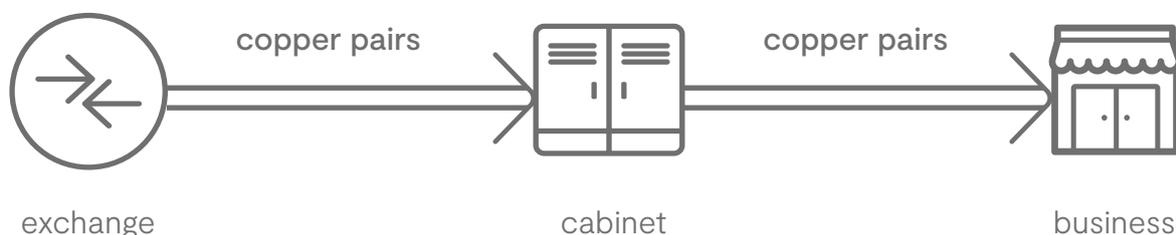
Ethernet



EFM

Ethernet in the first mile

AKA – Leased Lines, Ethernet



Fast facts

Speed	From 1Mbps - 35 Mbps (unlimited, symmetrical bandwidth)
Ideal for	Businesses with satellite and branch offices that need resilient connections and centralised sales, or any business that needs a rock-solid connection for critical applications.
Lead time (up to)	30 working days
Fault fix time	Within 6 hours
SLA	99.9% as standard. 100% when taken with a secondary circuit i.e. DSL failover
Availability	90% UK