



SureStream™

SureStream™ is a business-grade connectivity service, providing Internet access at a fraction of the cost of a traditional Leased Line.

SureStream is a unique DSL-based service that combines multiple G.SHDSL lines into a single, fully-managed connection, giving your business symmetrical speeds usually only achievable with Leased Lines. The multiplication effect of the bonded lines creates built-in resilience in the service, which is coupled with Easynet Connect's SLAs and supported by our industry-leading UK based support.

If you are heavily reliant on your Internet connection, need to upload as fast as you download and expect premium support, SureStream is the ideal solution.

#easynet
connect

Key features

Up to 8Mb symmetrical bandwidth: Multiple bonded G.SHDSL lines provide much higher bandwidth than regular symmetrical DSL services.

Uncontended bandwidth: No contention and no sharing of ports equates to the service performing at the fastest possible rate the line will allow, comparable to a traditional Leased Line.

24/7/365 Service monitoring: Pro-active UK-based support you can rely on.

99.9% guaranteed uptime and 4-hour fault response: Peace-of-mind provided by our SLA, with service credits to back up our commitment to you.

Unlimited IP addresses: Subject to accordance with RIPE allocation guidelines, we will provide all the IP addresses you need.

Real time bandwidth usage reporting: Enables you to see how your connection is being used, predict growth trends and budget for future bandwidth requirements.

DNS: Register or transfer Primary and Secondary hosting for one domain.

At a glance

- Up to 8Mb* symmetrical bandwidth
- Guaranteed bandwidth
- 24/7/365 Service monitoring
- 99.9% guaranteed availability and 4-hour response times
- Unlimited IP addresses
- Real time reporting
- DNS

Product benefits

Affordable alternative to a Leased Line: SureStream is an ideal solution if your business needs the reliability and support associated with a traditional Leased Line. SureStream's cost-effectiveness makes it perfect for a small or medium-sized company that is highly dependent on general daily Internet use.

Service and Support: SureStream is an Internet connection your business can rely on. This is backed up by our Service Level Agreement of 99.9% availability, complete with service credits. Service monitoring, service provisioning and fault support are provided by our world-class support centre based in Somerset, England.

Fully managed on-site install: The provisioning of your service begins when you place an order with us. A fully-managed router is included with your order, configured by our engineers and installed at your premises. This router and the rest of the service are supported throughout the life of your SureStream connection.

Resilience: SureStream is based on multiple G.SHDSL connections, meaning a failure of one line does not need to mean a failure of the entire service. Automatic backup options are also available at request, which can be provided over a separate network to provide even more assurance for those customers who cannot do without their Internet access for even a short time.

At a glance

- Affordable alternative to a Leased Line
- Service and Support
- Fully managed on-site install
- Resilience

Pricing

SureStream pricing is straightforward and very attractive. There is a one-off installation charge which covers the router, managed installation and connection of your SureStream service. The rental charge is a standard fee and can be paid quarterly or annually. Backup options are available on request at an additional charge.

The minimum contract term for SureStream is 12 months.

- One-off connection charge
- Annual rental
- 12-month minimum term
- Optional back up circuit

Back up options

Resiliency is important to our customers and a back up circuit is now standard practice. We offer both ADSL and SDSL backup options, depending on your needs, routed separately over another network. In the event of a fault affecting the entirety of the SureStream service, your connectivity will fail over to a secondary circuit so that business critical traffic 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 100 Mbps 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
- 70% UK Home & Business coverage
- 6030km of fibre
- Largest UK SDSL footprint
- Track record in innovation
- Backing of BSkyB Group

Next steps

For more information or to speak to an account manager call 0800 053 1777 or visit:

www.easynetconnect.net/contactus

*8Mb is the speed the SureStream sends and receives ATM data, the layer 2 data network. SureStream will perform at 8Mb where the lines used are of the appropriate length and copper quality. IP data is transported within the ATM cells in the network and will generally transport 7.5Mb of the overall bandwidth available. Reductions in speeds will apply proportionally across both the ATM & IP layers.

Full throughput will only be seen over multiple downloads and uploads.