



Surfwise Complete

A revolutionary service utilising Next Generation Networks (NGN)

Surfwise Complete is a fully unbundled service providing the line, traditional voice services and a high speed business grade ADSL2+ broadband over just one connection.

Using LLU and ADSL2+ technology, this revolutionary service utilises the Next Generation Network (NGN) and is designed with organisations in mind.

With downstream speeds up to 24Mb and upstream speeds up to 1MB* we can cater for every business's need.

LLU (Local Loop Unbundling) is not a type of technology, but refers to the de-regulation of the BT exchange network which allows ISPs, such as Surfwise, to access the last mile of copper wiring to a broadband users building. This enables Surfwise to offer the value added Complete product offering for a hassle free 'one stop shop'.

Why Choose Surfwise Complete?

Surfwise Complete provides an uninterrupted service at compelling prices. Our core network has been engineered to support a diverse range of access products as well as Internet breakout, co-location and advanced monitoring to provide a stable resilient platform. This high quality, competitively positioned package offers you a comprehensive and market leading product that is simple to understand and deliver.

Surfwise Complete offers...

- ▶ **Comprehensive Product Portfolio:** we offer a diverse range of voice and data products tailored to your requirements.
- ▶ **Simplicity:** minimal data infrastructure build requirements and no need to develop voice infrastructure as we fully utilise the capabilities of our existing voice network
- ▶ **Cost Savings:** competitive call rates and telephony features as we are specialists in voice delivery
- ▶ **"One Stop Shop":** advantage of rationalisation of suppliers reduces churn and makes business processes far more efficient
- ▶ **Scalability:** no limitations or constraints to our product portfolio and therefore new product offerings and launches are efficiently and quickly executed guaranteeing you stay one step ahead of the competition

* Up to 24Mb is subject to various factors including local availability, distance from the exchange and line test. Up to 24Mb refers to maximum download speeds only - upload speeds are slower. If the line will not support up to 24Mb we will offer the best speed available on the line. Non business traffic may be restricted within business hours in order to protect legitimate business traffic. More specifically we may restrict peer to peer and news group traffic from 8am to 6pm.

LLU, FMPF, SMPF – what does it all mean?

Local Loop Unbundling (LLU) enables ISPs, such as Surfwise, to access the 'last mile' copper network to offer Voice and Broadband services.

Full Metallic Path Facilities (FMPF) is when the local loop is used by Surfwise to provide both broadband and voice services which are carried over our network. We have full responsibility for the full service and have 80% UK coverage.

Shared Metallic Path Facilities (SMPF) offers a 'shared' local loop where the Broadband service is carried over the network of a different ISP to that of the voice services but still over the same metallic pair. To enable this service, 'splitters' are fitted at each end of the metallic path to separate the Broadband and Voice services. Surfwise has 55% UK coverage.

With Surfwise Complete you get...

- ▶ Simple, low cost entry into the combined voice & data marketplace
- ▶ Single supply of Surfwise branded voice and data services
- ▶ A single competitive bundled cost for line, ADSL and call usage
- ▶ A business grade ADSL2+ service that gives simple, high speed connectivity
- ▶ Assured rates for business critical applications
- ▶ Competitive call and voice feature rates from us, the voice specialists
- ▶ Differentiated products for an attractive offering