



cost - effective quality broadband

Node4 Business Broadband

Node4's Business Broadband services provide a range of quality yet cost-effective Internet connectivity options for businesses of all sizes throughout the UK. Our portfolio consists of various types of broadband (ADSL, ADSL MAX, ADSL2+, and SDSL), with speeds of up to 24Mb, and different contentions up to and including our premium uncontended service. So whether you are looking to get online for the first time or rely on the internet every day, Node4 has the right service to meet your requirements.

ADSL is an asymmetric service because it moves downloaded data more quickly than uploaded data. This means that even though you may have a 2Mb ADSL service you can only upload, or send back to the internet at 256Kb. This does not cause an issue for general email and internet use but some applications are not suitable for use on ADSL.

ADSL MAX and **ADSL2+** are variants of ADSL which offer higher download and upload speeds.

SDSL provides a permanent connection to the internet utilising a dedicated connection between your premises and the local exchange for a fixed monthly fee. SDSL is a business performance service and offers the same performance and service levels as more expensive leased lines.

The Network

As more and more businesses rely on the internet you need to make sure that your Internet Service Provider has a reliable, well-built network delivering your connection.

Node4 has built an industry leading network which consists of:

- Local Loop Unbundled Exchanges (where we have our own DSLAM's)
- BT IPStream and DataStream capability
- Our own data centre and co-location facilities within TeleCity, Manchester and TeleHouse, London
- Resilient Fibre links to Manchester and London
- Members of Xchange Point, Packet Exchange and MANAP.

Support

It is important to make sure that the support offered on any broadband service matches your business requirements.

Node4 offers 3 levels of support:

Standard Care, Enhanced Care and our industry leading Gold Care service which offers guaranteed availability and service credits.

Regardless of which Service Option you take you benefit from the following features:

Node4's Core Network: Node4's network infrastructure within the data centre and the LLU exchanges is covered by a 1 hour support response time during business hours (excluding public and bank holidays), and a 2 hour response time at all other times.

24 hour Monitoring: Our network is continuously and automatically monitored. We monitor every aspect of the network and are immediately informed of any potential problems so our engineers can get working on it straight away.

Bandwidth Guarantee: We guarantee that we'll always have enough bandwidth available to service every single customer at their full capacity, so your services will never be slowed down by oversold bandwidth.

Options

Routers & Firewalls

A quality internet connection needs to be backed up by decent hardware and Node4 has carefully selected and tested a number of manufacturers to provide choice and the right fit for your requirements.

Managed Service

Your service can be delivered fully managed where Node4 monitor and manage all aspects of the connection up to and including the router.

Multiple Sites

If you have more than one site we can bring them all together using our unique IP-BVN solution, which provides a real alternative to VPN and MPLS based network. See the IP-BVN datasheet for more information.

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