



Broadband for Business

At Zen Internet we offer a rich choice of reliable Broadband Services including ADSL and Fibre Optic Broadband. Our delivery infrastructure ensures your organisation will get the speed and bandwidth you need. In addition, you can take advantage of a comprehensive choice of value-added services including backup, hosting or managed network security. No matter what size your business is we will enable you to 'get connected' and tap into the applications you need, even in the Cloud.

We deliver high speed, reliable and secure connectivity using our next generation network, data centres and in-house expertise. Through a world-class network infrastructure our internet connectivity is the very best it can be and continues to improve. We are also committed to providing the right solutions and support to reduce the cost and complexity of voice and data communications.

Please visit <http://www.zen.co.uk/availability-check/> to find out which of our Broadband and Fibre Optic Broadband Services are available in your area.

As a leading, independent UK-based IT service provider with in-house Customer Service and Technical Support, our customers receive the best possible service which is why our reputation is one of the best in the industry.

Don't just take our word for it...We regularly win independent awards as voted for by our customers and were recently awarded the Which? Recommended Broadband Provider 2013 for the fifteenth time, PC Pro Best ISP 2013 for the tenth consecutive year and Which? Recommended Phone and Broadband Provider 2013 for the first time.

Features of Business Broadband

Our unique combination of customer focused service and technical expertise makes us easy to do business with. Plus, we are a privately owned and managed company with a stable and secure business model that makes us a safe and long-term partner.

- Award-winning Customer Service and Technical Support
- Highly skilled, UK based staff providing outstanding support
- Static IP address as standard
- FREE Router
- Speeds of "up to 16Mbps"
- Faster Fibre Optic Broadband services available
- No fair usage policy or traffic shaping, unlike other providers
- All hardware supplied by Zen has a one year warranty and award-winning Technical Support.

Moving to Zen's Fibre service was a great decision. Our old service from another ISP would often drop out and become very slow at peak times. They also provided very little help over the phone. This is now a thing of past and we love working with fast reliable broadband. It makes sending large files a breeze, surfing has become a joy again, downloading files is now quick and easy.

David Clark,
Larini Systems

That's Zen thinking

Key Features	ADSL/ADSL2+ Services		
	Zen Lite	Zen Active	Zen Pro
Monthly Fee (ex VAT)	£15.31	£21.27	£29.78
Downstream Speed*	Up to 16Mbps		
Upstream Speed*	Up to 1Mbps		
Switch to Zen	Move to Zen from your current broadband provider for FREE **		
Monthly download usage	50GB	200GB	500GB
Contract Length	1 month minimum		

Key Features	ADSL/ADSL2+ Services	
	Zen Office	Zen Office Max
Monthly Fee (ex VAT)	£45	£79
Downstream Speed*	Up to 16Mbps	
Upstream Speed*	Up to 1Mbps	
Switch to Zen	Move to Zen from your current broadband provider for FREE **	
Monthly download usage	1000GB	Unlimited
Contract Length	1 month 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/

Business Broadband

Zen Lite, Active and Pro services offer speeds of “up to 16Mbps” and include a generous monthly download usage allowance with the added flexibility to purchase extra GB when required. These services are suitable for both occasional and full time home-office workers and small businesses, while Zen Office and Zen Office Max are ideal for medium and large businesses that demand high quality, affordable Broadband and fast download speeds. Alternatively, accelerate your internet to support multiple users on a single connection by upgrading to Fibre Optic Broadband.

Business Talk

We provide a business telephone line and calls service to complement our Broadband and Fibre Optic Broadband Services – saving you time and money by using one supplier that fully understands your requirements as well as providing business class service and support.

Key features:

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

Enhanced Care Features

We continually strive to offer the best value for money in broadband services and are consistently commended for reliability, Customer Services and Technical Support. For businesses that require an advanced service level guarantee to cover faults with broadband ADSL Services, we can provide this for a minimal fee. The enhanced service level agreement also includes:

- 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

What our customers say...

“Right from the first pre-sales meeting, it was apparent that we felt we were an important customer for Zen. Every member of the Zen team we work with has dealt with us as if we are their number one customer!”

Frank Burns, IT Director
National Tyres and Autocare

Fibre Optic Broadband

Fibre Optic Broadband is now available to 60% of the UK with broadband speeds up to 5 times faster than the national average. Zen offers a range of cost effective Fibre Packages. To check which of our Broadband and Fibre Optic Broadband Services are available in your area visit: <http://www.zen.co.uk/availability-check/>



We are committed to:

- Providing a customer-centric approach
- Investing in the latest technologies
- Providing high levels of service, support and reliability
- Future proofing our network to guarantee delivery of high capacity and resilient Internet Services to UK businesses

Internet Security

- Controlled centrally by a managed UTM Firewall IP VPN Experience
- PRINCE2 certified Project Managers guarantee a professional, timely and cost effective solution within budget
- IP VPN solutions delivered for leading brands such as Easy Gym, The Brandon Trust, National Tyres and Booth Supermarkets

Broadband Service Features

- UK based, premier Customer Service & Technical Support with local rate calls
- Unlimited uploads
- 2GB Web space
- 11 POP3 Mailboxes
- Back-up-dial-in account
- E-mail Anti-Virus Protection
- Global access to your e-mail with Zen Webmail



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