



Broadband for Business

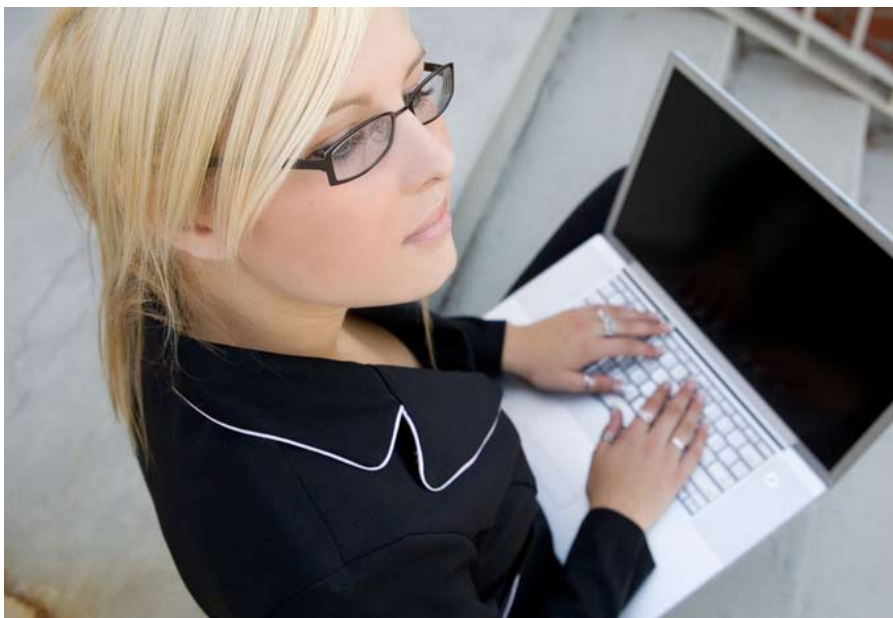
At Zen Internet we deliver quality, reliable Internet services to our customers. We pride ourselves on our ability to look after our customers with exceptional UK based Customer Service and Technical Support.

Our investment into our world-class network infrastructure ensures that our Internet connectivity is the very best it can be.

Regardless of what you use the Internet for, from simple e-mailing through to Video-conferencing and Voice-over IP, our range of business broadband solutions offer high levels of service and support to meet your business needs.

Zen Internet provides the products and services to meet the needs of your business offering reliable broadband to communicate effectively, generate revenue and access the Internet.

Our high quality service, technical and customer support see Zen regularly win awards. In 2009, we were awarded 'Which? Best Buy' for the fifth year running and PC Pro also crowned us 'Best Broadband ISP' for the last six years.



Features of Zen Broadband

Reliable speeds

- Up to 20Mbps downstream and up to 1Mbps upstream

Award-winning

- Since 1995 we have built a superb reputation for service quality and reliability

Excellent Technical Support and Customer Service

- Highly skilled, UK based staff providing outstanding support

No fair usage policy

- No small print, clearly defined allowances and information always available

One month contract

- Such is the confidence in our product that we offer customers a one month rolling contract

Our mission is to provide the best ISP service in the UK.

Richard Tang,
Managing Director

That's Zen thinking

Small business and home office broadband

We have a range of broadband services ideal for both occasional and full time home-office workers and small businesses. Our Lite, Active, and Pro services deliver quality, affordable broadband with fast download speeds of up to 20Mbps. These value for money services provide generous monthly download usage allowances of 5GB (Lite), 25GB (Active) and 50GB (Pro), with the added flexibility to purchase extra GB whenever your business requires.

All of our broadband services offer award-winning service and support, fast installation and connection 24/7.

Key features

	Zen Pro	Zen Active	Zen Lite
Monthly Fee (ex VAT)	£29.78	£21.27	£15.31
Downstream Speed*	up to 20Mbps		
Upstream Speed*	up to 1Mbps		
Switch to Zen	Move to Zen from your current broadband provider for FREE		
Monthly download usage	50GB	25GB	5GB
Contract	1 month minimum contract		

“Moving to ADSL is a large cost saving, whilst also increasing connection speeds for our end users. We have now expanded our Internet usage into new areas due to the reliability experienced.”

Martin Hodson - Crewe and Nantwich Borough Council

Broadband Voice

This optional service uses the latest VoIP technology to provide an additional phone line with low cost calls over Zen’s broadband connections. Broadband Voice is available for a low monthly fee which includes 1000 call minutes to UK landlines and free calls to other Broadband Voice users. Call quality is exceptional and there is the convenience of making calls either from your PC via a headset or using a VoIP compatible router and regular telephones.

Zen Enhanced Care features

At Zen Internet we continually strive to offer the best value for money in broadband services and are consistently commended for our reliability, customer services and technical support. For just £12.00 per month (ex. VAT), we also offer an advanced service level guarantee covering faults with your broadband (ADSL) service.

This Enhanced Care service includes:

- Advanced level of service for business critical operations
- One working hour fault response time
- 20 working hour fault resolution time
- Support team available 8am - 8pm weekdays
- One month minimum contract
- Fast provisioning



Medium and large business broadband

Our Office broadband range, consisting of Office and Office Max are ideal for medium and large businesses which have multiple users sharing the connection. These broadband products target a higher minimum throughput during busy times when compared with our small business and home office products. This additional bandwidth offers better service for remote workers connecting to the network using a VPN (Virtual Private Network) and also provides a consistent service to a greater number of users even when the Internet is at its busiest.

Key features

	Zen Office Max	Zen Office
Monthly Fee (ex VAT)	£79.00	£45.00
Downstream Speed*	up to 20Mbps	
Upstream Speed*	up to 1Mbps	
Switch to Zen	Move to Zen from your current broadband provider for FREE	
Monthly download usage	Unlimited or 1000GB†	100GB
Upload Usage	Unlimited	
Higher Throughput	Yes	
Contract	1 month minimum contract	

† A 1000GB download usage allowance is applicable to services provisioned on telephone exchanges enabled for up to 20Mbps services.

Broadband service features

- Switch To Zen Broadband for free
- UK based, premier customer service & technical support
- Local rate calls to sales, customer service & technical support
- Unlimited uploads
- 11 POP3 Mailboxes
- £40.00(ex.VAT) one-off fee for new activations
- 2GB Web space
- Back-up dial-in account
- One month minimum contract
- E-mail Anti-Virus Protection
- Global access to your e-mail with Zen Webmail

SDSL broadband for demanding business applications

Zen's SDSL service offers true business broadband performance for larger businesses. Unlike traditional broadband it offers a symmetrical service where the upstream and downstream speeds are equal. It is Ideal for businesses that require a VPN (Virtual Private Network) to facilitate remote working as it allows for more traffic to flow out of the network to other offices and remote workers. The additional upstream bandwidth and lower contention also make it well suited to VoIP enabling more concurrent calls than our broadband services.

Key features

	Zen SDSL 2000	Zen SDSL 1000	Zen SDSL 500
Monthly Fee (ex VAT)	£299.00	£229.00	£175.00
Downstream & Upstream Speed	Up to 2Mbps	Up to 1Mbps	Up to 500Kbps



Our recommended hardware

To complement your broadband service, we also recommend a wide selection of PC and Mac compatible routers and accessories. We don't recommend any hardware that has not been thoroughly tested first by one of our Technical Specialists. This way we can ensure that you will receive quality and reliability.

Whether you're a small business or large corporate we'll find you the ideal hardware solution to meet your business needs. All of the hardware we supply comes with a one year warranty and award-winning technical support, assuring you of the quality and service provided by us.

Hardware offered includes

- Routers
- Wireless bundles and accessories
- Security options

A big thank you to Zen Internet for making our transition to SDSL so easy and painless. In the experience of the whole Warren Evans team, we have never been so impressed with the service, helpfulness and commitment of the Zen team.

Mr R Garside,
Warren Evans

That's Zen thinking

Product Guide

Our connectivity portfolio also includes:

Leased Lines and Ethernet

Our Leased Lines and Ethernet solutions are ideal for larger businesses that require high speed, reliable Internet connectivity. Unlike broadband these solutions offer uncontended access, guaranteeing bandwidth throughput at all times of the day.

We recommend Leased Line and Ethernet circuits for headquarters and other critical sites and offer 24/7 support and guaranteed service levels. Our circuit monitoring and 4 hour on-site response for hardware fixes ensure maximum uptime for your business. Upload and download speeds are symmetrical, and range from 1Mbps-1Gbps to meet the demands of advanced applications.

IP VPN

IP VPN (Internet Protocol Virtual Private Network) offers a secure, reliable and cost effective way to connect your offices, remote workers and partners. It provides complete security for data in transit and ensures that remote sites and employees have access to business critical applications and information.

IP VPN is the most widely adopted Managed IP Service and is now the Wide Area Network of choice for businesses. It offers complete security for your business critical information and is delivered over our 10Gbps MPLS (Multiprotocol Label Switching) network offering traffic prioritisation for mission critical and delay-sensitive applications. This advanced networking infrastructure provides a future-proof platform for convergence of voice, video and data networks, offering significant cost savings whilst also reducing the burden of network management.

Each IP VPN is designed to meet your specific requirements, including options on access, Quality of Service (QoS), colocation and Internet bandwidth.

Managed Security

Our Managed Firewall service is available with all our Connectivity solutions. It offers advanced network protection by integrating multiple security layers into a single platform, offering deep content inspection and protection from viruses, network intrusions and spam.

The Unified Threat Management devices are configured and managed by our security experts who provide a range of administration and support services including VPN configuration, general policy updates and hardware technical support. As part of the managed service we also provide detailed network analytics on a monthly basis showing, amongst other things, threats blocked, Internet usage and peak bandwidth times.

Zen Internet

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Zen Internet

Zen Internet, an independent Internet Service Provider (ISP), has been delivering services to business and residential users in the UK since 1995.

Led by founder and Managing Director Richard Tang, Zen's mission is to provide the best ISP service in the UK and is committed to investing in the latest technologies and providing high levels of service, support and reliability.

Our Portfolio includes:

- Broadband
- Leased Lines & Ethernet
- IP VPN
- VoIP
- Managed Firewalls
- Domain Names
- Web Hosting
- Managed Hosting
- Dedicated Servers
- Colocation
- Data Backup

