



# 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 to communicate effectively, generate revenue and access the Internet.

Through a commitment to providing the very best in service and support we continue to enjoy year-on-year growth and have been recognised with numerous accolades and awards by the industry's leading authorities. We have topped the satisfaction tables at Which? for the last six years and they have recently awarded us with a Recommended Broadband Provider status. In 2010 PC Pro crowned us 'Best ISP' for the seventh consecutive year.



### Features of Zen Broadband

#### Reliable speeds

- "Up to 38Mbps" downstream and "up to 9.5Mbps" 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

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 Zen Lite, Active and Pro services offer speeds “up to 16Mbps” and provide generous monthly download usage allowances with the added flexibility to purchase extra GB whenever you require.

In 2010 we announced our new Fibre Optic Broadband services with speeds of “up to 38Mbps”, making us one of the first ISPs to deliver faster services in the UK.

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

Please visit [www.zen.co.uk](http://www.zen.co.uk) and use our availability checker to find out what services are available to you.

Key features	ADSL/ADSL2+ Services			Fibre Broadband Services		
	Zen Lite	Zen Active	Zen Pro	Fibre Lite	Fibre Active	Fibre Pro
Monthly Fee (ex VAT)	£15.31	£21.27	£29.78	£23	£30	£38
Downstream Speed*	up to 16Mbps			up to 38Mbps		
Upstream Speed*	up to 1Mbps			up to 1.9Mbps	up to 9.5Mbps	
Switch to Zen	Move to Zen from your current broadband provider for FREE **					
Monthly download usage	20GB	100GB	200GB	20GB	100GB	200GB
Contract Length	1 month minimum			12 months minimum		

\*Expected downstream and upstream speeds are largely determined by the line length. Estimated speeds can be determined prior to purchase.

\*\*For more details please visit [www.zen.co.uk/business/broadband/](http://www.zen.co.uk/business/broadband/)

**“Since moving to Zen’s Fibre to the Cabinet (FTTC) broadband service, our Internet experience has been truly revolutionised”**

Sam Mably, Partner, Bluequest Media Ltd

## Medium and large business broadband

Our Office broadband range is ideal for medium and large businesses who demand high quality, affordable broadband with fast download speeds of “up to 38Mbps”. These value for money business broadband packages provide generous monthly download usage allowances with the added flexibility to purchase extra usage whenever your business requires.

Key features	ADSL/ADSL2+ Services		Fibre Broadband Services	
	Zen Office	Zen Office Max	Fibre Office	Fibre Office Plus
Monthly Fee (ex VAT)	£45	£79	£55	£65
Downstream Speed*	up to 16Mbps		up to 38Mbps	
Upstream Speed*	up to 1Mbps		up to 9.5Mbps	
Switch to Zen	Move to Zen from your current broadband provider for FREE **			
Monthly download usage	400GB	unlimited or 2000GB†	400GB	1000GB
Contract Length	1 month minimum		12 months minimum	

\*Expected downstream and upstream speeds are largely determined by the line length. Estimated speeds can be determined prior to purchase.

\*\*For more details please visit [www.zen.co.uk/business/broadband/](http://www.zen.co.uk/business/broadband/)

†A 2000GB download usage allowance is applicable to services provisioned on telephone exchanges enabled for “up to 16Mbps” services.

## Broadband service features

- 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 on ADSL/ADSL2+ services
- 2GB Web space
- Back-up dial-in account
- E-mail Anti-Virus Protection
- Global access to your e-mail with Zen Webmail
- £60 ex VAT one off installation fee for new activations (This is a promotional price from 1st May 2012 - 31st July 2012 - usual cost is £80 ex VAT)

## 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

## Zen Business Talk

Zen Business Talk can provide your business with a telephone line and calls service, making Zen a one-stop-shop for both your broadband and telephone line needs. Your business can save time and money as you will be able to consolidate your services into just one supplier. Zen Business Talk offers the same high level of service and support that you would expect from an award-winning ISP. Unlike most other lines and call providers we offer a one month telephone contract.

### Key features:

- One month telephone line contract
- No call setup or minimum call charges
- UK calls from 0.85p (ex. VAT) per minute & international calls from 1.7p (ex. VAT) per minute
- Per second billing instead of by the minute
- Inclusive minutes option for even cheaper UK calls

## 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



## 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

Thank you for an absolutely painless experience in migrating to Zen. It's so refreshing to have everything work exactly as we were led to expect. I'm impressed by the level of technical detail available from your web site about our ADSL connection and the way speeds are negotiated - I can't think of anything else I'd want from an ISP.

Mr J Woods,  
Scintillance Ltd

**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
- Voice
- Managed Firewalls
- Domain Names
- Web Hosting
- Managed Cloud Hosting
- Managed Hosting
- Dedicated Servers
- Colocation
- Data Backup

