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# Welcome

## **Thank you for choosing Easynet Connect for your business connectivity.**

As the Internet continues to transform the way we all do business, the need for a faster, more reliable service with improved connectivity has never been greater.

By choosing Easynet Connect you have the reassurance of being with the 2<sup>nd</sup> largest UK network, with over 1200 unbundled exchanges.

Whether you have chosen business class ADSL, SDSL, leased line alternatives such as EtherStream™ and SureStream or a high quality leased line you will enjoy outstanding reliability, low or zero contention and high speeds of up to 20Mb.

This pack contains important contact details and information about our other products, and world class customer service. So whatever your current or future needs, you know you are with one of the UK's leaders in connectivity.

Yours sincerely



Chris Stening  
Managing Director

# Leading Business Connectivity



Established in 1994 and part of BSkyB Group since early 2006, Easynet Connect has the second largest network in the UK with 6,030km of fibre and last mile access to more than 70% of UK businesses via a network of more than 1,200 unbundled exchanges. In fact, our SDSL coverage is the largest in the UK, exceeding that of BT.

Easynet Connect was the first provider in the UK to provide DSL services over an unbundled local loop and has pioneered managed Local Loop Unbundling (LLU) services for business. Our services range from business class ADSL and SDSL, through to high quality leased line equivalent and Ethernet based services.

Easynet Connect is built on technical excellence and innovation, pioneering the extension of tried and trusted technologies. The company's unbundling strategy shows a pragmatic and realistic approach to both its underlying business model and investment.

Easynet Connect's EtherStream™ service is pioneering Ethernet in the first mile, allowing businesses to enjoy fast reliable Internet access. EtherStream™ is breaking through the limitations of traditional fibre connectivity.

As the company has grown, a key success factor has been the ability to listen to the customer's business problems and suggest solutions in a flexible and responsive manner.

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Easynet Connect retains its entrepreneurial spirit, maintains a flat and responsive organisational structure which enables fast but informed decision-making, and prides itself on technical excellence underpinned by professional, customer-oriented processes.

Our services offer low or zero contention, the option of high speeds of up to 20Mb and are backed up by 24x7x365 UK based support. All LLU services come with the reassurance of our 'Total Care' service guarantee, delivering world class customer service and response at times when you need it most.



# Product Range

Thank you for choosing one of our Internet connectivity services. In the future, as your business needs change, you may be interested to learn more about other products in the Easynet Connect portfolio.



**ETHERSTREAM™** A high quality alternative to a traditional leased line with zero contention and up to 20Mb bandwidth, at a fraction of the cost of a legacy leased line service. A cost effective, scalable, Layer-2 Ethernet service for any business requiring dedicated connectivity.



**SURESTREAM** A managed end-to-end Internet connection, offering a dedicated service and performance with zero contention at speeds of 1Mb, 2Mb and 4Mb. Backed by a 99.9% uptime SLA and 24x7x365 technical support, for a fraction of a legacy leased line service cost.



**ADSL** Broadband access with unrivalled contention ratios and an unbeatable Service Level Guarantee. High speed access to the Internet at a flat monthly fee. With no download limits and 5:1 to 20:1 contention.



**SDSL** Symmetric Internet connection with low contention ratios of 5:1 or 10:1 and un-matched service levels. For onsite hosting of web/content, voice over IP and high bandwidth data transfer both up and downstream.



**LEASED LINE** Dedicated leased line providing high speeds and bandwidth up to 1,000Mb. Uncontended connectivity for businesses that require a dedicated connection.

For more information on any of the services above, please contact your account manager.



# Value Added Services

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**Whilst having the right Internet Connection is critical to the success of your business, so too is data security which is why Easynet Connect also offers world-class hosting and back-up services.**



## Colocation

**COLOCATION** Easynet Connect offers secure housing and connectivity for businesses that want to keep control of their web services, but require more space, bandwidth and security than other dedicated hosting services can offer. Lockable racks feature a primary power circuit connection of up to 16 amps AC (Alternating Current) or 40 amps DC (Direct Current) power draw.

With a large choice of different locations in the UK, Easynet Connect can accommodate every customer's request wherever their business demands are.



## Back-Up

**BACK-UP** Easynet Connect's Tape Back-Up ensures your company server is always backed up off-site. It provides the added reassurance of being able to implement a disaster recovery plan in the case of a critical server crash, data corruption or loss.

The service is available on a daily basis; tapes are 'swapped over' between 11am and 1pm, Monday to Friday, allowing the customer to automate their own server back-up. 'Swapped out' tapes are then labelled and stored on site in a fireproof box for maximum safety, and tapes are rotated according to the customer's requirements. Easynet Connect can retrieve any customer's tapes and make them available within 4 hours of receiving a request, 24x7.

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ct your Account Manager or go to our website: [www.easynetconnect.net/products](http://www.easynetconnect.net/products)

# World Class Customer Service

Easynet Connect has an unrivalled reputation for delivering world class customer service. All systems are monitored to ensure a backbone Internet connection on a 99.9% basis, 24 hours a day. Through Local Loop Unbundling, Easynet Connect has full control over the end-to-end connection from the customer's premises to the Internet peering point. This enables Easynet Connect to fully manage the availability of the IP services that it delivers via DSL-based technologies and offer enhanced service level cover, including SMS notification should your connection be unavailable for any reason.

## First Time Fix

Easynet Connect's high service standards have been built by listening to customers and responding to their needs. Our Customer Satisfaction Survey highlighted that fixing a connectivity issue promptly is one of the top three most important concerns for a business like yours.

Hence, we work to the target of a First Time fix, meaning that one call resolves the problem, avoiding the need for you to make repeat calls. This not only improves response times, but keeps you informed on progress throughout. We also highlight any potential issues and resolve them before they escalate.

## Total Care

Available on LLU (on-net) services only, Total Care offers:

- Service guarantee: defined service levels with credits
- Front line technical support 24x7
- Second line technical support: target response within four working hours of initial call
- Target repair lead-time: within five working hours of second line call back
- Line protection: optional ISDN back-up service provided over a diversely routed network, where available
- FREE SMS notification in the unlikely event your connection suffers from a network outage. Customers with off-net services will still benefit from our Enhanced Care service package. Please contact your Account Manager or see the SLA included in this pack for details.

## Award Winning Customer Service

Great products are nothing without great support. Should you need additional technical assistance or advice, you can contact our UK-based Customer Service Team 24x7.

It's reassuring to know that our commitment to excellence has been recognised by our industry, having been Highly Commended in the prestigious National Customer Service Awards.



# Keeping In Touch

## 24x7x365 Support Centre

Should you have any queries or issues once your service has been set up, our team of experienced engineers are only a phone call away. Help is available on the telephone number below, 24 hours a day, 365 days a year.

All support enquiries:

**0845 333 4400**

For problems with connectivity or accessing the Internet:

**E: [connectivity.support@easynetconnect.net](mailto:connectivity.support@easynetconnect.net)**

For issues with email, hosting, domains or security:

**E: [application.support@easynetconnect.net](mailto:application.support@easynetconnect.net)**

For queries regarding your bill:

**E: [billing@easynetconnect.net](mailto:billing@easynetconnect.net)**

Besides regular contact with your Account Manager, our customers appreciate being kept up-to-date on the latest products and industry developments through our quarterly e-newsletter, 'Connections'. You will automatically be added to our mailing list and should receive your first copy shortly.

If you have any colleagues who would also like to receive our e-newsletter, then please contact our marketing team on: [marketing@easynetconnect.net](mailto:marketing@easynetconnect.net)

