

# Internet Connectivity

## Guernsey

We realise that today's business depends on reliable, high speed internet, that's why we have a range of internet connectivity products that will fit your business need, with the support you would expect from a business-class service. There are two ways to connect to Sure's internet network; IP Feed or broadband.

Which is best for your business depends on your usage, if for example you "serve" content from your premises such as email or web then upload speed will be critical to performance, if on the other hand you mainly retrieve content from the internet then broadband may be a good fit.

### IP Feed

IP Feed offers an un-contended, symmetric, scalable and highly resilient internet service delivered over a private circuit connection to your business premises, or directly to your rack in one of Sure's data centres.

IP Feed provides a permanently connected symmetric internet connection that is dedicated exclusively for your use. It provides constant high capacity access to the internet, together with a business class SLA, supporting your businesses connectivity and e-business requirements.

### Dedicated Internet Access



### Key Benefits

#### Scalability

Bandwidth is available from 2Mbps up to 10Gbps connections allowing you to increase capacity as your business needs develop.

#### Reliability

You will have the peace of mind of dealing with an experienced, international internet solutions company. Your IP Feed is connected to the rest of the world through our resilient internet Backbone ensuring the highest reliability.

#### Resilience

Sure's internet services are connected to multiple global backbone providers over the sub-sea network, giving us direct connectivity to the rest of the world with more than 70 countries, making this one of the most reliable and extensive IP networks in the Channel Islands. Our security standards include Cisco Powered Network designation for IP services.

#### Flexibility

IP Feed can be delivered and charged to you in two different methods:

**Fixed bandwidth:** This gives you unlimited internet connectivity at a set bandwidth at a fixed cost per month. This option gives you control over your communication costs and allows you to easily manage your operating budget.

**Burstable bandwidth:** This alternative configuration allows your internet service to "burst" providing additional bandwidth above and beyond your committed rate when your business requires it. This ensures that during peak or unexpected periods of high activity your business is not constrained by a fixed bandwidth limit. Use in excess of your fixed bandwidth limit is calculated on a monthly basis, and you pay for the additional amount you have used on top of your fixed monthly charge.

## Broadband Pro

Do you run a small business or are you an experienced user who just needs a lower contention and/or a fixed IP address? Do you regularly download/upload very large files and need to do it quicker? Perhaps you need to build a small network and need each terminal to have a fast internet connection?

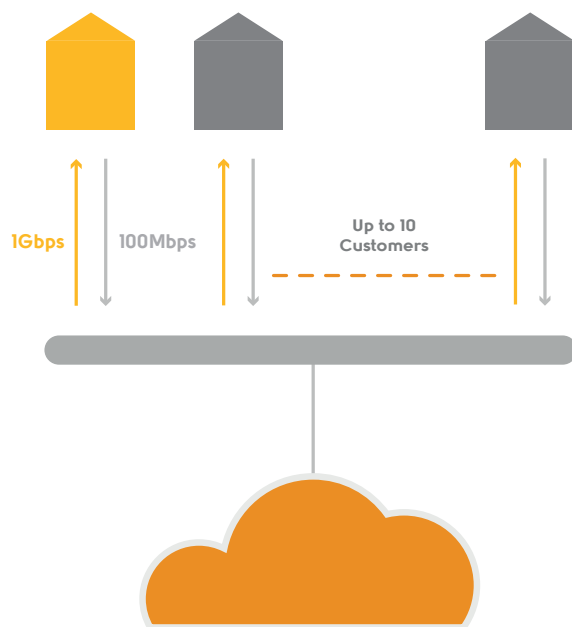
The service offers download speeds of up to 100Mbps and an upload speed of up to 20Mbps with a 10:1 contention ratio. With broadband you will be "sharing" the internet bandwidth with up to 10 other customers. Broadband is an asymmetric service which is to say the upload speed is less than the download.

## Speed



All speeds quoted above are maximum obtainable speeds. Average speeds for these services are 16Mb, 34Mb, 53Mb and 87Mb respectively

## Contention



## Key Features

### Connection speeds

Download speeds available are 20, 40, 80 or 100Mbps with up to 20Mbps upload.

### Contention ratio

How much your internet connection is shared can affect performance, Broadband Pro is only contended at 10:1 compared with residential services at 40:1.

### Support

We know your business depends on being connected, with Broadband Pro our business-class support will get you back up and running quickly in the event of a fault effecting your service.

## Advisory & Design

At Sure we have a team of specialist consultants with expertise in designing and optimising customer networks, including internet, Ethernet hosting and security solutions. Ask your account manager how Sure's Advisory & Design Services can help modernise your infrastructure.