



## Broadband

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UK broadband providers today, offer a variety of benefits, features, freebies & gimmicks in order to get the customer to sign on the dotted line for a minimum of 12 or 18 months. Once they've signed up, the customer can then only cross their fingers and hope that they get a decent connection, good customer service, and value for money. There are no guarantees – well, not for the customer that is!

Recently, many companies have unfortunately found themselves signed up, but with no connection – yet payments are still regularly claimed by direct debit from their bank each month. They are unable to withhold payment for threats of being in breach of contract. Even worse still, customers that managed to get connected found that the bandwidth available to them, at any given time, was often far below 50% of what had been advertised or promised prior to sign up. Once again, nothing they can do – they are signed up for 12 or 18 months.

Many wait desperately for the contract to end, only to then find out that the MAC (Migration Authorisation Code) they need to migrate to another provider, for some unknown reason, is either not forthcoming, or only appears after a very long wait and repeated expensive phone calls to a premium rate 'help-line'.

These situations do not occur at E247. We only want customers who do business with us because of the high quality of our services, not because they are captive through a legal agreement!



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One of the many services that E247 provide is broadband connectivity. There are hundreds of companies out there that provide this also. Why would you choose us above any other company?

### **Our broadband solutions are second to none in the industry.**

We supply all Internet access via a privately owned network which is fully redundant. This allows us to offer unrivaled contention ratios as low as 5 to 1 on a premium business connection.

**No Contract** – We offer broadband with no contract – just 'pay as you go' every three months. If we deliver what we say we will, then you'll keep paying us every three months. If we don't deliver, or you are unhappy with us for any reason, then you are free to leave/migrate to whomever you want.

**Contention Rates** – We have some of the lowest contention rates of any UK broadband provider, including BT.

**Real Telephone Support** – We offer telephone support lines at standard BT call rates... and we answer them! We promise never to ignore your calls for assistance. If you experience a problem with our connectivity, we want to resolve it. Even if it's something that's out of our hands, rather than 'pass the buck', we will always endeavour to explain the situation to you clearly and provide advice on how to progress with it.

**Uncapped Connections** – We have no fixed bandwidth limits on our uncapped connections. However, we do operate a 'fair-use' policy, so that all of our customers receive high quality connections.

**Faster Upstream Speeds** – We have faster upstream speeds (up to 800kb/s) than other broadband provider.



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**Increased Reliability** – We offer a rate adaptive service for increased reliability. During the first 10 days of service on ADSL MAX, the line speed will regularly change, resetting the connection to the exchange every time. The connection will eventually settle at the best possible reliable speed for the line.

### Benefits

- NO CONTRACT
- Always on, high speed, Internet access
- Rate adaptive service for increased reliability (MAX only)
- Faster upstream speeds (up to 800Kb/s)
- Uncapped premium quality service
- Improved efficiency
- Increased productivity
- Reduced costs
- Transfer to E247 for free

### Features

- 24 × 7 unlimited Internet access
- Up to 500/1000/2000/8000+ Kb/s download speeds
- Up to 800Kb/s upload speed
- Minimum throughput 40% of rated bandwidth (up to 2000Kb/s)
- 8 Static IP addresses (5 useable)
- SMTP access for any domain name
- No port blocking
- No proxy servers
- Service guarantees available
- Fully redundant network, multiple pops and peering
- Dedicated account management
- Dedicated technical support
- Installation within 10 working days



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We are currently unique amongst UK providers in offering our customers not only a 'pay as you go' NO CONTRACT high quality broadband service, but also lower contention rates and non premium line telephone support with installation assistance included! We want happy customers, not unhappy prisoners. If, at any time during provision of our broadband connection, you are not happy with the service & quality you receive from us, you can give us instant notice and receive a MAC immediately. How's that for a win-win situation? You get the best possible business connectivity available with absolutely no contract or tie-in!

### Broadband Packages and Prices

#### Business Broadband (DSL)

(All packages payable quarterly in advance – no contract)

##### DSL2000

2 Mbit/s. Very low contention rate (5:1).

£39.00 per month

##### DSL8000

8 Mbit/s. Low contention rate (20:1).

£49.00 per month

##### DSL8000+

8 Mbit/s+. Very low contention rate (10:1).

£59.00 per month

\*One off DSL connection charge for all new connections £49.00