

# GET MORE DONE WITH THE RIGHT INTERNET CONNECTION.



Our internet options are:

- BT Total Broadband
- BT Infinity for business
- BTnet.

## CHOOSING THE RIGHT CONNECTION FOR YOUR BUSINESS.

All businesses today need access to the internet, whether it's for sending emails, browsing the web and sharing files. For some it's a fundamental part of their business, like those in customer support or who provide online services for example. That's why our range of internet options are designed to meet every business' needs. You can choose from **BT Total Broadband** - our standard broadband service, **BT Infinity for business** - our fibre optic broadband service and **BTnet** for a dedicated internet service. They're fast and reliable so you can get more done in less time. And in the unlikely event something did go wrong, we promise to have you back up and running fast.

We know that choosing the right internet connection for your business can be scary. So before you jump in at the deep end, let us explain how our different services compare and take you through some of the things you should think about.

## SO, HERE'S WHAT YOU SHOULD 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 Total Broadband** and **BT Infinity for business** are extremely reliable, being available 99.99% of the time (which means on average less than 1 minute of downtime in a week). Where there is a problem, our target for fixing it is at the end of the next working day for both standard and fibre optic broadband. If we're late in fixing the fault, you can claim £25 through our Customer Service Guarantee scheme.

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:

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# OUR RANGE OF INTERNET CONNECTIONS, EXPLAINED.

## BT BUSINESS TOTAL BROADBAND.

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

Total Broadband offers plenty of bandwidth for regular users of the internet, with download speeds of up to 16Mb. You can rest assured that your broadband won't let you down because it's 99.99% reliable and business users take priority at the busiest times of the day. In the unlikely event that something does go wrong, we will help get you up and running by the end of the next working day. You and your staff can even work when you are out and about with unlimited access to the largest wi-fi network in the UK.

### Best for:

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

### BT Total Broadband:

- From £14-£45 a month
- Download speeds up to 16Mb
- Upload speeds up to 0.9Mb
- 99.99% network reliability
- Businesses take priority at the busiest times of the day
- 24/7 technical support
- We aim to fix faults by the end of the next working day
- Unlimited BT Wi-fi access at over 5 million UK hotspots
- Plus options for truly unlimited use, free Business Hub and IT support with BT Tech Heads.

## BT INFINITY FOR BUSINESS.

Opening up new ways of working with higher speeds.

BT Infinity for business gives you speeds that are up to 6 times faster than standard broadband. It is perfect for cloud computing and applications like video conferencing. BT Infinity for business is more than just speed though, it's also about reliability. That's why we make sure you've got at least 16Mb for uploading and downloading at the busiest times of the day. You'll also get priority over home users then too. In the unlikely event that something does go wrong, we will help get you up and running by the end of the next working day.

### Best for:

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

### BT Infinity for business:

- From £30-£57.50 a month
- Download speeds up to 76Mb
- Upload speeds up to 19Mb
- 99.99% network reliability
- Prioritised at the busiest times of the day with 16Mb guaranteed
- Engineer installation included
- 24/7 technical help
- We aim to fix faults by the end of the next working day
- Latest Business Hub and modem included
- Unlimited BT Wi-fi access at over 5 million hotspots
- Plus options for truly unlimited use and IT support with BT Tech Heads.

## BTNET.

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

With BTnet you can choose the speeds you need. It's a dedicated line, which means it's not shared with any other business. It's like having your own private road, no-one can get in your way or hold you up, even when it's busy. BTnet offers guaranteed upload or download speeds that never slow down, making it perfect for companies whose business absolutely depends on their connection to the internet.

### Best for:

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

### BTnet.

- Prices from £10 a day
- Upload/download speeds between 2Mb and 10Gb dedicated to your business
- 100% target availability, backed by a Service Level Agreement
- Installation included (subject to survey)
- Remotely managed router included
- We aim to fix faults within 5 hours
- Use as much data as you like.

Find out more at:

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# BT'S INTERNET OPTIONS AT A GLANCE.

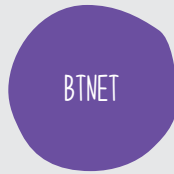
## OUR PACKAGES.



£14-£45 per month



£30-£57.50 per month



From £10 per day

## HOW FAST DOES IT TRANSFER?

### Total Broadband.

- Up to **16Mb** download
- Up to **0.9Mb** upload

### Infinity for business.

- Up to **76Mb** download
- Up to **19Mb** upload

### BTnet.

Between **2Mb & 10Gb**  
Upload and download speeds are the same

## WHAT SUPPORT DO I GET?

### Total Broadband.

- 24/7/365 technical support online
- 24/7/365 technical support by phone



### Infinity for business.

- 24/7/365 technical support online
- 24/7/365 technical support by phone
- Installation included



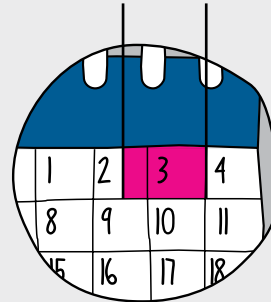
### BTnet.

- 24/7/365 technical support online
- 24/7/365 technical support by phone
- Installation included



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

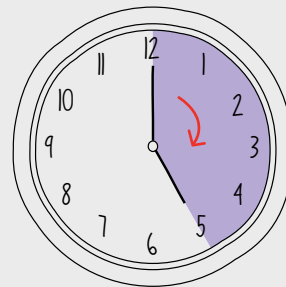
Problem reported      Problem fixed by



**Total Broadband and Infinity for business.**

We aim to fix by the **end of the next working day** – With a £25 goodwill payment if we don't meet the target

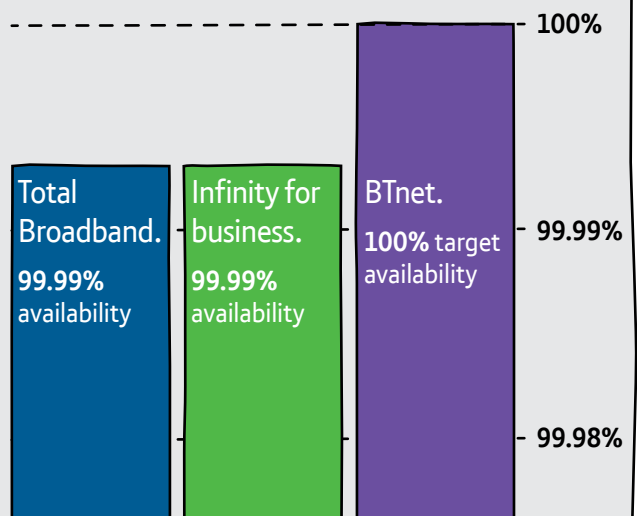
For Total Broadband and Infinity for business, the target times for fixing problems reported on a Sunday start from Monday morning



**BTnet.**

We aim to fix within **5 hours** backed up by a money back guarantee

## WHAT ABOUT RELIABILITY?



Find out more at:

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

### BT Business Total Broadband.

Jack runs a small marketing company from home. Total Broadband 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 5 million UK hotspots. He gets 50MB for a web presence and when Jack does start to grow his business he has 10 basic email addresses for new starters. And he has peace of mind that there's 24/7 technical support should he need it.



### BT Infinity for business.

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. With Infinity for business, Sophie knows she can rely on speeds that won't drop below 16Mb at the busiest times, keeping her video calls high quality. She even gets an 0800 Freephone number to promote her service included at no extra charge for the first 12 months.



### 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

- 1 million small business customers trust us to look after their IT and communication needs
- Our award-winning broadband delivers industry-recognised quality to your business – we won ‘Best Customer Rated Fibre Broadband’ at the uSwitch.com Broadband Awards 2013
- We give business broadband users higher priority than home users at the really busy times of the day – so you’ll always get the best possible performance
- When we say unlimited we mean it, you can download as much as you like
- You get unlimited free access to over 5 million UK wi-fi hotspots with our business broadband
- We put our money where our mouth is – if something does go wrong with our broadband, we’ll fix it by the end of the next working day, and pay you if we don’t
- BTnet dedicated internet access has a target of 100% availability for your complete peace of mind
- We’re here for the long term and committed to making our service even better with a £2.5 bn investment in superfast broadband.



Best Customer Rated  
Fibre Broadband

#### 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 Total Broadband requires a BT line or similar, as does BT Infinity for business 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.

Broadband faults reported Monday-Saturday will be fixed by 23.59 on the next working day. The broadband Customer Service Guarantee scheme covers BT Business Total Broadband Office, Office Unlimited, Advance and Advance Support, BT Infinity for business Advance and Advance Support. Claims must be made within 90 days of the fault being repaired. For successful claims, a credit for £25 will be applied to the future rental on the broadband line that experienced the fault. Exclusions apply. Full details of the Customer Service Guarantee scheme can be found at [www.bt.com/terms](http://www.bt.com/terms).

Opt-in is required for the inclusive Freefone or ContactCall number. One 0800 or 0844 number per customer – line rental only included. BT line or similar required. Conditions apply – please see <http://www2.bt.com/static/i/btetail/panretail/terms/index.html#broadband>.

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.

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

## Find out more at:

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