



## Business Broadband Internet from Cloud4

www.cloud4computers.co.uk

Cloud4 DSL Product Offering	Business Broadband with your Line	Business Broadband with your Line	Adv Broadband with our line	Premier Broadband with our Line	Premier Plus (Annex M) with our Line
<b>Data Included</b>	20 gig peak, 5 gig off peak	20 gig peak, 5 gig off peak	100 gig peak 10 gig off peak	200 gig peak 20 gig off peak	200 gig peak 20 gig off peak
<b>Line Speed Downstream*</b>	Upto 8mbit down	Upto 20mbit down	Upto 20mbit down	Upto 20mbit down	Upto 20mbit down
<b>Line Speed Upstream*</b>	800kbit up	1mbit up	1mbit up	1mbit up	2mbit up
<b>Technology</b>	BT IPStream, ADSLv1	TalkTalk Business (TTB) LLU/SMPF ADSL2+	TTB MPF Business ADSL2+	TTB MPF Business ADSL2+	TTB MPF Business ADSL2+ with Annex M
<b>Assured Throughput</b>				512Kbit	1Mbit
<b>BT Line Required</b>	Yes	Yes	No, Cloud4 provides both the telephony and the DSL on a single copper pair.		
<b>Excess Bandwidth, per gig</b>	£1.00	£1.00	£0.75	£0.75	£0.75
<b>New Install Setup Fee</b>	£40.00	£40.00	£60.00	£60.00	£60.00
<b>Migration to Cloud4</b>	£40.00	Nil	Nil	Nil	Nil
<b>Monthly Rental Fee</b>	£15.00	£15.00	£25.00	£25.00	£25.00

\*Subject to quality of the local loop, which cannot be guaranteed.



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### Common Services / Notes

#### Routers

All services receive a free Thomson TG585v8 Router and as many public IP addresses as required/can be justified. The router is remotely managed and can run in a number of modes, mixing public and private IP networks as required.

#### Enhanced Care

"Enhanced Care" is available on all lines for £10 per line per month. This is currently Openreach Level 3 care (Reported by 12.59 – clear by 23.59.59 same day or the day of the appointment where later.) but we hope to migrate to Service Level 4 (6hr fix round the clock, 365 days a year) Q1 2011. *Please note that Cloud4 & Opal have to perform fault triage and diagnostics in addition to the Openreach SLA.*

The level of service offered as standard by Openreach is "Clear by end of next working day, Monday to Saturday, excluding Public Holidays and Bank Holidays\* or the day of the appointment where later. Example: Fault reported at any time between 00.01 – 23.59.59 on Tuesday would have a commitment time of 23.59.59 on Wednesday."

#### Telephony

For Opal MPF Lines, outgoing calls can be made, and will be billed as per our standard tariffs. For £3 per month we can offer Call Waiting, Caller Display, Anonymous Call Reject, 1571 Basic and Outgoing Call Bar.

#### Cancellation

Cancellation within year 1 is £40. Cancellation after year 1 is £25.

#### Annex M Service

If we are unable to offer Premier Plus Service via MPF (i.e: with inclusive line rental) then we shall continue to offer Annex M service on the Tiscali LLU/SMPF network for the same price.

For MPF Install takes approximately 10 working days and both DSL and Telephony are simultaneously active.