



Leased Lines and Ethernet

Leased Lines and Ethernet are the business class connectivity solutions from Zen Internet. We offer a comprehensive product range to suit all business connectivity requirements.

We provide a range of [Leased Line and Ethernet](#) solutions offering competitive circuits ranging from speeds of 1Mbps right up to up to 1Gbps all backhauled over our high performance & resilient network infrastructure.

Modern applications demand additional network resources and without sufficient bandwidth a number of problems can occur – including delays to external communications and business critical applications. In order to ensure applications and Internet services perform as expected businesses need to consider investing in dedicated Leased Line connectivity.

Leased Lines are completely dedicated circuits with business class Service Level Agreements (SLA) and 24/7 support. Unlike broadband services Leased Line connectivity products do not share infrastructure at the local BT exchange and therefore are not prone to delays caused by other users connecting to the same exchange.

The Leased Lines and Ethernet product set now offers a range of options to tailor your solution to your exact requirements. We provide you with a fully managed solution including hardware complete with 24/7 access to UK based Technical Support, Customer Service and our market leading 4 hour onsite response support contract.



Features of Leased Lines & Ethernet

4 hour onsite support

- Market leading onsite support & swap out of hardware by one of our Cisco accredited engineers

24/7 support

- Peace of mind and support anytime your business demands

Network investment & management

- Our network capacity is built ahead of demand ensuring optimum performance of your circuit

Circuit resilience

- Our Ethernet backup option allows you to implement a backup circuit that is delivered from an alternative geographic location and takes diverse routes into your business premises

Experience

- Zen is one of the UK's first ISP's and have been providing leased lines for over 10 years

Coverage

- We partner with the UK's largest carriers to offer you comprehensive coverage and competitive pricing

"The dedicated account management and excellent level of support provided with the Access service from Zen has proved invaluable to Northern Housing Consortium. Zen really looks after our business critical connection and we feel confident that any issues will always be quickly resolved."

Mr Anthony Cumming,
Northern Housing
Consortium

That's Zen thinking

Leased Lines

Leased Lines are business class connections providing dedicated Internet access. They are suitable for business customers who rely on the Internet to run their business and cannot risk the delays or support levels typically associated with broadband services.

Access

Access leased lines provide you with 1:1 dedicated business class Internet connectivity at speeds of 2Mbps and benefit from the same speed available to both send and receive information. These solutions are ideal for companies with low fluctuations on bandwidth usage month to month but require a reliable service and business class support.

Secure Access

A leased line with managed security from Zen offers the complete Internet connectivity solution to meet your requirements.

With integrated firewall, VPN, intrusion prevention, anti-virus, web filtering, and traffic shaping capabilities a managed FortiGate device from Zen enables a wide range of organisations to enjoy complete protection from the most damaging threats without compromising performance.

Private Line – Dedicated link between 2 sites

A Private Line provides a dedicated link between 2 sites with speeds from 1Mbps up to 1Gbps. We recommend these solutions for companies with two office locations in close proximity. Customers with 2 or more sites in separate towns / cities should consider our private network IP VPN solution.



Ethernet in the First Mile (EFM)

EFM is our latest business connectivity solution offering a cost effective, high bandwidth form of connectivity. EFM is ideal if you are looking for a more affordable business connectivity solution that is still reliable, scalable and resilient and capable of carrying business critical applications. EFM uses multiple copper pairs to deliver guaranteed symmetrical speeds from 1Mbps to 35Mbps all backed with a comprehensive SLA, including 24/7 UK based support, a 7 hour target restore time and 4 hour onsite hardware support.

EFM solution highlights:

- Cost effective and affordable – EFM solutions cost up to 40% less than fibre based Ethernet solutions meaning your business can access a reliable, uncontended business connectivity solution for less
- Scalable – Our EFM solutions can be quickly and easily upgraded as and when your business needs change
- Guaranteed speeds – With EFM your business will receive guaranteed symmetrical upstream and downstream speeds. Unlike traditional broadband services you won't need to share your bandwidth it is completely dedicated to your business
- Resilient – Your service runs over multiple copper pairs ensuring business continuity in the unlikely event of single pair failure. With EFM you will be able to rest assured that your business critical applications will continue to operate

Specification:

	EFM
Download Speeds	1 to 35Mbps*
Upload Speeds	1 to 35Mbps*
Guaranteed Bandwidth	1 to 35Mbps*
Usage Limit (per month)	Unlimited
Service Level Agreement	7 hours**
Support	24/7 Support
Copper Pairs	1 to 8 pair options available
Lead Time	30 working days
Contract Term	1 or 3 year contracts

*Subject to the distance from your BT exchange.

**Target fix time.

Ethernet

Ethernet is rapidly becoming the de-facto business connectivity solution for all but the smallest business locations. Delivered using fibre optic technology, Ethernet provides a powerful combination of performance and flexibility.

“Ethernet is forecast to be the UK’s fastest growing access technology in terms of spend between now and 2012, with a predicted Compound Annual Growth Rate of 16% for the next four years.”

Analysys Mason Research: Business Data Services,
Growth Opportunities 2007-2012 (June 2007)

Ethernet customers connect into our resilient and high performance 10GB network. The circuit can be provided as a 10Mbps, 100Mbps or 1Gbps solution and then your required bandwidth will be allocated. This bandwidth is easily scalable and can be upgraded on demand as your business grows. This ensures a cost effective and flexible solution to meet the demands of a growing business.

All our Ethernet services include 4 hour onsite support for your Cisco hardware and a business class Service Level Agreement offering the peace of mind to focus on your core business.

Ethernet is ideal if you ...

- Need consistently high connectivity speeds with minimal downtime i.e. you use the connection for mission critical data.
- Need to transmit bandwidth intensive applications over the Internet or from site to site.
- Need to transfer sensitive data in a quick and reliable manner between two sites (Private Line) for backup of data and disaster recovery.
- Are running more costly and less flexible legacy technologies such as traditional copper based Leased Lines.

“My overall impression of Zen is that they employ knowledgeable and efficient staff who are always happy to help. I would certainly recommend Zen to any company looking for a fast, reliable Internet solution.”

Craig Holmes, IT Manager,
The Direct Marketing Group

Secure Ethernet

The Secure Ethernet package provides your business with fast, flexible dedicated Internet connectivity protected by a state-of-the-art managed Unified Threat Management Firewall. Our Managed Network Security solutions will deliver maximum network protection and increase reliability.

A Managed Network Security solution will enable your business to consolidate your security requirements into one multifunctional device, whilst at the same time increase network protection, reliability and performance.



Ethernet Highlights

- Flexibility – Reliability – Fast speeds – Great Value

Flexible

- Ethernet has all the capacity you’ll need for ever increasing hungry bandwidth applications and with the flexibility to increase your bandwidth on demand.

Reliable

- We have heavily invested into our network over the last 15 years and have the necessary skills in place to ensure your business connectivity can operate at the best possible performance. In addition, we offer a market leading Service Level Agreement (SLA).

Fast speeds

- Ethernet offers speeds of up to 1Gbps ensuring fast access out to the Internet and into your network delivering maximum productivity for your business

Great value

- With our solutions you only pay for the bandwidth you require right now and you can scale your service as your business grows.

Award-Winning Technical Support and Customer Service

- We offer 24/7 helpdesk support and a market leading 4 hour onsite fix or replacement of your equipment by one of our Cisco accredited engineers. We also have an in-depth resource of IT specialists who can design a solution to meet your needs.

Product Guide

Product Options

Backup

We invest heavily in our network to eliminate single points of failure however we strongly recommend that you implement resiliency with your connectivity. Outages can be caused by a range of factors that are outside of both our and your control and if your connectivity is critical a backup circuit is vital.

Zen's support teams can provide automatic failover to a Broadband, Leased Line or Ethernet circuit. We recommend a like-for-like backup service if sufficient budget is available however standard broadband services can provide limited bandwidth in an emergency.

For maximum resilience Zen can implement Full Diversity where we deploy a separate router and Ethernet circuit that takes a completely separate path from your premises to our network and out to the Internet.

Onsite Installation service

Our Onsite Installation service helps eliminate any potential challenges businesses may face due to limited IT resources and expertise. All installations are conducted by one of our Cisco accredited engineers who install, configure and ensure your connection is in a working state prior to leaving your business premises.

Zen has over 10 years experience providing business class connectivity and once installed, you will have access to our 24/7 helpdesk and our market leading 4 hour onsite support. This offers you the peace of mind that in the unlikely event of a hardware fault, an engineer will be onsite to fix or replace your hardware ensuring minimal disruption to your service.

We have a team of PRINCE2 qualified Project Managers available to plan and coordinate installations around your schedule for larger or multi site solutions.

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.

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

