

service: broadband business & Broadband Business SDSL



Overview:

Manx Telecom's Business Continuity Manx Telecom's Broadband Business and Broadband Business SDSL services offer cost effective, flexible, and reliable Internet access. All Broadband Business and Broadband Business SDSL services provide customers with a Fixed IP service.

Explained

Broadband Business

Broadband Business and Broadband Business Lite are ideal for SoHo (Small Office / Home Office) and small to medium sized companies who have medium to heavy usage of the Internet and who need one or more fixed point of presence on the web; typically those who host their own website, run an email server, a Virtual Private Network, or an FTP server.

Both Broadband Business Lite and Broadband Business use an existing telephone line for multimedia and high speed data communications, in parallel with regular telephone voice services.

Broadband Business SDSL

Broadband Business SDSL (Symmetric Digital Subscriber Line) provides the same bandwidth both upstream and downstream. SDSL requires a dedicated telephone line and provides the same bandwidth for both the upstream (to the Internet) and downstream (to the customer) parts of the service. Every telephone exchange on the Island is enabled for SDSL services, but SDSL bandwidth is "distance dependent" and SDSL broadband services are only available to customers within a certain distance from their local exchange.

Broadband Business SDSL Features

- One Fixed IP address (additional addresses available)
- Symmetrical service speeds both upstream and downstream
- Available in 512Kb/s, 1Mb/s, and 2Mb/s (subject to distance limitations)
- Zero contention across the Manx Telecom broadband network
- 24x7x365 helpdesk
- Priority fault resolution – an 8 hour response – Monday to Friday – 8am to 6pm (we aim to have most faults cleared within 24 hours)
- Ideal for companies that have substantial outgoing Internet traffic, or which host their own web or email servers in-house, and use services such as VPN's (Virtual Private Networks).

Target Market

- SoHo and Small to Medium Enterprises
- Businesses which require a fixed IP service for hosting web / mail servers or other applications.

Business Benefits

- Free calls to local fixed line numbers all day, every day
- Provides seamless continuity for companies no matter what happens
- Perfect fit for companies which require a hosting and BCP solution
- Help safeguard your reputation during a disruption.

Features

- Always-on Internet connectivity
- Fixed IP service
- A cost-effective, low-cost, high-bandwidth alternative to private circuits
- Options from un-contended to contended 20:1 or 50:1
- A choice of bandwidth options 512Kb, 1Mb or 2Mb (SDSL only)
- Options from wires-only through to a managed service which includes a router, router configuration, remote diagnostics, technical support and hardware maintenance
- Delivers reliable, cost effective connectivity
- Perfect for customers whose Internet connection is business critical – these services offer a priority fault resolution
- All Manx Telecom Broadband Business Internet access products offer unlimited data usage – there are no caps or extra charges for exceeding a specified data usage limit.
- Proven and reliable network with 24x7x365 monitoring and support.

Why Manx Telecom

Manx Telecom is the Isle of Man's largest telecommunications and Internet provider, offering the full range of fixed line, mobile and data services to consumers and businesses.

Manx Telecom has developed a portfolio of services which provide businesses with the tools necessary to increase productivity, reduce costs, and win and retain customers.

See next page for a Summary

manx telecom

Isle of Man Business Park
Cooil Road, Braddan
Isle of Man IM99 1HX

Call +44 (0)1624 624 624
Email sales@manxtelecom.com
Visit manxtelecom.com

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summary

Feature	Description	Explanation
Pricing	Broadband Business Lite Broadband Business Broadband Business SDSL	Prices depend on which service you require
Contract term	12 months	There is a minimum contract of 12 months
Service Level Agreement	Priority Fault Resolution	We are contactable 24x7x365 and offer a minimum 8 hour response time, Monday to Friday (08:00 to 18:00) with the aim to clear faults within 24 hours
Delivery lead times	Subject to survey	An initial consultation and survey will be carried out to identify your requirements
Router	Managed Service only	When taking a managed service an ADSL or SDSL router will be provided
IP addresses	One	All Broadband Business services come with one fixed IP address. If more addresses are required, then a Broadband Business or Broadband Business SDSL service is required – subject to the completion of a satisfactory RIPE IP address declaration
Speed	Receive data at speeds up to 16Mb/s and send data at speeds up to 832Kb/s	Dependent on many local factors and cannot be guaranteed
Contention	1:1, 20:1 or 50:1	Options include fully un-contended or contended 20:1 or 50:1
Delivery Lead Times	Less than 10 days	We aim to install Broadband services in 10 days or less. However if a survey is required, this lead time cannot be guaranteed
Ebill	Mandatory	Ebilling is mandatory on this product
Support	Tel: 624 624 Email: servicecentre@manx-telecom.com	Faults in the service can be reported 24x7x365
Alternative Services	Private Circuit	We also offer Ethernet, Megaline and MPLS private circuit options
Complementary Services	Broadband Made Easy	Our optional consultancy service to aid set-up and configuration of Broadband services

Contact: Tel: 624 624; Email: sales@manx-telecom.com
For expert advice or information give us a call or email.

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