



WINTER 2018

A CONNECTION YOUR BUSINESS CAN DEPEND UPON

BTnet – dedicated
internet access
from Vohkus



Authorised partner of



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We know the importance of having a great business internet connection. That's why our market-leading leased line internet service – BTnet – gives you speeds of up to 10Gbps, and great reliability too.

Better still, it gives you guaranteed bandwidth 24/7, with unlimited data usage and no restrictions. And because reliability is paramount, it comes with a 100% availability SLA. In other words, with BTnet, you'll always have access to your critical data, voice, video and applications.

THE BIG BENEFITS OF BTNET

1

It's reliable

With 100% availability SLA, we're aiming for your service to be up and running all of the time. That's a big deal when you rely on a consistent internet connection to do business. With dedicated bandwidth (where no-one else shares your connection to the internet), there's no chance of anybody else slowing things down.

2

It's fast

We can offer speeds from 2Mbps to 10Gbps and a range of connectivity options, depending on your needs. You'll also get symmetrical upload and download speeds, so you can send large files as quickly as you download them. Better still, BTnet offers truly unlimited internet – that means no caps, restrictions, traffic shaping or fair use policies. Our industry-leading latency target SLA of under 20ms (UK) means you won't experience any lags or delays when you make calls or video conference.

3

It's SLA-backed

Our market-leading SLA covers all of our service promises and targets. In the unlikely event that we're not able to meet our targets for availability, latency or delivery, we'll give you money back in the form of service credits.

4

It's flexible

With BTnet, you can track your bandwidth usage over time using our online portal and scale it up or down if your needs change. It's also optimised for high-quality voice calls and is IPv4 and IPv6 ready.

5

It's got leading availability

We have the best geographic network coverage in the UK as an end-to-end service provider. And with a range of connectivity options, we're equipped to get you set up, whatever your situation.

6

It's well supported

We aim to fix faults in just five hours, so should something go wrong, you'll be back up and running quickly. Plus, you'll have access to dedicated and UK-based expert support. We provide and manage your Cisco router as standard (there's a wires only option available too). We can also offer additional services like proactive DDoS monitoring.

7

And great value

With free standard allocation of static IP addresses, free connection (subject to survey) and up to £2800 off any Excess Construction Charges (ECC), BTnet gives you great value for money.

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"I knew that we needed a leased line, and I knew that BT could do it. I'm really happy with how it's gone"

Ross Evans,
founder and CEO of
Real Essential IT Solutions

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NEED A QUICK INSTALLATION?

A dedicated, leased line internet connection does take time to install. That's why we offer a couple of different options to help you get set up with BTnet faster.



BTnet Express

Need BTnet in as little as six weeks? BTnet Express might be for you. It can give you speeds of up to 30Mbps at a low, fixed price. And it's still got the guaranteed performance that BTnet offers, along with symmetrical upload and download speeds and our market-leading SLA. It's a perfect option if you're using SIP and Cloud Voice services, if you need a separate guest wi-fi network, or simply want to make the leap from fibre broadband but don't necessarily need large download speeds.

BTnet Quick Connect

If you're after one of our larger dedicated internet options, but still need a fast setup, BTnet Quick Connect could be ideal. It starts with a lower bandwidth, low-cost circuit that we can install in a matter of weeks. You can use that while we get your larger, main connection up and running. Once that's done, BTnet Quick Connect becomes your backup circuit. If anything goes wrong with your main line, your connection automatically switches over and you can use this until we get things fixed. It's worth noting that speeds on your backup connection may be slightly slower though.

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“The infrastructure is in place and the service is strong enough to support what we need. That's what's making the fundamental difference to our business”

Andrew Noall,
General Manager at
Stowford Farm Meadows

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HOW ABOUT REDUCING YOUR CALL COSTS?

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CHOOSING THE BEST LEASED LINE CONNECTION

BTnet is the most popular leased line internet service in the UK (as ranked by Netcraft) – and for good reason – but we want you to be sure that it's the right choice for your business. To help you compare with other providers offering a leased line, here's some questions you should be asking...

Are you being offered 100% target service level availability?	If not, why not? A 99.85% target SLA sounds impressive until you consider that it means you could be without service for 13 hours per year. That's a long time for any business that relies on the internet to work.
Who's looking after your circuit and network?	Some providers rely on third parties to look after their circuit or network, and that could slow fixes down if anything goes wrong. Our SLA covers the whole circuit and network – and we take full responsibility for it all.
Can you claim against your SLA straight away?	If something does go wrong, you deserve to be reimbursed. But some providers will give you a fix time window that you have to wait for before you can claim against their SLA. If that's the case, are they going to rush to fix things for you? With us, you can claim from the first minute.
Are there up-front costs or hidden fees?	Some providers will charge you more to pay monthly and not through an upfront, annual payment, so it's worth comparing monthly, quarterly and annual charges. With us, you'll pay quarterly and there are no hidden extras.
Are you sharing your service?	Ask any provider to confirm (in writing) that you won't be sharing the circuit or any internet traffic – from your site, all the way to the internet – with another customer. With us, you get a 1:1, fully 'uncontended' service.
Can you change your bandwidth easily?	What happens if your business needs to downsize or you hit a period of growth? Are you stuck with the same bandwidth and a fixed price? With us, you can easily change your bandwidth to match seasonal changes within your business.
Who delivers and installs your service?	Some providers outsource delivery and installation, which can slow things down, so it's worth checking if your SLA includes delayed delivery. Ours does. And we install and deliver BTnet ourselves.
What's the latency like?	Latency is the time it takes from the moment you press 'send', to the moment that data, or instruction, arrives at its destination. If you're making voice calls or video conference on your internet connection, it's vital your latency is low, or things will get choppy and slow. Ours is a market-leading <20ms in the UK. And it's covered in our SLA.
Can you upload as quick as you download?	Symmetrical download and upload speeds are very important if you're a business that delivers large digital files over the internet. In most cases, traditional broadband upload speeds are slower than download speeds. With BTnet, upload and download speeds are matched.
What else do you get for you money?	Unlike us, some providers may charge you for online usage reporting or router management. Check to see what you're getting for your money and make sure any extras are actually worth paying for.

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