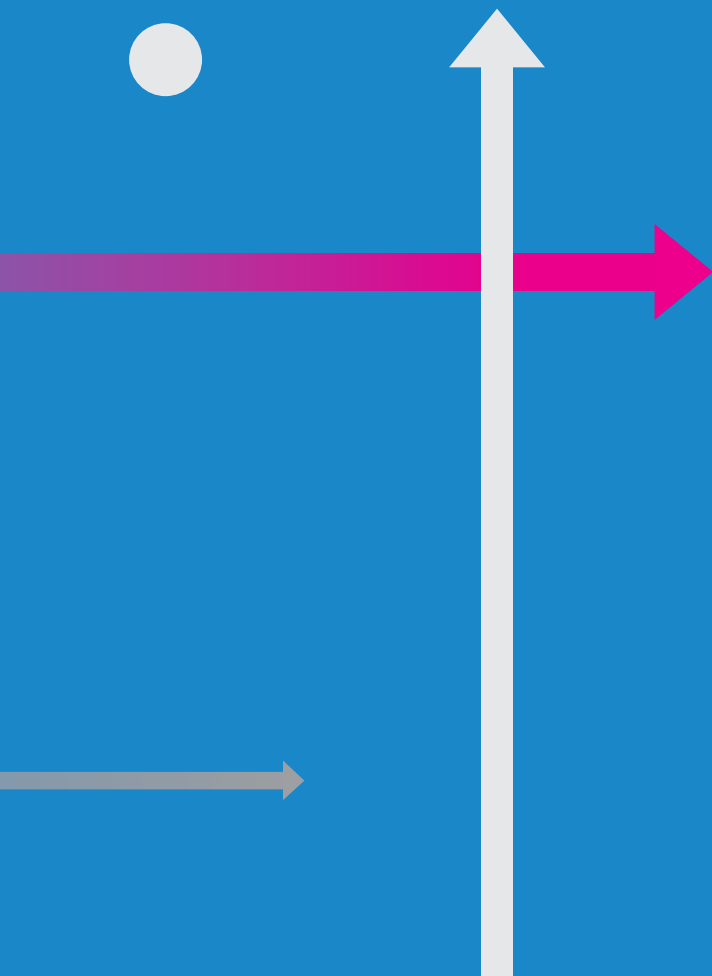


CONNECTING CONFIDENCE



OUR NETWORK

With organisations becoming increasingly reliant on their business-critical connectivity solutions, the networks on which these solutions are built have never been so important. Entanet has invested heavily into developing a high quality, robust and resilient next generation MPLS network to deliver reliable, high quality voice and data connectivity services to customers. The Entanet core network stretches from Glasgow and Edinburgh to multiple London locations and beyond to Amsterdam

(AMSIX & NL-ix) and Frankfurt (DE-CIX). We also have peering at LoNAP, LINX and IXManchester.

Our network uses Cisco based hardware at each of our 40+ nodes, with resilient carrier-diverse interconnects that provide multiple 10Gbps links across the network and ensure no single points of failure. By using the best Cisco network equipment and custom built in-house management facilities, we ensure swift, secure transport of your business-critical IP traffic. Further quality of service is ensured with 24/7 monitoring and support from our Network Operations Centre and UK based technical support teams. As part of our ongoing multi-million pound investment programme, Entanet fully adopted both the Wholesale Broadband Connect (WBC) and IPStream Connect (IPSC) products from BT Wholesale, providing us with greater flexibility and enabling us to deliver high quality connectivity services across our own national network.



OUR DATA CENTRES

Entanet provides data centre space in Interxion (London), Equinix (Slough) and at its Telford headquarters. Our data centres provide raised flooring, overhead cable management and N+1 cooling. Cabinets are available on a

custom-built basis to meet varying customer requirements and are rack-mounted, with per cabinet based UPS power backup and are supported by dual 900kVA diesel generators with automatic 25 second failover to provide power 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.

OUR PRODUCTS



SERVICE GUARANTEE

Entanet provides a wide portfolio of wholesale and resale voice and data connectivity services from which our channel partners can cherry pick to best suit their customers' needs.

RESALE BROADBAND

Entanet provides a variety of high quality, reliable fixed rate and rate adaptive ADSL as well as ADSL2+ and fibre connections to suit varying user requirements. Our broadband services are available in a choice of Business or Family packages with monthly bandwidth allowances ranging from 1GB through to unlimited options. Our Business packages meet specific business requirements such as traffic prioritisation during the working week and higher bandwidth allowance options and upload speeds. Additional bandwidth can also be purchased in the form of top-ups or on a post-pay basis. We also offer a variety of additional services such as Enhanced Care, Elevated Best Efforts, Annex M and speed upgrade options for fibre connections.



WHOLESALE BROADBAND

Entanet provides a wholesale service that enables partners to deliver ADSL, ADSL2+ and fibre broadband connections under their own branded features and benefits using L2TP (Layer 2 Tunnelling Protocol) technology.



If you are currently reselling another provider's broadband packages or currently using WBC, WBMC or LLU to accommodate your increasing bandwidth requirements for ADSL, ADSL2+ and fibre connections, our wholesale options allow you to provide them over a common platform with greater efficiency and cost effectiveness. With Entanet Wholesale Broadband (EWB) you can position yourself more competitively, tailor your broadband packages to meet the specific needs of your customers and deliver them easily and cost effectively under your own brand and control.

BONDED BROADBAND

Entanet's bonded broadband increases bandwidth by "bonding" together 2 ADSL or ADSL2+ connections, has monthly allowances ranging from 45GB to 360GB and is available as a managed or unmanaged service.



ETHERNET: EFM, GEA & LEASED LINES

Entanet's Ethernet solutions provide a dedicated, un-contended connection particularly suitable for customers whose day-to-day operations rely on continuous and resilient connectivity.



Our EFM solutions use between two and eight copper pairs to deliver symmetrical Ethernet speeds from 2Mbps to 35Mbps to businesses situated within 4.8Km of the serving exchange.

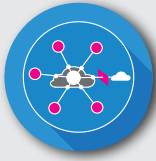
Our GEA solutions deliver symmetrical speeds from 2Mbps to 20Mbps, utilising the existing copper infrastructure (a single copper pair) between the customer premises and the cabinet and then fibre back to the exchange. From there, it delivers the traffic across the Ethernet core network.

Fibre leased lines are available at speeds ranging from 2Mbps to 10Gbps, designed to carry any combination of voice, data and Internet traffic.

Each solution carries a 100% Service Level Agreement (SLA), is continuously monitored and is supported 24/7 by our UK based technical engineers.

IP VPN

The nature of some organisations' business requires data communication between offices and remote workers to be handled in a totally secure environment. Entanet's IP Virtual Private Network (IP VPN) solutions - also known as Private Wide Area Network (PWAN) - solutions are tailor-made to meet each customer's specific requirements, with managed and unmanaged options available. Providing the same functionality as LANs, our connection options range from DSL to 1Gbps leased lines, with further options available including Internet access through a managed firewall, or a resilient pair of firewalls.



Entanet also provides a variety of hosting options to suit varying customer requirements including domain registration, shared and dedicated hosting and colocation.



Our dedicated (Viper) and shared (Viper Lite) solutions provide a fully managed and flexible hosting and mail management system with a useful online portal for easy, 24/7 control. With full white label capabilities, hosting and email services can be provided under your own brand.

Alternatively, if you wish to house your own equipment in one of our fully secure data centres we offer colocation in our fully monitored

data rooms based at our Network Operations Centre in Telford and also in London and Slough.

IP VOICE

Entanet's high quality and reliable VoIP service portfolio flexibly addresses the communication needs of diverse customer groups. It comprises a comprehensive, scalable and business class hosted service for multi-user application; SIP trunking; and a low cost pre-pay service for single user customers.

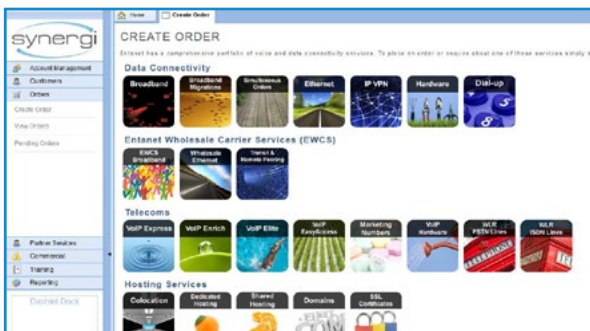


COLOCATION & HOSTING

OUR SERVICE & SUPPORT

Entanet empowers channel partners by ensuring they have everything they need to confidently sell its services, from training through to high quality services and comprehensive systems and processes.

We provide partners with product and sales training and a comprehensive library of white label resources including handbooks, FAQs, product guides, price guides and more.



As a partner, you gain access to synergi (<https://synergi.enta.net>), Entanet's comprehensive partner interface via which you can manage your accounts and customers' usage, place and check the progress of orders, view useful reports, diagnose faults, set and amend your pricing, interact with other Entanet partners via our forum and idea network, download useful training and sales materials and much more.

Partners and end users billed by Entanet directly also have access to the e-billing site where they can view and download statements and invoices, make payments, view their usage and much more.

Meanwhile, VoIP customers can also access our comprehensive user portal to manage every aspect of their account as well as provide access to their own end users and rebrand the portal to their own company identity.

We excel in supporting partners through our experienced non-scripted UK based technical support team that is available 24/7/365 and our helpful customer service and provisioning teams that are available Monday - Friday to answer any enquiries you may have and ensure a smooth provisioning process.

Meanwhile, the Entanet network and data centres are maintained and monitored 24/7 by Entanet's NOC team. All planned and emergency maintenance work is published on <http://noc.enta.net/> where partners and customers can sign up for email notifications, RSS or Twitter feeds, enabling them to stay completely informed at all times.

Managed IP VPN customers also have access to their own portal called Mirada. Secured by two-factor authentication, it provides a suite of reporting and diagnostic tools and dynamic network topology map that enables customers to monitor the performance of their network and all of the managed connections and hardware within it, in realtime. Useful statistics include capacity utilisation, connection status, CPU %, memory %, packet loss, SmokePing and more. Mirada's Diagnostic Virtual Machine feature also lets them work alongside our own technical support and systems engineers to diagnose any issues affecting their network.

WHY CHOOSE US?

23
seconds
to respond

WE'RE EFFECTIVE

When you need assistance, it's good to know you can get through to someone quickly who will take ownership of your enquiry or problem and stick with it to the end. Continuous investment in our service team means we don't keep you hanging around, typically answering calls within twenty three seconds.

11 flexible
partner models

WE'RE ADAPTIVE

We're flexible in our approach to supporting partners and have developed eleven partner models to accommodate their varying requirements. This means that, no matter what your level of expertise, extent of physical resources or aspirations to market connectivity under your own brand, we have a model of working with us that will suit you.

7 wholesome
wholesale reasons

WE'RE COMPELLING

When you're considering moving your broadband base to a new supplier's wholesale platform, it's got to be worthwhile. In fact, 7 particular factors compel new partners to talk to us about a relationship that helps give them greater control over their broadband estate, create unique products and ultimately generate healthier margins.

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

PERSONAL

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

Fortune Network Marketing (UK)

VALUED

INNOVATIVE

EXPERIENCED

RELIABLE

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.

DK Networks

SUPPORTIVE

PROFESSIONAL

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

SECURE

DEDICATED

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

PIONEERING

With the support I have received from Entanet my business has significantly grown. In just two years I have gone from having a handful of connections to over 500 and this would not have been possible without the ongoing commercial and technical support I receive from Entanet.

Redbox Internet Services

CONFIDENT

FOCUSED

EMPOWERING



ENTANET

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VISIT: www.enta.net

EMAIL: sales@enta.net