Cloud & Fibre
Keeping our customers connected

INTERNET ACCESS

Broadband & Dedicated Internet Access

Broadband Internet Access – ADSL2+, FTTC, FTTP & LLU

You've got a choice of different ways to set up your broadband internet access with us. These include ADSL Max, Fibre Broadband and Fibre to the Premises. Speeds vary depending on the technology you choose to get connected. See the table below for more information on the different access speeds and connectivity technology.

SERVICE	DOWNSTREAM SPEED*	UPSTREAM SPEED*	TECHNOLOGY	PRIORITY OPTION	FAULT FIX TIME**
Broadband ADSL Max	8MB	832K	Copper	✔	24 HRS
Broadband ADSL 2+	24MB	1MB	Copper	✔	24 HRS
Broadband ADSL 2+Annex M	24MB	1.5MB	Copper	✔	24 HRS
Fibre Broadband (FTTC)	80MB	20MB	Copper & Fibre	✔	24 HRS
Fibre to the Premises (FTTP)	330MB	30MB	Fibre	✔	24 HRS
GEA FTTC	20MB	20MB	Cooper & Fibre	✔	24 HRS

* Speeds are upto and based on the quality of the line   ** Dependant on additional service and care levels being selected

Fibre Broadband (FTTC)

For cost effective connectivity, FTTC offers speeds up to 80mb download and 20mb upload, without limits or restrictions. This is low latency and a low contention fibre broadband business service for maximum performance. It's available with or without a wireless router.

Business Packages

We understand businesses when it comes to broadband, so we ensure that your package will run at an optimum speed to deliver the service you require. We prioritise traffic across our network during business hours to maintain the best quality service for our customers.

Hardware

We offer pre-configured hardware as part of our packages. Our routers are supplied to meet your specifications and will be delivered in advance for installation before your service goes live. We provide full instructions on setup and provide next-day replacement routers if needed.

BT Wholesale and Non BT ADSL

Depending on your location, we'll always recommend the best solution for you, in order to get the best possible broadband speed for your business. We connect with all major UK carriers and we provide both BT Wholesale and non-BT broadband services (LLU).

ADSL Broadband

If you want more bandwidth availability and a low contention ratio, our ADSL options can provide all this to give you a faster connection. Whatever your business needs, we have the ADSL services to meet them.

Voice Quality

We can maximise the performance of voice traffic over our networks. With high quality and low latency, our broadband can fully support hosted voice and voice over IP services. We also offer additional performance options including enhanced care, best effort prioritisation and annex m.

No Download Limits

With the exception of Fibre to the Premises, all our broadband and fibre broadband packages are unlimited, no download limits, with no usage restrictions.

Bonded Broadband

We use core network and router bonding to provide resilient broadband services. This means routing multiple broadband lines through a single network to add, speed resilience and minimise downtime.

Backup and Business Continuity

If you require robust backup solution we can add to our broadband, 3G and 4G backup using mobile data networks. In addition, we supply a managed router, 3G or 4G enabled, which will automatically backup your broadband in the event of network disruption.

Dedicated Internet Access

If you need permanent, reliable internet, where speeds won't fluctuate throughout the day, fully supported with a high level service agreement, then a dedicated Ethernet connection is what you're looking for. This will guarantee access, speed and performance 24 hours a day. We offer different kinds of Ethernet to suit, depending on size, budget and requirements.

SERVICE	DOWNSTREAM SPEED*	UPSTREAM SPEED*	TECHNOLOGY	CONTENTION RATIO	MANAGED HARDWARE	ADSL BACKUP	FAULT FIX TIME**	UPTIME
GEA Ethernet	24MB	1.5MB	Copper	1 to 1	✔	✔	7 HRS	99.99%
EFM	40MB	40MB	Copper	1 to 1	✔	✔	7 HRS	99.99%
Ethernet	10 MB/100MB/1gb	10MB/100MB/1gb	Fibre Optical	1 to 1	✔	✔	7 HRS	99.99%
Microwave Ethernet	10 MB/100MB/1gb	10MB/100MB/1gb	Microwave Radio	1 to 1	✔	✔	7 HRS	99.99%

** Dependant on additional service and care levels being selected

Ethernet

Fibre Ethernet is our flagship service, delivering speeds from 10mb through to 10gb. Our Ethernet services come with a full service level agreement and ADSL backup as standard, along with managed routers and technical support.

EFM (Ethernet First Mile)

This is a cost-conscious option, using copper lines instead of fibre-optics and ideal for any business wanting to support up to 30 users. It provides a suitably large amount of bandwidth and can be delivered in 30 days.

Hardware & Managed Installations

We offer the option of managed routers as part of our service. These are pre-configured and sent by courier. We can also provide on-site managed engineer installations if required. We supply Cisco, Huawei, Draytek, Mikrotik and Zyxel hardware.

Backup Options and Business Continuity

We provide ADSL backup as standard with our Ethernet products. This is provided through a separate router to minimise the danger from hardware failure. Backup is automatically activated once a fault has been detected. We also offer a range of alternative backup services including Fibre Broadband, EFM and 3G or 4G, depending on location. We can also provide diverse routing through alternative local exchanges or carriers.

Microwave Ethernet

Microwave solutions are well-suited to situations where Fibre Ethernet access is not cost effect. Microwave requires line of site from our nodes, or where businesses are based within city centre locations such as Manchester, Liverpool or Newcastle.

GEA (Generic Ethernet Access)

GEA uses current copper and fibre technology to deliver scaleable connectivity with speeds of up to 20mb. It's cost-effective, reliable and can be quickly installed with a 20 working day lead time.

Service and Support

Providing you with the right level of support is crucial. We have a seven hour fix time for Ethernet services and same day replacement for hardware. Our service level agreement is for a high uptime of 99.95% with guaranteed low RTT, low latency and jitter. Our support is available 24/7 to all Ethernet customers.

Coverage

We deliver converged voice and data solutions through the highest quality networks, connected to all major carriers across the UK and Europe, at competitive and attractive prices.

Broadband & Dedicated Internet Access

Cloud & Fibre
Keeping our customers connected

VOICE SERVICES

Hosted Voice, Business Phone Lines
& Call Packages

Hosted Voice (VOIP)

Cloud & Fibre's hosted VOIP (Voice Over Internet Protocol) service is built on the established Broadsoft platform, providing a comprehensive replacement for traditional PABX telephone systems.

Our hosted voice service provides cloud-based telephony that's reliable and adaptable, for individuals up to 500 users. Calls are delivered using our business grade connectivity – ADSL, Fibre Broadband, Microwave Ethernet or Fibre Ethernet.

The Benefits of Hosted Voice:

Reduced Costs and Lower Expenses

You get what you pay for – a monthly service charge per user. That's it. And the service comes with updates as standard, so you don't have to worry about keeping up with technological advances once it's installed. You can keep your operating expenses down with our rental rates starting from £7.50 a month per user.

Lower Capex

With lower up-front costs we can provide solutions based on an Opex model. Our rental per user starts from £7.50 per month.

Free Calls

All internal and site-to-site calls are free. We can issue remote users with VOIP handsets and all these internal calls are also free.

Competitive Call Charges

We charge for local and national calls from 1p per minute, and mobile calls for as little as 3p a minute, depending on volume. We're also competitive on international call charges and charge all our calls on a per second basis with no connection fee.

Online Portal and Reporting Tools

You can view call statistics, per user, per site, and monitor your workforce's call use and call availability online. You can also listen to recorded calls and see a fully itemised list of all calls made on handsets within your network.

Easy Administration

Our online portal makes looking after your phone service easy. You can set up permission levels and new users, and delete user accounts where necessary.

Excellent Business Features

Our service provides call recording, call diverts, on hold music, online conferencing and hunt groups. All can be tailored to suit your specific business needs. You can control incoming calls through call routing plans to divert them to specific departments and people.

Disaster Recovery and Resilience

Our Hosted Voice systems are built to last while being adaptable. We can bolster this built-in resilience with optional backup services to make sure you stay connected at all times, regardless of location.

State of the Art Handsets

We offer a choice of the best handsets from Yealink, Panasonic and Cisco, and we have packages that include free handsets to keep your capital expenditure down.

Remote Working and Mobile Devices

If you need to integrate mobile and tablet devices with your telephony, we have IOS and Android applications to make this happen. We also have remote worker solutions that keep your workplace in touch with off-site teams using a central hub.

Business Phone Lines & Call Packages

With access to all the major carriers including BT Openreach, we provide excellent fixed line business telephone services.

The number of phone lines you'll need will depend on how many individual users you expect to be on the phone at the same time. The table below explains what product will best suit the size of your business.

PRODUCT	NUMBER OF SUPPORTED USERS
Premium PSTN Business Phones Lines	1 to 2
Multiline PSTN Phone Lines	2 to 8
ISDN2 & ISDN30 Services	5 to 100

New Installations

With competitive line rental charges for standard landlines and ISDN services we can organise an installation into your business around you and your needs.

Transfer Your Phone Line

We make it easy for you to move your line over to Cloud & Fibre. We'll do all the hard work without any downtime or loss of service on the day of transfer. We'll do this bit for free, and then you can start to get the best out of our line rental for as low as £12.50 a month.

Free Itemised Billing

We'll give you're a free monthly itemised bill, on the first of every month, including all the previous month's call traffic.

Competitive Call Charges

We charge for local and national calls from 1p per minute, mobile calls at only 3p a minute, depending on volume. Our charges for international calls are competitive an all calls are charged on a per second basis.

Call Diversion

We can offer you a call divert service with our business phone lines, enabling you to divert calls from landlines, mobiles or other devices using a simple handset function.

Free Voicemail to Email

If you take our voicemail option we'll provide you with online reporting which means all your voicemails can be sent to you as emails using our automated system.

Care Package Options & Fault Fix Times

All our business clients receive care level two shown on the table below, which means fixing a fault by the end of the next working day, within operating hours. We do offer alternative options for faster fault fixing.

CARE PACKAGES	COST	OPERATING HOURS	FAULT FIX TIMES
Level One	Free	8am - 6pm Mon-Fri*	Within operating hours, we'll fix it by the end of the second working day Outside operating hours, we'll fix it by the end of the third working day
Level Two	Free	8am - 6pm Mon-Sat*	Within operating hours, we'll fix it by the end of the next working day Outside operating hours, we'll fix it by the end of the second working day
Level Three	£4pm per line	7am - 9pm Mon-Sun	Before 1pm, we'll fix it by the end of the day inc. Public & Bank holidays. After 1pm within operating hours, we'll fix it before 1pm the next day
Level Four	£5pm per line	24h per day - 7 days per week	We aim to fix it within 6 hours

* Exc. Public & Bank holidays   ** Assuming we have 24hr access to the location

**Hosted Voice, Business Phone Lines
& Call Packages**

Cloud & Fibre
Keeping our customers connected

CHANNEL & REFERRAL PARTNERS
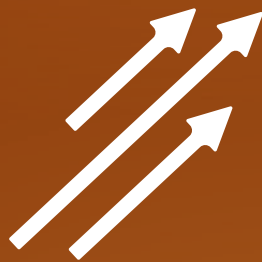
Partner Programmes

We operate 3 types of Partner Programmes:

Our channel partners and indirect resellers can benefit from over 15 years of our experience and in-depth knowledge in giving clients what they need.

Referral Partner
We will support your Clients and give you commission

1. You can generate additional income by referring our products and services to your clients. We partner with IT maintenance, IT support and Mobile companies who don't provide internet connectivity and voice solutions but will recommend us as a quality provider to their clients.

As a Cloud & Fibre Referral Partner you'll get:

- a monthly margin share on all orders;
- a residual revenue stream during the customer's lifetime;
- our support to all end users; and
- we bill your clients directly, with or without the option of co-branding.

Indirect Partner
You bill and support your own client

2. We offer you the opportunity to be competitive in voice and data, backed by our wide range of products and services. We have wholesale carrier agreements enabling us to offer solutions using any of the major networks in the UK and Europe.

As a Cloud & Fibre Indirect Partner you'll get:

- our full range of connectivity services, including ADSL, FTTC, Ethernet and Microwave Internet;
- our full range of voice products, including lines, calls and hosted voice;
- CDR detail records for all call traffic;
- access to our UK technical support team;
- online reporting tools; and
- white label support documents.

Wholesale Partner
Build your own solutions

3. For our more technical partners, who want to connect their own networks with ours.

As a Cloud & Fibre Wholesale Partner you'll get:

- aggregated Ethernet services;
- L2TP Broadband services;
- automated ordering portals;
- inter-connects; and
- co-location and hosting services.

Cloud & Fibre
Keeping our customers connected

REMOTE WORKER

Enabling your remote workforce

Enabling your Remote Workforce

Remote access for home and mobile workers is a growing trend and can be enormously beneficial to businesses in terms of flexibility. We can provide business quality infrastructure to remote worker locations using ADSL, Broadband, FTTC, EFM or 3G and 4G data services.

We connect to all major UK carriers so we can offer you a whole range of access technologies, to suit your budget and requirements:

1. Connectivity

We provide business quality ADSL connections for single user locations, with optional extras to increase priority for voice traffic.

2. Voice Access

Using our Hosted Voice service, we offer the option of voice access from remote sites, meaning that off-site workers can access voice services and functions as if they were in the main workplace.

3. Mobile Access

With IOS and Android applications, we can ensure mobile phone users have PBX functionality, enabling them to receive business voice calls via 4G or wi-fi.

4. Applications

MS365 is a cloud-powered Microsoft service giving users access to files anywhere using a PC, Mac, tablet or mobile device. You pay for MS365 on a monthly basis, which means you won't be liable for the extra expense of costly upgrades. Options include Outlook email, MS Office – Word, Excel, Access, PowerPoint – and collaborative tools.