

## Broadband Internet

Perfect for use with Internet telephony. Great speeds.  
Generous transfer allowance. Voice prioritisation.

We don't restrict the speed of our business broadband packages. We will give you the fastest possible download speeds that your line will allow, regardless of your package. Perfect for the largest of small businesses.

<b>Advanced Broadband</b>	• 1-3 users. 20GB transfer allowance. £25.00 per month
<b>Premier Broadband</b>	• 3-10 users. Unlimited transfer allowance.* £50.00 per month
<b>Premier Plus Broadband</b>	• 10+ users. Unlimited transfer allowance.* £65.00 per month
<b>EFM Leased Lines</b>	• 10+ users. Symmetrical speeds from 2Mb to 20Mb. £150.00 - £220.00 per month**

\* Subject to fair use policy ([www.gradwell.com/fup](http://www.gradwell.com/fup)). \*\* Until 31<sup>st</sup> October 2010. All prices exclude VAT.

### Key features

Gradwell Broadband Internet is specifically built for business VoIP users. To ensure the best possible connection Gradwell offers packages offering high quality, un-contended broadband and guaranteed speeds:

- Supports up to 20 crystal clear concurrent VoIP calls
- An un-congested connection with guaranteed throughput
- Enhanced Care and Service Level Agreements, giving a quick response to meet the needs of the small business
- Free wireless router with Premier and Premier Plus

We guarantee the bandwidth and low latency that your line can support, all the way from the DSLAM in the exchange through to our core VoIP servers, supplying you with a secure and stable line for our VoIP service.

“After migrating to Gradwell broadband our hosted CMS system is so much more responsive, and our stress levels have gone down.”

Philip Jones, Director, Achaleon Limited



### Key benefits

- **Transfer allowance:**  
Generous monthly transfer allowance
- **Connectivity:**  
Direct connection to the Gradwell VoIP network
- **Line speed:**  
Get the fastest speed your line can give you
- **Download speed:**  
Up to 20Mb download and upload speeds
- **SLAs:**  
Enhanced Care and Service Level Agreements on certain packages
- **Support:**  
Service news and status available online. Email, telephone and online support. Comprehensive How To guides
- **Online account:**  
Online customer portal accessible anytime

Direct connection to the Gradwell VoIP network means a more robust connection and fewer dropped calls.



## Broadband Internet

Gradwell's Broadband Internet is totally flexible and can expand if your company grows. We've created packages that suit the small business depending on how many users you have. More details about our VoIP, web and email packages are available online – all perfect to go with your choice of broadband.

Broadband Internet	Monthly	Setup – new provisions	Setup – migrations	Download speeds	Upload speeds	Assured bandwidth	Monthly transfer allowance	Enhanced care	Free static IP address	Wireless router
Advanced Broadband (1-3 users)	£25.00	£40.00 (7-10 days†)	FREE (7-10 days)	16MB*	1MB*	-	20GB (£1 per GB over)	-	1, 8 or 16	£40.00 (optional)^
Premier Broadband (3-10 users)	£50.00	£40.00 (7-10 days†)	FREE (7-10 days)	16MB*	1MB*	500kpbs*	Unlimited**	Yes	1, 8 or 16	FREE^
Premier Plus Broadband (10+ users)	£65.00	£40.00 (7-10 days†)	FREE (7-10 days)	16MB*	2.5MB*	1MB*	Unlimited**	Yes	1, 8 or 16	FREE^
EFM Leased Lines (2 or 4 pair)	£150.00^^ - £220.00^^	FREE^^	N/A	2Mb - 20Mb*	2Mb - 20Mb*	2Mb – 20Mb*	Unlimited**	Yes	1, 8 or 16	N/A

\* Subject to line capacity. \*\* Subject to fair use policy ([www.gradwell.com/fup](http://www.gradwell.com/fup)). ^ Subject to next day delivery charge. ^^ Valid until October 31<sup>st</sup> 2010 and for first year's contract only. From 1<sup>st</sup> November 2010 installation will be £1,200.00 (2 pair) or £1,650.00 (4 pair), monthly costs will be £187.50 (2 pair) or £300.00 (4 pair). † 2-4 days with £125.00 expedite fee (new installs only). All prices exclude VAT.

Aside from complementing the VoIP service, Gradwell Broadband Internet comes with an Enhanced Care and Service Level Agreement. Should any problems arise, we promise to fix them within 6 hours for EFM Leased Lines, 24 hours for Premier and Premier Plus services, or 48 hours for the Advanced service.

- Latency and line quality monitoring
- No migration fee. Setup in 7-10 working days (2-4 days with £125.00 expedite fee)
- Premier and Premier Plus subject to distance from local exchange and fair use policy