



# SDSL

Easynet Connect's market leading, uncontended SDSL offers unbeatable service level guarantees, symmetric throughput up to 2Mbps and zero contention within the UK's largest SDSL footprint.

SDSL (Symmetric Digital Subscriber Line) is an always on Internet connection where the download speeds are equal to the upload speed. Easynet Connect SDSL is designed to meet the needs of your business by providing a fast connection at an affordable cost.

The symmetrical nature of SDSL allows you to upload and download at the same speed, ideal for businesses with high bandwidth requirements such as large volumes of email traffic.

Unlike most other SDSL providers, Easynet Connect controls the end to end delivery of our service through our LLU programme, enabling us to provide a higher specification product and level of service.

# SDSL

## Key features

**Up to 2Mbps symmetrical bandwidth:** Providing customers with symmetrical connection speeds to suit your needs.

**Fully uncontended:** Use applications that need a dedicated amount of bandwidth, without having to worry about congestion.

**Flat rate subscription pricing:** The price does not increase with use, there are no hidden costs.

**24x7 Easynet Connect technical support:** Outside office hours support at no extra cost, providing round the clock support provided by our knowledgeable team.

### 4 hour Customer Support response

**Up to 13 IP addresses:** Subject to accordance with RIPE allocation guidelines we will provide all the IP addresses you need to make a success of your online business.

**Fully managed router and filters provided:** A router and microfilters are provided on the customer site which is configured and installed by our trained specialist engineers.

**Largest UK SDSL Footprint:** Easynet Connect can now offer SDSL to more businesses in the UK than any other provider thanks to our extensive network footprint.

**Separate Telephone line:** SDSL is provided over a new line, so you can continue to use your current line as normal.

## At a glance

- Up to 2Mbps symmetrical bandwidth options
- Fully uncontended
- Flat rate subscription pricing
- 24x7 Easynet Connect technical support
- 4 hour Customer Support response
- Up to 13 IP addresses
- Fully managed router and filters provided
- Largest UK SDSL Footprint
- 1:1 Contention
- Separate Telephone line

## Product benefits

**Value for money:** Based on DSL, SDSL provides a relatively inexpensive solution for businesses requiring a business quality connection.

**Symmetrical bandwidth:** SDSL is perfect for onsite hosting of web/content, voice over IP and where there is a requirement for high bandwidth data transfer both up and downstream.

**Always on:** Your SDSL circuit will be constantly connected to the network so there is no need to connect every time. This is backed up with our inclusive Total Care service which gives a 4 hour response time, 24 hour fix time and service credits for missed targets.

## Pricing

SDSL pricing is simple to understand and very attractive. There is a flat installation charge which covers the router, managed installation and connection of your Service. There is also the option of an ADSL back up circuit which can be provided at a lower cost if included in the original installation.

The minimum contract term for SDSL is 12 months.

The Annual rental charge will vary by your chosen bandwidth.

- One off connection charge
- Annual rental, varies by product
- 12 month minimum term
- Optional ADSL back up circuit

## Back up options

Resiliency is important to our customers and a back up circuit is now standard practice. We recommend an ADSL circuit rented over a diverse network as the ideal back up to the SDSL Internet Access service. In the event of a network fault, your circuit will fail over to this circuit so that business critical traffic such as email can continue to be delivered.

## Service coverage

In the UK, Easynet owns one of the most extensive fibre optic networks in the UK at 6030Km with 62 core network Points of Presence (PoPs) and 1,176 Network access points. This covers over 70% of UK homes and businesses.

Easynet's network encompasses the UK, France, Germany, Belgium, Holland and Spain. Each Easynet operation has its own network centres, hosting and colocation facilities, national peering arrangements and international connectivity.

## Why Easynet Connect

An innovative low cost solution is always appealing but supplier confidence is key. Easynet Connect is a leading provider of quality connectivity and internet access for small to medium size businesses.

Established in 1994 and part of BSKyB Group, Easynet Connect is one of the largest networks in the UK with 6030km of fibre and last mile access to more than 70% of UK businesses via a network of more than 1,200 unbundled exchanges.

Easynet Connect is the first ISP to launch a reliable fixed-rate 100Mb fibre service across London, as well as being the first in the UK to have provided DSL services over an unbundled local loop and has pioneered managed LLU services for business. The services range from business class ADSL and SDSL through to high-quality, leased line equivalent and Ethernet based services. Our SDSL coverage is currently the most extensive in the UK.

We offer a range of uncontended symmetrical speeds up to 1Gbps, all backed by 24x7 UK-based network monitoring and customer support, 99.9% Service Level Guarantees and an enviable 95% First Time Fix rate.

Our 20-day installation pledge for our EtherStream and SureStream products is the shortest of the few installation pledges currently available on the market.

### At a glance

- Over a decade of heritage in the UK Business market
- 2nd largest UK network
- 70% UK Home & Business coverage
- 6030Km of fibre
- Largest UK SDSL footprint
- Track record in innovation
- Backing of BSKyB

## Next steps

For more information or to speak to an Account Manager call 0800 053 1777 or visit [www.easynetconnect.net/contactus](http://www.easynetconnect.net/contactus)