

# GET MORE DONE WITH THE RIGHT INTERNET CONNECTION.



Our internet options are:

- BT Business Broadband
- BT Business Infinity
- BTnet.

## CHOOSING THE RIGHT CONNECTION FOR YOUR BUSINESS.

Having the right connection can do so much more for your business than simply letting you send emails and browse the web. Of course these things are still vital, but your connection should also be helping you to get more done, collaborate easier with colleagues and allowing you to give your customers the best possible service.

Our range of internet options is designed to help every type of business perform at its best, with a service to meet every need. You can choose from **BT Business Broadband** - our standard broadband service, **BT Business Infinity** - our fibre broadband service and **BTnet** - for a dedicated internet service. They're all fast and reliable, so you can get more done in less time. And if you do have a problem, we'll aim to have you up and running again in no time.

## THINGS TO CONSIDER WHEN CHOOSING YOUR INTERNET CONNECTION.

### Speed.

Download speed affects browsing the web, doing research, receiving emails and downloading files. Upload speed affects the time it takes to send emails and files. It also impacts on new ways of working like video calls and cloud computing. The speeds that you experience can also be affected by two things:

- 1 How many people at your site are sharing the connection – The number of people sharing a connection can affect how quickly you can download or upload files. Businesses with a larger workforce may need to consider either increasing their bandwidth or having more than one connection.
- 2 The network – The broadband network is shared across businesses and consumers. Depending on the service you have, you might have to compete with everyone at the busiest times, which could slow your connection down. If this might be a problem, you could choose a service that gives you a higher priority than others or you could choose to have a connection dedicated to your use.

### Help and Support.

The level of support you need depends on how important your internet service is to your business. Whatever happens, you'll need to be able to contact us quickly and easily. That's why all our services come with 24/7 technical support, so you can talk to a dedicated specialist team if you have a problem.

**BT Business Broadband** and **BT Business Infinity** are extremely reliable, being available 99.99% of the time (which means on average less than 1 minute of downtime in a week). And if you do have a problem, we'll do all we can to get you up and running again quickly. With our standard broadband and Infinity products, we'll aim to get any fix done before the end of the next two working days. For our higher grade products, it's the end of the next working day - with a £25 goodwill payment if we don't.

If your internet connection is vital to your business, it's worth considering **BTnet** with its target to be available 100% of the time, with any faults fixed within 5 hours, backed up by a Service Level Agreement (SLA) and money back guarantee.

### Price.

We understand that people need to manage their costs. That's why we have a range of solutions to help. Whether you're looking to get online quickly at a price you can afford, or you're looking for more features, faster speeds or higher levels of service, we have the right internet connection to fit your budget.

## SO, WHAT DOES DOWNLOAD SPEED ACTUALLY MEAN?

Understanding what speed means as a number can be confusing, to say the least. Here are some examples to help put this into context. With download speeds of 40Mb an HD video of 2GB will take just under a minute to download, but with speeds of about 300Mb, it would take only six seconds. For large files or presentations of about 30MB, it'll take 15 seconds at 10Mb to download five at 10Mb, but only two seconds at 80Mb. And if you're uploading 100MB of photos to a website, then at 0.5Mb it would take 50 seconds, but at 20Mb it would only take five seconds.

Find out more at:

0800 389 3364 [bt.com/btlocalbusiness](https://bt.com/btlocalbusiness)



## OUR RANGE OF INTERNET CONNECTIONS, EXPLAINED.

### BT BUSINESS BROADBAND.

Offers a good all-round package that is great value for money.

**Best for:**

Businesses with a small number of users who need internet for browsing, sending emails and sharing files.

Features
Standard broadband products
<ul style="list-style-type: none"> <li>• From £13-£34 a month</li> <li>• Downloads speeds up to 17Mbps</li> <li>• Upload speeds up to 0.9Mbps</li> <li>• 99.99% network reliability</li> <li>• Businesses take priority over home users at the busiest times of day</li> <li>• 24/7 technical support</li> <li>• Unlimited BT Wi-fi access at over 5 million UK hotspots</li> <li>• BT Business Hub 3 included.</li> </ul>
Premium and Unlimited broadband products
<ul style="list-style-type: none"> <li>• 1 license for Office 365 Small Business included with BT Business Broadband Premium and customers with this product have the option to upgrade to Office 365 Small Business Premium for just £4 a month.</li> <li>• Truly unlimited IT Support with BT Tech Heads.</li> </ul>

### BT BUSINESS INFINITY.

Opening up new ways of working with higher speeds.

**Best for:**

Businesses who are using the internet for sending large files, managing websites or using cloud-based services.

Features
Standard Infinity products
<ul style="list-style-type: none"> <li>• From £25 to £46 a month</li> <li>• Download speeds up to 38Mbps</li> <li>• Upload speeds up to 9.5Mbps</li> <li>• 99.99% network reliability</li> <li>• Businesses take priority over home users</li> <li>• Get at least 80% of your top speed, even at the busiest time of day</li> <li>• Engineer installation included</li> <li>• 24/7 technical help</li> <li>• BT Business Hub 5 included</li> </ul>
Premium and Unlimited Infinity products
<ul style="list-style-type: none"> <li>• Download speeds up to 76Mbps with BT Business Infinity Premium</li> <li>• Upload speeds up to 19Mbps with BT Business Infinity Premium</li> <li>• 1 license for Office 365 Small Business included with the option to upgrade to Office 365 Small Business Premium for just £4 a month</li> <li>• Truly unlimited IT Support with BT Tech Heads.</li> </ul>

### BTNET.

We aim to keep your business online, 100% of the time.

**Best for:**

Businesses who have lots of people accessing the internet, or where the connection is crucial to running the business.

Standard features
<ul style="list-style-type: none"> <li>• Prices from £10 a day</li> <li>• Upload/download speeds between 2Mb and 10Gb dedicated to your business</li> <li>• 100% target availability, backed by a Service Level Agreement</li> <li>• Installation included (subject to survey)</li> <li>• Remotely managed router included</li> <li>• We aim to fix faults within 5 hours</li> <li>• Use as much data as you like.</li> </ul>

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# BT'S INTERNET OPTIONS AT A GLANCE.









## OUR PACKAGES.

 <b>BT BUSINESS BROADBAND</b>	 <b>BT BUSINESS INFINITY</b>	 <b>BTNET</b>
£13-34 per month	£25-£46 per month	From £10 per day

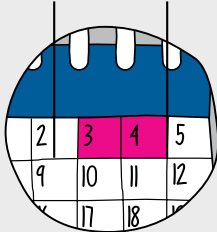
## HOW FAST DOES IT TRANSFER?

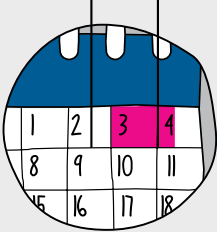
<p><b>BT Business Broadband.</b></p> <ul style="list-style-type: none"> <li>Up to <b>17Mbps</b></li> <li>Up to <b>0.9Mbps</b> upload</li> </ul>	<p><b>BT Business Infinity.</b></p> <ul style="list-style-type: none"> <li>Up to <b>76Mbps</b> download</li> <li>Up to <b>19Mbps</b> upload</li> </ul>	<p><b>BTnet.</b></p> <p>Between <b>2Mbps &amp; 10Gbps</b></p> <p>Upload and download speeds are the same</p>
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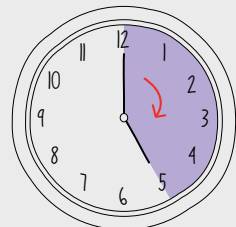
## WHAT SUPPORT DO I GET?

<p><b>BT Business Broadband.</b></p> <ul style="list-style-type: none"> <li>24/7/365 technical support online</li> <li>24/7/365 Freephone technical support.</li> </ul>	 
<p><b>BT Business Infinity.</b></p> <ul style="list-style-type: none"> <li>24/7/365 technical support online</li> <li>24/7/365 Freephone technical support</li> <li>Installation included.</li> </ul>	  
<p><b>BTnet.</b></p> <ul style="list-style-type: none"> <li>24/7/365 technical support online</li> <li>24/7/365 Freephone technical support</li> <li>Installation included.</li> </ul>	  

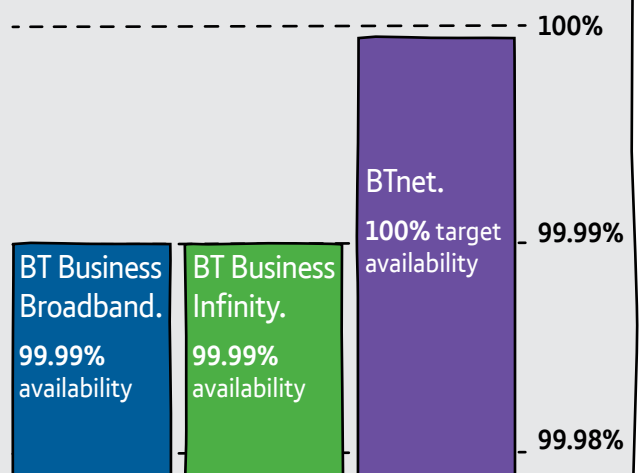
## IF THERE IS A FAULT, HOW QUICKLY WILL IT BE REPAIRED?

Problem reported	Problem fixed by	<p><b>BT Business Broadband and BT Business Infinity.</b></p> <p>Standard Care - we aim to fix faults by the end of the next 2 working days.</p>
		

Problem reported	Problem fixed by	<p><b>BT Business Broadband Unlimited and Premium and BT Business Infinity Unlimited and Premium.</b></p> <p>Prompt Care - we aim to fix faults by the end of the next working day - with a goodwill payment of £25 if we don't meet the target.</p>
		

	<p><b>BTnet.</b></p> <p>We aim to fix within <b>5 hours</b> backed up by a money back guarantee</p>
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## WHAT ABOUT RELIABILITY?



Find out more at:

0800 389 3364 [bt.com/btlocalbusiness](http://bt.com/btlocalbusiness)



## HERE'S HOW BT INTERNET SERVICES COULD HELP A BUSINESS LIKE YOURS:

### BT Business Broadband.

Jack runs a small marketing company from home. BT Business Broadband Premium helps as he slowly builds up his client base, since he relies on sending and receiving lots of emails. It also gives him the freedom to keep working when he's out visiting his clients with unlimited access at over 5 million BT Wi-fi hotspots. Plus he benefits from BT Tech Heads Support™ which gives him extra peace of mind as he doesn't have IT experience and can concentrate more on the day to day running of his business.



### BT Business Infinity.

Sophie runs a guest house in Cornwall and offers her visitors a unique service that allows them to have a live wine tasting via video conferencing. To be able to provide this service, she depends on fast internet speeds, at all times of the day, and uses Microsoft Office 365 to arrange the wine tastings with suppliers which saves her time. With BT Business Infinity Premium, Sophie knows she can rely on the high speeds she needs to keep her working even at the busiest times, and her video calls at high quality.



### BTnet.

Adam is the manager and owner of an online furniture shop. His business depends on his website and customers purchasing online to generate an income. Adam prefers to host his webserver at his premises and can't afford for his site to be sluggish or go down because customers will go elsewhere and he will simply lose income. With BTnet, Adam can rest assured that his internet service has a target of being available 100% of the time, which is backed by an SLA for those rare times when there is a problem. And with his own dedicated line, he's guaranteed to get the speed he needs between 2Mb and 10Gb, which gives him peace of mind that his customers' online experience is always a pleasant one.



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## WHY BT

- We prioritise businesses over home owners at busy times, so you can expect consistently high speeds when your customers need you most.
- Get more done with BT Business Infinity. It's up to 9 x faster than average UK broadband which means no more waiting for files to upload or applications to work.
- Work wherever you work best with unlimited access to over 5 million BT Wi-fi hotspots included in all of our packages.
- Enjoy total peace of mind, knowing that our network is available 99.99% of the time.
- Work smarter by sharing files, Instant Messaging and joining online meetings with Microsoft Office 365 Small Business, included with BT Business Broadband Premium, BT Business Infinity Premium, Infinity Unlimited, Ultra and On Demand.
- When we say unlimited broadband, we mean it and you can download as much as you like, without being charged more.
- Over 900,000 small business customers trust us to look after their IT and communication needs.
- BTnet dedicated internet access has a target of 100% availability for your complete peace of mind.

### Things you need to know.

All prices exclude VAT and are correct at the time of publication, but are subject to change from time to time.

You can find our standard Terms and Conditions at [www.bt.com/terms](http://www.bt.com/terms). It's simple to find your way around it; just look for the section that covers the product or Service. So you'll find the terms and conditions for Broadband and related services under "Broadband and Internet Services" and calls and lines packages (like BT Business Complete) under "Calls and/or lines packages".

BT Business Broadband requires a BT line or similar, as does BT Business Infinity in certain areas. Infinity requires an Infinity compatible router with Ethernet WAN interface. Not all lines in Infinity-enabled areas can support the Infinity service. UK average broadband speeds based on Ofcom report March 2013. Subject to availability. Minimum Period, terms and conditions apply.

Appointments for installation of Infinity for business will be between 8am to 6pm Monday to Friday (excluding Bank Holidays). The engineer will connect one computer.

24/7 0800 helpdesk plus Prompt Care on Unlimited and Premium products.

For BT Wi-fi, our Fair Use Policy applies. See [www.btwifi.co.uk](http://www.btwifi.co.uk) for details.

BTnet market position insight and source: Netcraft Internet leased line market analysis.

Free connection on BTnet Leased Line is only available on 3 or 5-year contracts. It applies to the BTnet standard installation charge including the circuit connection charge and router, but depends on suitable spare line equipment being available at your site. If suitable spare line equipment isn't available, the circuit planners will advise what, if any, additional duct or fibre is needed to deliver the service to your site. All orders depend on our survey. If there are going to be any additional charges we will tell you. If you don't agree to them, you can cancel the order.

Separate terms and conditions apply to Microsoft® Office 365 offered by BT. Please visit [www.bt.com/terms](http://www.bt.com/terms).

For our Charges Schedule and full details of our broadband terms and conditions, please visit: [www.bt.com/terms](http://www.bt.com/terms).

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