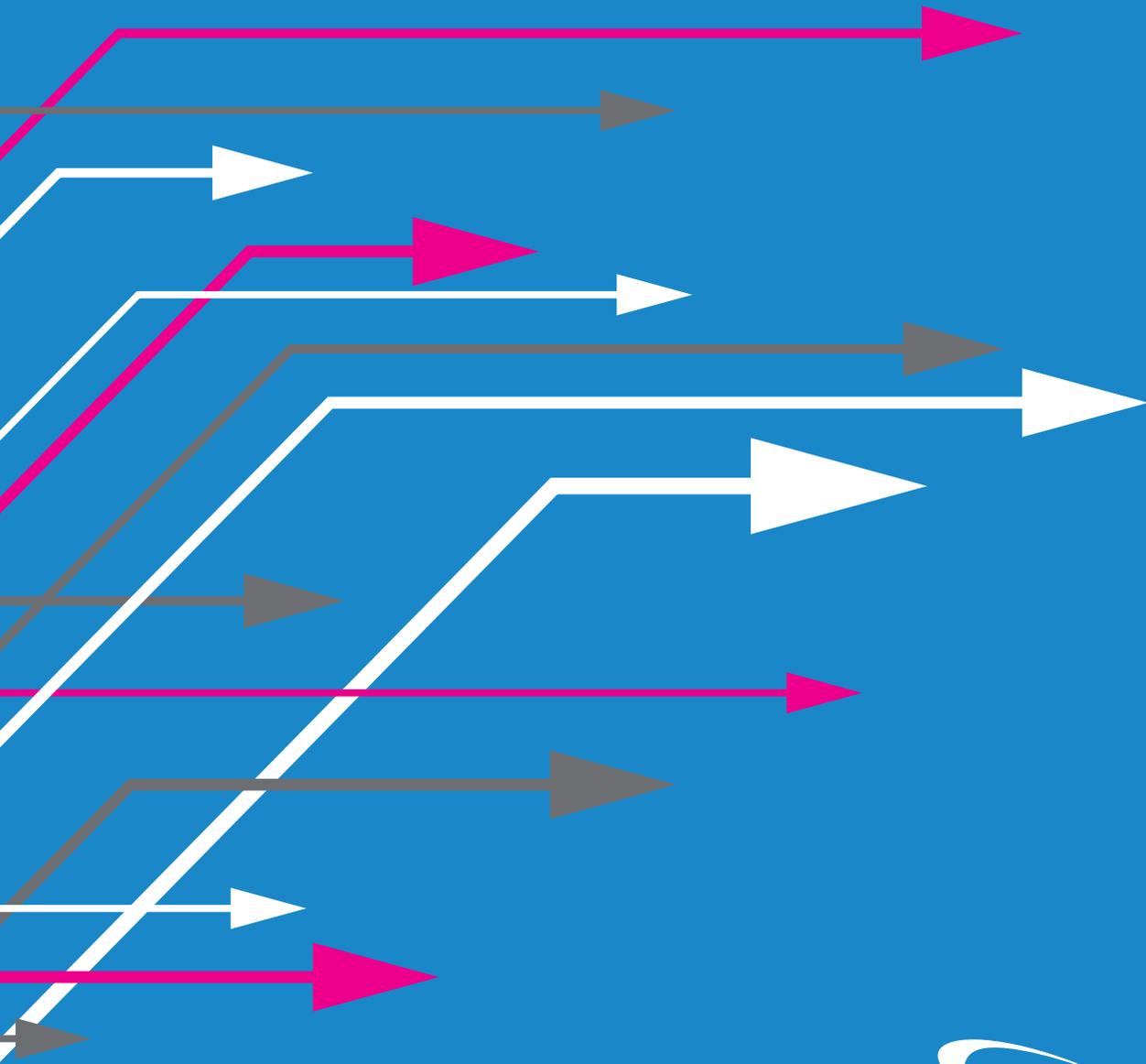


# PACKAGED BROADBAND



*entanet*  
a CityFibre company

# PACKAGED BROADBAND

Entanet's packaged broadband portfolio allows you to meet the needs of business and residential end user customers for fast and reliable connectivity easily and lucratively.

Simply choose the type of connection required from the following:

- FTTC providing speeds of up to 80Mbps\* or FTTP (where available) providing speeds of up to 330Mbps\*
- Rate adaptive ADSL2+ providing greater stability and speeds of up to 24Mbps\*
- Rate adaptive ADSL providing speeds of up to 8Mbps\*
- Fixed rate ADSL providing speeds of 512Kbps, 1Mbps or 2Mbps

## WHAT PACKAGES ARE AVAILABLE?

When you have decided which type of broadband connectivity is required you need to select a suitable package. Entanet's reseller broadband packages are available in a choice of Business and Family options:

### Business packages

Our Business packages meet specific business requirements such as traffic prioritisation during the working week and higher bandwidth allowances and upload speeds. Our ADSL and ADSL2+ products are available in a choice of 6 monthly allowance options ranging from 15GB to 180GB as well as an unlimited allowance. If a FTTC/P

## PACKAGE OPTIONS AT A GLANCE

### Business

Package	Monthly allowance	Available on ADSL	Available on ADSL2+	Available on FTTC/P
Business 15	15GB	✓	✓	✓
Business 45	45GB	✓	✓	✓
Business 90	90GB	✓	✓	✓
Business 135	135GB	✓	✓	✓
Business 180	180GB	✓	✓	✓
Business 360	360GB	✗	✗	✓
Business Unlimited	Unlimited	Rate adaptive only	✓	✓

### Family

Package	Monthly allowance	Available on ADSL	Available on ADSL2+	Available on FTTC/P
Family 1	1GB	✓	✓	✗
Family 3	3GB	✓	✓	✗
Family 30	30GB	✓	✓	✓
Family 45	45GB	✗	✗	✓
Family 60	60GB	✓	✓	✗
Family 90	90GB	✓	✓	✓
Family 120	120GB	✓	✓	✗
Family Unlimited	Unlimited	Rate adaptive only	✓	✓

\* Actual speed achieved depends upon the quality of the copper and the distance from the exchange or cabinet.

connection is required monthly allowance options are available ranging from 15GB to 360GB or an unlimited allowance option. The monthly usage is only used between the hours of 08:00 and 20:00, Monday to Friday. Outside of these allowance hours, usage is uncharged.

### Family packages

Our Family packages are also available in a range of monthly bandwidth allowance options. Our ADSL and ADSL2+ packages range from 1GB to unlimited, whilst our FTTC/P packages range from 30GB to unlimited. This monthly allowance is only used between the hours of 08:00 and 00:00, Monday to Friday. Anything used outside these hours is uncharged.

### Bandwidth overuse

Additional bandwidth can be purchased for non-Unlimited Business and Family packages in the form of pre-pay top-ups or on a post-pay per 1GB basis. Our top-ups are available in a choice of options ranging from 10GB to 100GB and have no expiry date. They are only lost if the customer moves to an alternative service provider or Entanet partner or ceases the connection. Alternatively, at the point of ordering the customer can opt to pay for overusage on a per 1GB basis and is required to set an upper limit to control their spending. As the limit is reached the customer is notified by email.

### Contract options

Our standard ADSL/ADSL2+ based services are subject to a 1 month contract period unless you opt for an unlimited monthly package in which case a minimum contract period of 12 months applies. Our FTTC/P based broadband services are subject to a minimum contract period of 12 months with 24 month options also available.

## FTTC & FTTP BROADBAND SPEED OPTIONS

FTTC and FTTP connections are provisioned with download speeds of up to 40Mbps and upload speeds of up to 2Mbps as standard. Customers can increase these speeds for an additional monthly fee. The speed upgrade options are:

	Upload speed options	Download speed options
FTTC/P	10Mbps	40Mbps
FTTC/P	20Mbps	80Mbps

## ADDITIONAL OPTIONS

Additional services are available for you to offer to your customers that are available on both Business and Family packages.

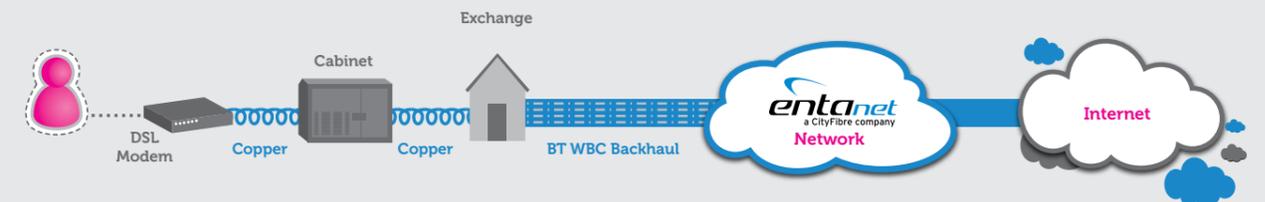
### Guaranteed throughput

For customers who want to ensure a higher minimum throughput, you can offer an 'Elevated Best Efforts' option that guarantees a minimum throughput of 3Mbps (16Mbps for FTTC/P) across the BT network, subject to line sync

## HOW DOES IT WORK?

### ADSL/ADSL2+

ADSL uses the existing copper infrastructure to deliver traffic across the broadband network. Entanet's ADSL is available as a fixed rate service or as a rate adaptive service. ADSL2+ is an advanced version of ADSL which provides greater stability and speeds.

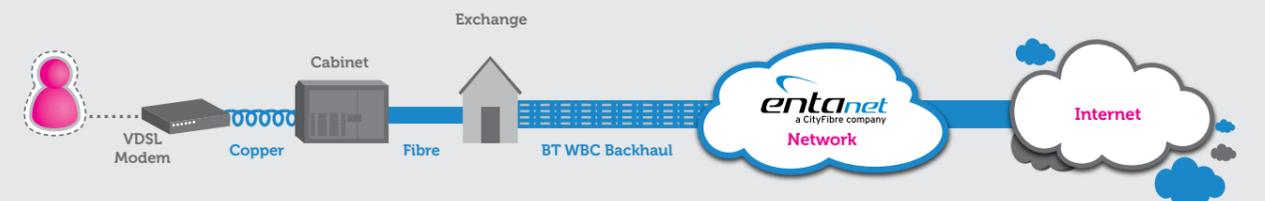


### FTTC & FTTP broadband

FTTC (Fibre to the Cabinet) and FTTP (Fibre to the Premises) are next generation access products that also deliver broadband on the Wholesale Broadband Connect (WBC) platform, the national broadband aggregation and transport service that Entanet takes from all of the core nodes that form BT's 21st Century network. However, FTTC and FTTP broadband allows for higher download and upload speeds.

### FTTC

With the physical infrastructure being fibre between the exchange and the street cabinet, FTTC can achieve significantly faster upload speeds of up to 20Mbps\* and download speeds of up to 80Mbps\*. From the FTTC-enabled street cabinet, VDSL2 technology over copper is then used to deliver faster broadband to the customer's premises.



rate for 90% of the time over the busiest 3 hour period. Our ADSL2+ and ADSL (rate adaptive) Business packages include Elevated Best Efforts as standard, whilst customers can choose to add this for an additional fee on FTTC/P and Family based packages. Where EBE is not available, Business package customers will benefit from an increased upload speed of up to 832Kbps through the use of MAX Premium circuits.

### Faster fix times

For customers who want to take advantage of shorter fix times in the

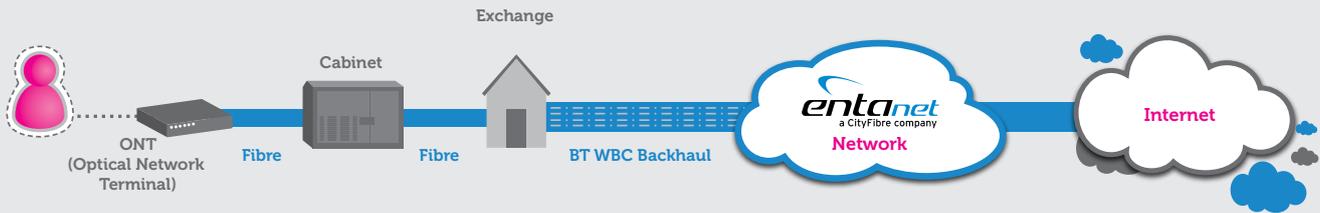
event that their broadband connection is lost, our 'Enhanced Care' option provides a reduced clear time of 20 hours, compared to Standard Care which has a clear time of 40 hours.

### Boost upload speed

Subject to area and exchange, our 'Annex M' option is available for an additional monthly fee to ADSL2+ customers who want to trade some of their download speed in order to increase their upload speed.

## FTTP

Whilst FTTC utilises fibre to the cabinet and VDSL2 technology over the remaining copper, FTTP utilises fibre direct to the customer's premises. By using fibre direct to the premises even higher download and upload speeds are achievable.



# WHY CHOOSE US?



Being able to go online and see if a line is up and working as it should be is great because it means that we can be pro-active in terms of customer service.

**CCC IT Solutions**

**PRO-ACTIVE**

**PERSONAL**

**STRONG**

**CREDIBLE**

Partnering with Entanet meant that we'd be able to take advantage of its multi-million pound investment in infrastructure and technical backup and support services, but at a relatively low entry price and per-user cost.

**MacAce.net**

**PROFESSIONAL**

**DEDICATED**

**PIONEERING**

**ADAPTIVE**

"I honestly felt confident that whatever I threw at Entanet they could deliver. It was clear my business could grow with Entanet. That's why I chose to work with them."

**Redbox Internet Services**

**CONFIDENT**

**FOCUSED**

**SECURE**

**SUPPORTIVE**

**VALUED**

The most beneficial aspect of the relationship for us and for our customers is Entanet's flexibility. They are always ready to help us meet the needs of the customer and find the right solution for them - and adapt the offering when necessary.

**Swift Managed Services**

**FLEXIBLE**

**RELIABLE**

**EMPOWERING**

**INNOVATIVE**

**EXPERIENCED**



**ASK US TO QUOTE**

Our experts are on hand to discuss your requirements and help identify the most appropriate and cost-effective solution.

**SIMPLY CONTACT US**

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