

| Products | Description | Download speed | Upload speed | Contention ratio | Availability | Service Level | Installation Time | Min contract term | Back-up options | Router type | NAT | Number of IP addresses | Domains | DNS | Email relay |
|------------------------------|--|----------------|--------------|---------------------------------------|---|---|---|-------------------|---|---|-----|------------------------|---------|-----|-------------|
| 100 Mb Fibre | Our fastest Internet access product yet, delivering an uncontended, reliable and competitive service with speeds of 100Mb, 24x7 support and 99.9% service availability. | 100Mb | 100Mb | 1:1 | Available within the M25 | 99.9% guaranteed availability; 9 hour respond-and-repair time | 40 working days installation pledge within the M25 (Longer lead time if area is not enabled.) | 12 months | ADSL, SDSL or EtherStream options available at various speeds | Cisco 2811 | n/a | Unlimited | 1 | Yes | Yes |
| EtherStream | Our premier Internet access product delivering resilient, uncontended (1:1 ratio) bandwidth from 2Mb to 40Mb, easily scalable, with 24x7 support and 99.9% service availability. | 2Mb - 40Mb* | 2Mb - 40Mb* | 1:1 | Widespread availability throughout the UK | 99.9% guaranteed availability; 9 hour respond-and-repair time | Within 20 working days in an EtherStream-enabled area. (Longer lead time if area is not enabled.) | 12 months | ADSL 2Mb or 8Mb; SDSL 1Mb or 2Mb | Cisco 1801/1803 and Actelis ML628 | n/a | Unlimited | 1 | Yes | Yes |
| SureStream | Our advanced symmetrical access service delivering resilient, uncontended (1:1 ratio) bandwidth up to 8Mb, easily scalable, with 24x7 support and 99.9% service availability. | 8Mb | 8Mb | 1:1 | Widespread availability throughout the UK | 99.9% guaranteed availability; 9 hour respond-and-repair time | Within 20 working days | 12 months | ADSL 2Mb; SDSL 1Mb or 2Mb | OneAccess One80M + One20 backup when required | n/a | Unlimited | 1 | Yes | Yes |
| Leased Line | Dedicated fibre access service with high availability guarantees and 24x7 support | 1Mb - 1000Mb | 1Mb - 1000Mb | 1:1 | Within 35Km distance of our extensive PoP network locations throughout the UK | 99.9% guaranteed availability; 9 hour respond-and-repair time | Within either 45 working days or 75 working days, depending on type | 12 months | ADSL 2Mb or 8Mb; SDSL 1Mb or 2Mb | Cisco 1801, 1803, 1841, 3825 or 3845 | n/a | Unlimited | 1 | Yes | Yes |
| SDSL | Our widely available symmetrical broadband service, delivering up to 2Mb both upstream and downstream. | Up to 2Mb | Up to 2Mb | 1:1 | Widespread availability throughout the UK | Varies with connection | Within 20 working days | 12 months | ADSL | OneAccess One20 or optional Cisco router at additional cost | Yes | Up to 13 | 1 | Yes | Yes |
| ADSL | Our widely available asymmetrical broadband service, delivering bandwidth up to 8Mb. | Up to 8Mb | Up to 768kb | 5:1 or 20:1 depending upon connection | Widespread availability throughout the UK | Varies with connection | Within 15 working days | 12 months | ADSL | OneAccess One20 or optional Cisco router at additional cost | Yes | Up to 13 | 1 | Yes | Yes |