

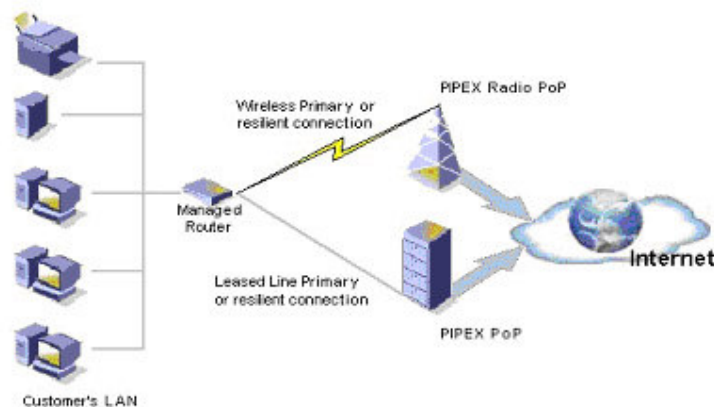
## Introduction

It is surprising how quickly people become dependent on the Internet for e-mail and web access. Businesses can be dramatically affected by any downtime on mission critical connectivity. Although Vialtus strive to continually update and maintain their robust national network the weakest link in a connection to any ISP is within the local loop - the physical connection between the customer's site and the Vialtus Point of Presence (PoP).

In order to help eliminate any possibility of failure, Vialtus offers a number of standard and non-standard connectivity options to provide a viable back-up solution. Available resilient service offerings range from 128kbps ISDN to a solution based on leased line with options for load balancing or Border Gateway Protocol (BGP) enhancements. Standard resiliency options available with Leased Lines (Standard & Flextra) today are ISDN and ADSL backup. For all other resiliency options please contact presales.

### Physical Connectivity Resilience:

Available to those customers who require superior, high levels of resilience for mission critical applications. In the event of a local loop failure Vialtus' managed router detects the interruption and immediately provides an automated back up from the customer premises to Vialtus' nearest Point of Presence. All traffic is automatically routed via the secondary connection, without interruption of service until the primary connection is restored.



In specifying resilient solutions to Vialtus customers consideration needs to be given to each of the following:

- Hardware Resilience
- Media Resilience
- POP resilience and
- Distribution Resilience

For definitions of these types of resiliency please refer to Frequently Asked Questions

## Available Options

### Standard

- Leased Line with ISDN Backup
- Leased Line with ADSL Backup

**Non-Standard** [Contact Presales for further detail]

- Leased Line with Leased Line Backup
- Leased Line with Wireless Backup
- Load Balancing Option
- Border Gateway Protocol (BGP) Enhancement

**Technical Pre-Sales Support:** not required for standard product as defined below.

**Service Class:** Contracted.

**Availability:** ISDN backup is available to customers with a qualifying Vialtus Internet Access service. Qualifying services are restricted to either Standard or Flextra Leased Line Access services. The ISDN backup service is available to order either with a new qualifying service or as an upgrade to an existing qualifying service.

The ISDN backup service is **not available:**

- For Premier Leased Line Access services.
- To customers without a qualifying Vialtus supplied Internet Access solution.

Please refer to Business Rules for important rules pertaining to this service that sales need to ensure they and customers understand.

**Pricing:** Charges presented below are in addition to any charges levied against the qualifying leased line access service.

Service Contract	Qualifying Service	Setup	Annual Rental
One Year	New	Nil	£995.00
Two year	New	Nil	£895.00
Three year	New	Nil	£795.00
One Year (upgrade)	Existing	£195	£995.00
Additional years (Year 2+)	Existing	Nil	£795.00

**Partner Pricing:** There is no partner commission or discount available on the pricing presented above.

**Description:** ISDN backup to leased line provides customers with protection against local loop failures only and, as such, delivers a first level of resilience for their Internet access service. The service provides a 128kb/s ISDN connection as backup to either a Vialtus Standard Access service or a Vialtus Flextra Access service.

In the event of a local loop failure the Vialtus Managed Router detects the interruption in service and provides an automated back up from your premises to Vialtus' nearest Point of Presence. All traffic is automatically routed via the 128kb/s secondary ISDN connection, with minimal service interruption until the primary connection is restored when the service will automatically revert back to the leased line service.

Service charges include the cost of an ISDN WAN Interface card for the Vialtus supplied Cisco router plus all circuit installation and rental charges. In the event that the ISDN backup service is invoked Vialtus will pay all call charges associated with use of the ISDN line.

**Contractual Limitations:** In instances where Vialtus provides ISDN backup service it is solely for use in the event of a Leased Line connection failure and for no other voice or data related purpose without the express written consent of Vialtus. This service must only be used to provide connectivity via the managed router provided by Vialtus. The Customer is not entitled to use any equipment or software with the ISDN line (including, and without limitation, Customer Equipment) other than Service Equipment provided by P. If Vialtus determines in its reasonable opinion that the Customer has used the ISDN line for any other purpose, then Vialtus may recover all sums incurred by the Customer and all other reasonable costs incurred by it or on its behalf in connection with the misuse of this ISDN line.

ISDN backup does not guarantee full resilience especially without limitation in the event of failure by third party telecommunications provider or exchange failure by third party telecommunications provider.

Features	Notes
128kb/s ISDN	
Upgraded fully managed Cisco router	For existing customers a replacement router is despatched and installed by the customer before the original router is returned to Vialtus
Vialtus will provide the line and pay for the ISDN call charges made to a designated Vialtus number in the event of a fault	
Line will be tested once every calendar month	Tests take place either on Saturday or Sunday morning between the hours of midnight and 06:00
Lead time 15 working days	From acceptance of order by Vialtus and subject to site survey
Minimum rental period 12 months subject to Acceptable Use Policy and standard Terms and Conditions	Agreement for Provision of Services

All of the above prices exclude VAT  
 Prices are subject to change without notice  
 E&OE

**Technical Pre-Sales Support:** not required for standard product as defined below.

**Service Class:** Contracted, SLG.

**Availability:** ADSL backup is available to customers with a qualifying Vialtus Internet Access service. Qualifying services are restricted to either Standard or Flextra Leased Line

Access services. The ADSL backup service is available to order either with a new qualifying service or as an upgrade to an existing qualifying service.

The ADSL backup service is **not available**:

- For Premier Leased Line Access services.
- To customers without a qualifying Vialtus supplied Internet Access solution.

Please refer to Business Rules for important rules pertaining to this service that sales need to ensure they and customers understand.

**Pricing:** Charges presented below are in addition to any charges levied against the qualifying leased line access service.

**ADSL Backup 500:** Backup is provided via a 512kb/s downstream, 256kb/s upstream ADSL line.

Service Contract (ADSL Backup 500)	Qualifying Service	Setup	Annual Rental
One Year	New	£295	£720.00
Two Year	New	£295	£660.00
Three Year	New	£295	£600.00
One Year (upgrade)	Existing	£495	£720.00
Additional years (Year 2+)	Existing	Nil	£660.00

**ADSL Backup 1000:** Backup is provided via a 1Mb/s downstream, 256kb/s upstream ADSL line.

Service Contract (ADSL Backup 1000)	Qualifying Service	Setup	Annual Rental
One Year	New	£295	£960.00
Two Year	New	£295	£900.00
Three Year	New	£295	£840.00
One Year (upgrade)	Existing	£495	£960.00
Additional years (Year 2+)	Existing	Nil	£900.00

**ADSL Backup 2000:** Backup is provided via a 2Mb/s downstream, 256kb/s upstream ADSL line.

Service Contract (ADSL Backup 2000)	Qualifying Service	Setup	Annual Rental
One Year	New	£295	£1,200.00
Two Year	New	£295	£1,140.00
Three Year	New	£295	£1,080.00

One Year (upgrade)	Existing	£495	£1,200.00
Additional years (Year 2+)	Existing	Nil	£1,140.00

Upgrade between each of the ADSL Backup options is available within contract term and will be charged at a one-off fee of £95 in addition to any change in tariff.

**Partner Pricing:** There is no partner commission or discount available on the pricing presented above.

**Description:** ADSL backup provides leased line customers with an always-on fail-over service for their Internet access. ADSL backup also incorporates distribution resilience within the Vialtus network. The service provides an ADSL connection with 256kb/s of upstream bandwidth and either 512kb/s, 1Mb/s or 2Mb/s of downstream bandwidth as backup to either a Vialtus Standard Access service or a Vialtus Flextra Access service.

In the event of a local loop failure the Vialtus Managed Router detects the interruption in service and provides an automated back up from the customer premises to Vialtus' network via the broadband connection. All traffic is automatically routed via the ADSL connection, with minimal interruption of service until the primary connection is restored. For added resilience the ADSL and Leased line services terminate on different distribution routers with the Vialtus network. Service charges include: the cost of an appropriate ADSL WAN Interface card for the Vialtus supplied Cisco router associated with the leased line service; plus installation and rental charges for the ADSL service on an existing PSTN line. Note that the customer is responsible for providing the PSTN line.

Before ordering - please ensure that an ADSL availability check is run on the phone associated with the PSTN line that will be used for the backup service.

Features	Notes
256kb/s of upstream bandwidth and either 512kb/s, 1Mb/s or 2Mb/s of downstream bandwidth.	Service is restricted to standard access services of up to 2Mb/s
Upgraded fully managed Cisco router	For existing customers a replacement router is despatched and installed by the customer before the original router is returned to Vialtus
Line will be tested once every calendar month	Tests take place either on Saturday or Sunday morning between the hours of midnight and 06:00
Lead time 15 working days	From acceptance of order by Vialtus and subject to site survey
Minimum rental period 12 months subject to Acceptable Use Policy and standard Terms and Conditions	Agreement for Provision of Services

All of the above prices exclude VAT  
 Prices are subject to change without notice  
 E&OE