



■ About Entanet

Entanet is one of the UK's fastest growing business-focused communications providers, providing a range of voice and data solutions that deliver reliable and secure communication between customers' offices, remote workers and the Internet. We provide wholesale broadband, DSL connectivity, IP telephony and traditional telecoms services enabling Partners to build incremental revenue.

Established in 1996, we serve several hundred active reseller Partners and thousands of commercial end-user customers. Today Entanet employs approximately 85 staff in sales, administration, support and technical roles. As part of Entagroup, a broad-based IT and communications group, we enjoy financial stability and significant year-on-year growth.

Mission Statement

Entanet constantly strives to proactively serve the needs of channel Partners by providing products, services and support that enable them to profitably address the converging voice and data connectivity needs of their customers.



Entanet is owned by the Tsai family and our headquarters are located in a strikingly impressive and purpose built pagoda building in Telford, Shropshire.

Partner View

"There were a number of providers we could have chosen to partner with, but I do believe we have made the right choice."

Karl Prust, Vivaciti Broadband

Partner View

"Great communication, simple processes, fast and reliable products and a friendly team."

Simon Davies, Fortune Network Marketing (UK) Limited

The Entanet Network

Data

Entanet has made significant investment in its national network to ensure reliable, high quality connectivity services to customers. The Entanet backbone stretches from Glasgow to Frankfurt (DE-CIX), with further connectivity into Amsterdam (AMSIX & NL-ix) and provides, via our vast network of partner organisations, circuits from 2Mbps up to 10Gbps.

Entanet has expanded its existing MPLS based network to the 20 WBC (Wholesale Broadband Connect) nodes that form BT's 21C network. This strategy facilitates extended national coverage that enables Entanet and its Partners to provide a range of high quality voice and data services.

As a market leader looking to the future, we are heavily involved with new industry developments. We played an active and influential part in the trialling and rollout of BT's 21CN and are an active member of leading industry boards including ISPA (Internet Service Providers Association) and OFCOM.

Voice

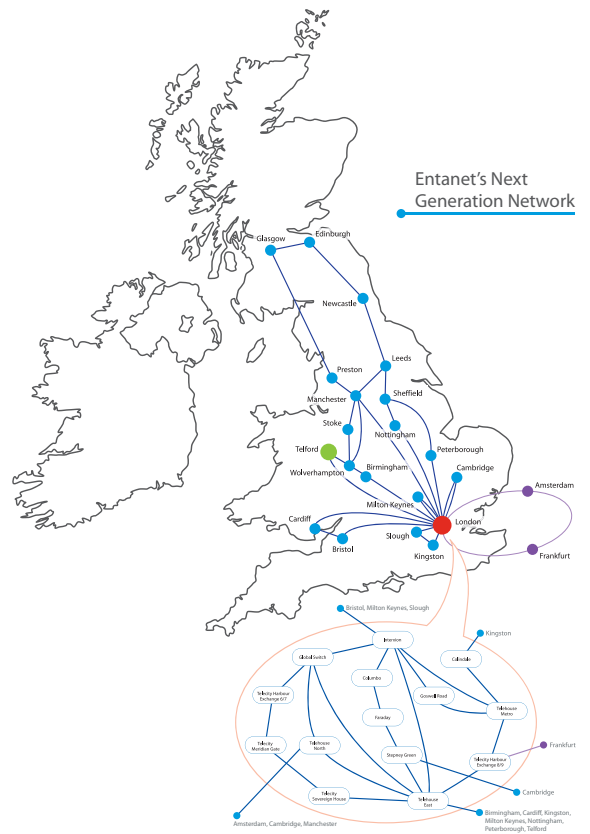
Entanet operates via tier 1 networks ensuring complete confidence in the quality and reliability of our Partners' voice services. With extensive nationwide coverage and high quality, innovative services, we provide you and your customers with a comparative choice, competitively rivalling services available from other leading providers.

In addition, we provide innovative IP telephony services. Entanet's reliable SIP based VoIP platform is developed in house by our team of experienced programmers and system administrators, who continuously develop the features and functionality of our VoIP services. We proactively seek feedback from Partners using and reselling our VoIP services in order to improve and further develop our service. This in turn ensures our Partners are able to easily accommodate the market's emerging demands.

All Entanet services, both voice and data, are fully supported with 24/7 UK based technical support and are continuously monitored by the Network Operations Centre (NOC).

Data Centres

Entanet provides data centre space within its three large data floors at its Telford headquarters. Our state of the art data centres provide the optimum server environment with overhead cable management and air conditioning. All servers are rack-mounted, with 5A or 8A nominal power per cabinet, UPS power backup and are supported by dual 900kVA diesel generators with automatic 25 second failover to power the whole building in the event of an area-wide power cut. Customers' equipment is protected by rigorous security measures including 24/7 guard patrols, CCTV and multi-point controlled access in the building and the data rooms.





■ The Entanet Portfolio

Entanet has an extensive portfolio of voice and data services suitable for a variety of markets including residential, SoHo, SME and corporate, enabling Partners to address the communication needs of their customers with confidence.

Partner View

"I wish I'd known about Entanet earlier."

Jason Clifford, UK Free Software Network Ltd

Resalable Internet Connectivity

We provide rate adaptive ADSL, fixed rate ADSL (512Kbps, 1Mbps or 2Mbps) and rate adaptive ADSL2+ connections in a choice of allowance based Business and Family packages. Our Business packages meet key business requirements such as traffic prioritisation and higher monthly allowance options. Business packages range from 15GB to 180GB with allowances only used between the hours of 08:00 and 20:00, Monday to Friday. Usage outside of these times is uncharged. Family packages range from 1GB to 120GB with monthly allowances used between the hours of 08:00 and 00:00, Monday to Friday. Usage outside of these times is uncharged.

Additional services such as Enhanced Care, Annex M and Elevated Best Efforts are available for an additional monthly fee.

Additional bandwidth can be purchased in the form of pre-pay top-ups which do not expire (unless the customer moves to an alternative provider) or on a post-pay per 1GB basis with a set upper limit to control spending.

SDSL is available for companies requiring symmetrical upload and download speeds as a managed or unmanaged service. It is available in a choice of speeds ranging from 512Kbps to 2Mbps.

Wholesale Internet Connectivity

Entanet's wholesale customers are able to deliver competitive voice and data services entirely under their own brand while relying confidently on our national infrastructure, constant network monitoring and 24/7 UK based technical support. The Entanet Wholesale Carrier Services (EWCS) broadband portfolio provides price competitive connectivity to customers looking to accommodate their growing bandwidth requirements and/or deliver next generation services without having to undertake costly, large scale, development of their own networks.

As a consequence of Entanet's adoption of both the Wholesale Broadband Connect and IPStream Connect platforms, wholesale customers can deliver ADSL and ADSL2+ connectivity in bulk via L2TP technology. EWCS broadband delivers performance and cost advantage as either a managed or unmanaged service. Available on a fixed basis, EWCS broadband enables customers to fix their bandwidth rate in order to accurately forecast costs regardless of bandwidth commitment. Alternatively the EWCS flexible option enables them to avoid upfront capex and management fees by paying for bandwidth based on commit level, the rate per Mbps reducing as their commit increases. Entanet's EWCS broadband model therefore helps wholesale customers meet their strategic objectives without the significant financial and commercial commitment usually required.

IP Telephony

VoIP Express is a hosted pre-pay service particularly suitable for single user customers. Key features include a geographic (01/02) or non geographic (0845) number, free voicemail, SMS facility, real time call data, call forwarding and black/white lists.

VoIP Enrich is a hosted post-pay, feature rich business solution particularly suitable for small to medium sized organisations. Features above VoIP Express include hunt groups, queues, auto attendant, call recording, extension level dialling and much more.

VoIP Elite is a bespoke service for customers requiring a fully managed solution with customisation such as CRM integration.

Partner View

"We've been working with Entanet for over 6 months now and our expectations have been surpassed."

Gary Hall, MacAce.net Limited

VoIP EasyAccess is a call termination service for customers with an existing IP PBX but who require access to a VoIP provider's network. It also includes full numbering services.

Traditional Telephony

Partners can maintain complete control of their customer relationship and expand revenue opportunities by providing line rental in addition to internet connectivity. They can resell high quality, reliable PSTN and ISDN lines to business and residential customers. ISDN lines are available in a choice of ISDN2 and ISDN30.

Meanwhile, marketing numbers enable customers to track marketing campaigns, promote a unified presence even with multiple office locations and even earn call revenue. 03xx, 0844, 0845, 0871 and 090x numbers are available from Entanet.

Bespoke Solutions

Entanet's leased lines are high performance, reliable, un-contended connections particularly suitable for businesses that are heavily dependent on continuous, fast Internet connectivity. They are available in speeds of 2Mbps to 10Gbps and are fully managed with 24/7 technical support, 100% SLA, 24/7 monitoring via NOC and a choice of back up options.

Bonded xDSL from Entanet is available as a managed or unmanaged service in a choice of speeds. By bonding together 2, 3 or 4 fixed rate ADSL or SDSL connections connectivity speeds can be greatly improved and the connection becomes more robust.

Our Private Wide Area Network (PWAN) solutions provide the same functionality as a LAN but across multiple locations and are particularly suitable for organisations with concerns about using the Internet to send confidential information between office locations.

We also provide wholesale carrier services to ISPs, ASPs and large companies, enabling them to access our extensive infrastructure without the expense of developing their own networks. Services include full and partial transit, remote peering and wholesale leased lines.

Hosting Services

For customers who want to maintain complete control of their own equipment without the expense and challenges associated with providing their own server environment, Entanet provides colocation at its Telford based data centres.

Shared and dedicated hosting is also available for customers. The customer does not need to commit to investing in expensive server equipment instead they simply 'rent' a server from Entanet and maintain complete control over all aspects of their server administration.

We also provide domain registration services and accept transfers of domain names from other domain registering companies.

Partner View

"In our opinion they're second to none in the market."

David Burland,
AIC-IT Ltd

Partner View

"I've always found Entanet to be both reliable and trustworthy."

Glenn White, Telecoms Consortium Ltd

Customer Support

All Entanet Partners have access to the Entanet Partner Site, an online facility which allows them to manage their customer accounts, place and track orders, track reported faults, view commission information and much more. Partners and end users that are billed by Entanet are also given access to the E-billing site from which they can download invoices and statements, update account information and view their payment history.

The Entanet network and data centres are maintained and monitored 24/7 by Entanet's NOC. All planned and emergency maintenance work is disclosed on <http://noc.enta.net/> enabling Partners and customers to stay completely informed at all times.

Our UK based technical support department is available 24/7 for all technical enquiries and is contactable via phone or email. White labelled end user support is available on request with all calls answered generically and an end user email support system. For provisioning and billing enquiries our Customer Services Team are available 9am to 5.30pm Monday to Thursday and 9am to 5pm Friday.

Entanet's Partner Sales Team manages the relationship with our channel Partners, discussing the detail behind each of our products and helping them understand the opportunities created by being able to provide converged voice and data services to their customers. Meanwhile, our Bespoke Sales Team similarly works with Partners and business leaders to define and implement customised voice and data solutions that address key business requirements.

Partner View

"Entanet's UK based technical support is in our opinion second to none, available 24/7 with experienced and helpful operatives and short call queues, we could not ask for a better service."

David Knapp,
DK Networks

Award Success

A good reputation is something to be both aspired to and defended. Entanet successfully defended its CRN Channel Awards title in 2007, winning 'Specialist Vendor of the Year' for the second year running for its commitment to delivering service quality and support to channel partners and has received further recognition since with finalist nominations in the ISPA Awards, Comms Business Awards, Channel Network Awards, PCR Awards and ITSPA Awards. In 2008 Entanet also won the ISPA Awards for 'Best Internet Telephony' and 'Best Consumer Email'.

In 2010 Entanet's founder, Jason Tsai, was named as the Comms Business Awards 'Channel Entrepreneur of the Year' recognising his twenty year commitment to the IT channel.

Entanet also receives regular recognition for its high levels of organic growth with rankings in the Deloitte Fast 50 and Sunday Times Techtrack 100 in 2008. This recognition continued in 2009 with rankings in the Sunday Times Techtrack 100, TechMedia Invest Top 100 and Deloitte Technology Fast 500 EMEA and with a ranking in the Real Business Hot 100 in 2010.

Recognition of Entanet's high quality, reliable services also reflects beneficially on Entanet's Partners, enhancing awareness of the high quality service available from them as an Entanet Partner.

