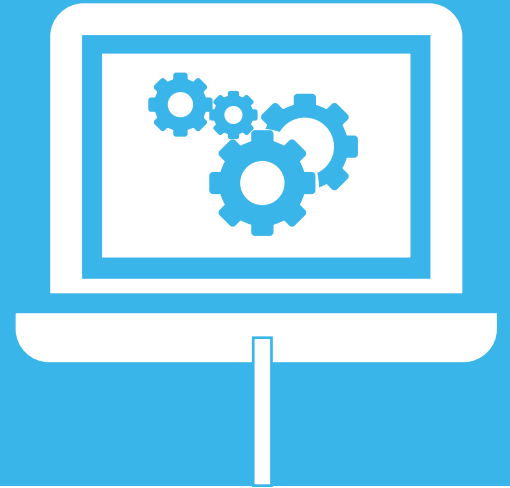# columbus
get connected

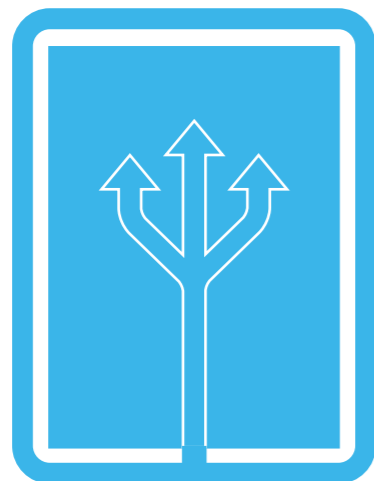# Data Services

Reliable, high-speed data connectivity

Discover business-grade, high-speed data connectivity

Harness cloud services - converge data and voice

Our family of high-speed IP connectivity services connects your business directly to our next-generation national network and the internet, enabling you to meet your ever-increasing bandwidth needs and allowing you to take full advantage of everything cloud-based services have to offer.

With more and more applications moving from customer premises and into the cloud, it's essential you can connect your business and workforce reliably and at high speeds. Our data services provide this essential connectivity platform on which you can run your business communications and converge both your voice and internet connections onto a single network, delivering cost savings and assured service quality.

With a diverse portfolio of broadband, Ethernet and voice-enabled products, we have the right service to meet the needs of any size of business.

99%

Broadband is available to 99% of UK businesses and superfast fibre broadband is available to over 12 million premises*.

*July 2014

Why use our data services?

High-performance connections

Our services are ideal for applications that need assured throughput across a high-performance, low-latency network, underpinned by a robust Service Level Agreement (SLA).

Unrivalled network quality and reliability

As a market leader in IP telephony, we know the importance of the underlying network delivering a quality, reliable voice service. Not only have we built the IP telephony services but we also supply the underlying network, giving you an unrivalled end-to-end service.

Enabler for cloud services

As you move applications and services to the cloud, feel confident that Columbus gives you the right connection for reliable and high-quality access to these services.

Cost savings through convergence

We can provide your voice communications and internet over a consolidated, Quality of Service (QoS) enabled network, giving significant savings without sacrificing service performance or quality.

National network

Our national next-generation network is the product of millions of pounds of investment to provide the ideal platform for the applications and services core to your business.

Your journey to faster data speeds with Columbus UK

Our broadband and Ethernet products are available in a wide variety of flavours to suit businesses of every size, from sole-operator, through to SME and enterprise. And because we only provide our services to business customers, everything in our Data Services portfolio is free from heavy consumer traffic, which means you'll get great connectivity speeds, whatever the time of day, allowing you to focus on growing your business.

Which service is right for your business?

Small/home office

Staff: 1-2 Sites: 1

Requirements
• Get connected for the first time
• Keeping costs to a minimum
• Not always in the office

Use of data
• Website and surfing
• Email

RECOMMENDATIONS

Broadband
• Speeds – up to 8Mbps downstream and up to 448Kbps upstream
• Usage – up to 100Gbps per month
• Available on any analogue line
• Can be installed at the same time as phone line
• 10-day installation lead time

Fibre Broadband
• Speeds: up to 80Mbps downstream and up to 20Mbps upstream
• Unlimited usage available
• 10-day installation lead time

Small - medium office

Staff: 2-5 Sites: 1

Requirements
• More complex data usage
• Keeping costs down
• Multiple data users
• Voice-enabled services

Use of data
• Website
• Web browsing
• Email
• Online docs
• SaaS, SagePay, PayPal,
• Google Docs, MS365 etc

RECOMMENDATIONS

Fibre Broadband
• Speeds: up to 80Mbps downstream and up to 20Mbps upstream
• Unlimited usage available
• 10-day installation lead time

Medium - large office

Staff: 5-20 Sites: 1-2

Requirements
• Homeworkers with online requirements
• Voice-enabled services

Use of data
• Website and surfing
• Email
• Online documentation
• File transfer
• Voice-enabled for our hosted and SIP services
• Cloud-based services

RECOMMENDATIONS

Fibre Broadband
• Speeds: up to 80Mbps downstream and up to 20Mbps upstream
• Unlimited usage available
• 10-day installation lead time

Fibre Ethernet
• Converged internet and voice
• Speeds of up to 80Mbps
• Dedicated and symmetrical bandwidth
• Reliable service with SLA - 8hr fix*
• 24/7 monitoring and UK-based helpdesk
• 20-day installation lead time

Ethernet in the First Mile (EFM)
• Converged internet and voice
• Speeds of up to 35Mbps
• Dedicated and symmetrical bandwidth
• Reliable service with SLAs - 8hr fix*
• 24/7 monitoring and UK-based helpdesk
• 30-day installation lead time

Large - multi office

Staff: 20-200 Sites: Multi

Requirements
• Heavy data usage
• Data is business critical
• High-quality service for voice and video
• Dedicated, managed service
• Security
• Resilience

Use of data
• High-speed internet access
• Large file transfer
• In-house hosting
• Video conferencing
• Voice-enabled for our hosted and SIP services

RECOMMENDATIONS

Fibre Broadband
• Speeds: up to 80Mbps downstream and up to 20Mbps upstream
• Unlimited usage available
• 10-day installation lead time

Fibre Ethernet
• Converged internet and voice
• Speeds of up to 1Gbps
• Dedicated symmetric bandwidth
• Reliable service with SLAs - 6hr fix*
• 24/7 monitoring and UK-based helpdesk
• Up to 60-day installation lead time

*Clock hours

Portfolio overview: Next-Generation Broadband

Our full range of broadband services includes Fibre Broadband using Fibre to the Cabinet (FTTC), Converged Broadband and Assured Broadband dedicated to our voice services.

Our broadband is designed exclusively for the business market – offices and homeworkers. Our network has been built to provide high-quality products and services and this is supported by a highly-skilled group of UK-based support staff and engineers. Our unique Assured services are designed for IP telephony, whether it's for Columbus SIP Trunks or our hosted IP telephony.

Broadband

We offer a full range of business broadband services and the following options:

- Business Care – 22 hour fix time SLA*
- Expedite the installation time for new circuits
- Regrade to different broadband products
- Additional IP addresses (standard is one free static IP)

Fibre Broadband

We offer a range of FTTC products along with the following options:

- Business Care – 22 hour fix time SLA*
- Regrade to alternative fibre products
- Choose to opt in or out from a range of reports and notifications
- Additional IP addresses (standard is one free static IP)

*Clock hours

Converged Broadband

Combining Assured IP Telephony and internet access using just one circuit, Converged Broadband is underpinned by a stringent SLA and offers the following options:

- Product options for number of concurrent calls and monthly data usage allowances
- A Cisco router is provided at no cost for all two-year-minimum contracts
- Additional IP addresses (standard is one free static IP)

Assured Broadband

A specialist broadband product designed to support our IP telephony services, Assured provides all the elements of the end-to-end IP telephony solution and offers the following options:

- Up to 30 concurrent calls can be supported
- The choice of a free Cisco router or a full refund at the end of the service life
- Additional IP addresses (standard is one free static IP)

The benefits of Broadband from Columbus UK

Whether you're using broadband for your office or for homeworking, the combination of our product choice and our highly-skilled UK-based support teams makes our broadband services a must-have for your business.

A wide range of affordable services – we offer a number of services to meet your growing bandwidth and usage needs.

A geographically-resilient network – providing you with the peace of mind that our network has been built and maintained to deal with any circumstances, without you needing to worry.

Flexible tariffs – our services come with a number of generous usage allowances, with the option to purchase more when you need it.
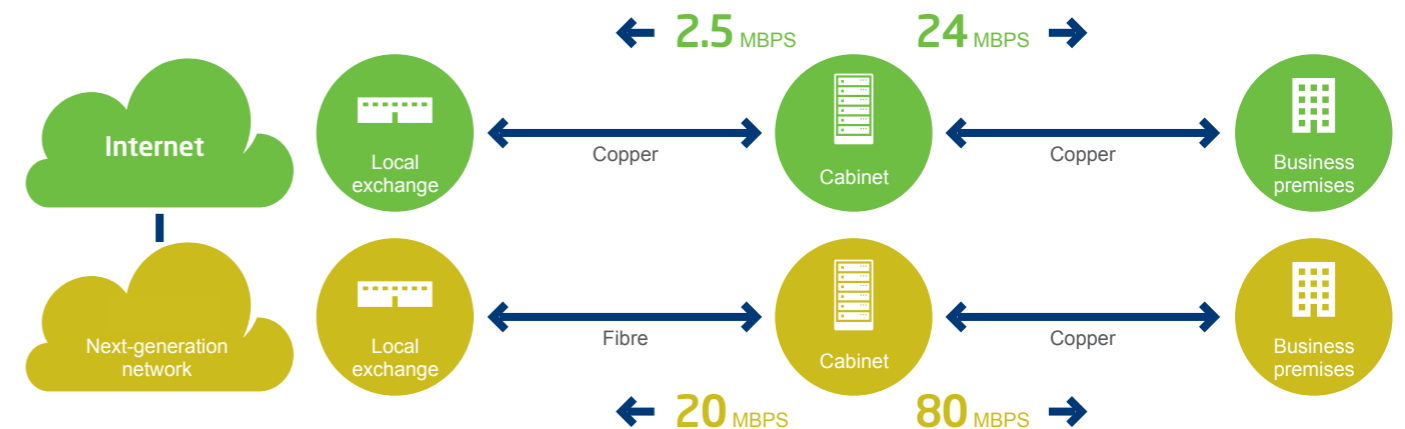
We're business-exclusive – we provide services exclusively to businesses, which means the network isn't crowded with heavy consumer traffic and we're able to optimise the service provided to you.

Specialist products for IP telephony – our Assured products are designed specifically for use with our market-leading voice services, giving you all the benefits from buying an end-to-end telephony service from just one supplier.

Business care maintenance option – if your broadband connection is critical to your business, you can upgrade your maintenance package for an even faster fix time.

Next-generation broadband

← 2.5 MBPS   24 MBPS →

Internet — Local exchange — Copper — Cabinet — Copper — Business premises

Next-generation network — Local exchange — Fibre — Cabinet — Copper — Business premises

← 20 MBPS   80 MBPS →

Portfolio overview: Columbus Ethernet

Whether you are using our Ethernet service to connect home or office workers to the internet or our voice platforms, we provide you with high-quality, scalable, managed services. The combination of our network, our IP telephony product and our UK-based support team puts you in control of the connectivity needs of your business.

Three service options are available: Fibre to the Cabinet (FTTC) Ethernet, Ethernet in the First Mile (EFM) and Fibre Ethernet:

FTTC Ethernet

We offer a full range of FTTC Ethernet services with the following benefits:

- Entry-level solution
- Rental costs and installation lead times are significantly lower than Fibre Ethernet and EFM (Ethernet in the First Mile) services
- Fast, reliable access at a more affordable price and includes all Ethernet features

EFM (Ethernet in the First Mile)

Our EFM service comes with the following benefits:

- Committed and upgradeable bandwidth speeds
- Delivered in half the time of Fibre Ethernet
- Doesn't compromise quality or service levels
- Delivered using up to eight copper pairs with proactive monitoring
- Inherently resilient ensuring business continuity

Fibre Ethernet

We offer a full range of Fibre Ethernet services with the following benefits:

- Highly-reliable, secure and fast data connectivity
- Dedicated, secure, uncontended business-class connections for all your voice and data traffic
- Ideal for organisations wishing to converge voice and data on a single connection
- Helps reduce the cost of private networking while improving the quality of service and support
- Scalability and flexibility unavailable from legacy services
- A single, accountable supplier
- Robust, end-to-end SLAs that include 24/7 UK-based support

Additional Options

Broadband and Ethernet backup options:

A resilient failover solution gives you the assurance of enhanced service availability levels to support business-critical applications and provides high protection against unforeseen network incidents.

We have a range of failover options for increasing the resiliency of your primary service from FTTC Broadband backup, right through to Fibre Ethernet solutions routed via different exchanges and network nodes for the highest level of resiliency.

The benefits of Converged Ethernet

Converged Ethernet is a premium service for businesses demanding high-availability and high-capacity. It's provided as a dedicated, up to 1Gbps connection with the option to converge data and voice onto one network. A fully-managed and monitored service, it is backed by exacting SLAs, giving you peace of mind and leaving you free to concentrate on your business. There are several key features and associated benefits with our offering:

High-capacity and flexible connectivity – Our Fibre Ethernet service delivers up to 1Gbps dedicated bandwidth. Not only is it fast, but also flexible, as bandwidth can be quickly upgraded when needed.

Dedicated and uncontended bandwidth – The uncontended, low-latency service provided by our network makes this the ideal connectivity for cloud-based services.

Highly reliable connections – With availability starting at 99.9% our services are ideal for your business-critical applications.

Voice and data convergence – Not only do you benefit from the significant cost savings gained by consolidating your voice and data to one connection, but you can also buy with complete confidence from one of the market leaders in IP telephony.

24/7 monitoring and helpdesk – Our services are continuously monitored and supported to ensure consistency of service and immediate action where necessary.

Managed Cisco router – Because we manage the router and the end-to-end service, any faults can be dealt with swiftly and effectively.

Service Level Agreement – Our comprehensive SLA covers delivery, performance, availability and time-to-fix giving you the peace of mind to get on with running your business.

Resilient failover – Local resilience using Broadband or Ethernet failover at your customer site and resilient network links for your added peace of mind.
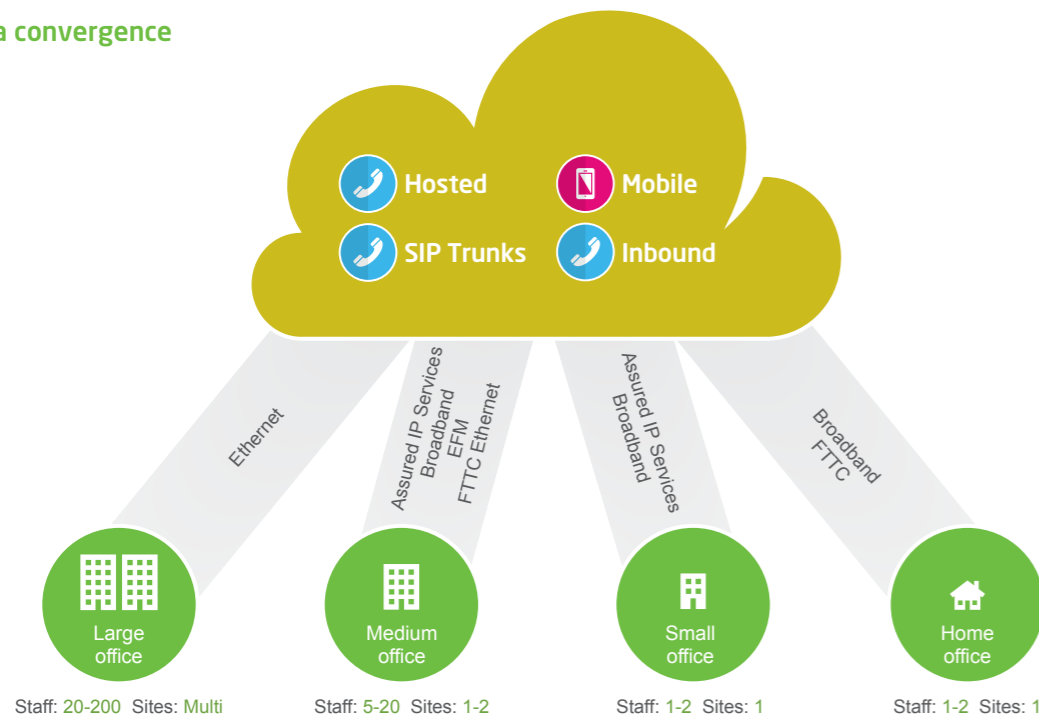
Maximise productivity – Provide employees with quick and reliable access to the critical files and applications they need so that your business can perform at optimum levels of efficiency.

Converge your voice and data

At the heart of our Converged Broadband and Converged Ethernet products is an affordable solution that enables you to consolidate and converge your data and voice networks, giving your business a number of distinct advantages:

1 Converged Broadband and Ethernet provides the ideal platform for migrating to IP telephony and opening up your business to the numerous benefits that IP telephony brings.

2 You will reduce your supplier and network management costs by getting rid of your legacy voice infrastructure.

3 Access to increased bandwidth and performance will help your business move into the cloud.

4 Purchasing an end-to-end service from a single, trusted supplier means problems are fixed quickly.

Data convergence

Hosted | Mobile | SIP Trunks | Inbound

Ethernet
Assured IP Services Broadband EFM FTTC Ethernet
Assured IP Services Broadband
Broadband FTTC

Large office — Staff: 20-200 Sites: Multi
Medium office — Staff: 5-20 Sites: 1-2
Small office — Staff: 1-2 Sites: 1
Home office — Staff: 1-2 Sites: 1

Connectivity matrix

Feature	Broadband ADSL2+	Broadband ANNEX M	FTTC Broadband	Converged Broadband	Assured IP	FTTC Ethernet	EFM (Copper)	Ethernet (Fibre)
Max Speed (downstream)	24Mbps	24Mbps	40/80Mbps	80Mbps	24Mbps	80Mbps	35Mbps	1Gbps
Max Speed (upstream)	1.3Mbps	2.5Mbps	10/20Mbps	20Mbps	1.3Mbps	20Mbps	35Mbps	1Gbps
Coverage	90%	60%	70%	92%	90%	50%	90%	95%
Support	24/7	24/7	24/7	24/7	24/7	24/7	24/7	24/7
Lead Times (working days)	5 days	5 days	10 days	5-10 days	5 days	20 days	30 days	60 days
SLA (Target Fix Time)	22 hrs*	22 hrs* (only applicable with Business Care customers)	22 hrs*	22 hrs*	22 hrs*	8 hrs*	8 hrs*	6 hrs*
Converged Voice and Data?	Data Only	Data Only	Data Only	Yes	Voice Only	Yes	Yes	Yes
Channels (G729)	—	—	—	1 – 75	1 – 30	1 – 60	50 – 875	50 – 25,000
Channels (G711)	—	—	—	1 – 30	1 – 12	1 – 60	20 – 350	20 – 10,000
Voice SLA	—	—	—	Yes	Yes	Yes	Yes	Yes
Delivery SLA	—	—	—	—	—	Yes	Yes	Yes
Resilience (site)	—	—	—	—	—	Yes	Yes	Yes

*Clock hours

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