

# Bonded Resilient Broadband Internet Access

## Fast, Reliable Broadband for Businesses with demanding needs

If your business relies on broadband to stay operational, wants a better connection speed and better resilience against common problems, but can't afford expensive Leased Line solutions, then our Bonded Resilient services are an ideal option.

Giving you options to double – or even quadruple your connection speeds, both for downloads and uploads, as well as cope with line failures, provider failures and other common issues keeping you connected, VPW Bonded Resilient Business Broadband is a smart choice.



## Why Bonded Resilient Broadband?

- ✔ Improved download **and** upload speeds. Send files faster, download data quicker. Ideal if you can't get superfast broadband, and/or your company has plenty of demand for internet access & lots of staff.
- ✔ We'll provide the best resilience we can at your location, as our provider independent strategy lets us offer you better protection against line and provider failures.
- ✔ Fully Managed – we provide and manage all of the equipment, so you don't have to manage your service
- ✔ UK Based Support – if you need our help then you're in safe hands with our fully UK based technical team
- ✔ Value for money – a great alternative to leased lines & even offers improved reliability in many cases over them
- ✔ Monitored – we'll monitor your connection to ensure maximum awareness of any issue and fast fixes
- ✔ You can scale the service up using Fibre or extra lines

## What do customers say?

“ We had countless problems with our phone line and broadband. Constant dropouts, line noise and countless engineer visits were some of the things we came to accept as being the norm. All we wanted was a stable and robust, phone and broadband service, backed up with good customer support. We approached VPW who offered us a managed phone and broadband service. Once the phone and broadband were switched over to VPW, all problems were dealt with quickly and efficiently. We now have a reliable phone and broadband service to our office, backed up with good customer support when required

CHRIS ABLETT, DIRECTOR  
STAGE ENGAGE



## Reasons to choose our Bonded Resilient Broadband

Most people offer a service that isn't really bonded. They'll give you 2 connections, either in an "active/passive" setup – eg where one line is used unless it fails, then the other is used, or alternatively a "load balance" connection – where individual connections are sent alternately. These don't let you truly combine your speeds – especially upload speed which is always at a premium.

With our solution, you get the ability for all lines to be used at once, the total speed is combined in both download and upload scenarios, and the service handles loss of a line without needing constant and manual intervention.

**With VPW, you can make full use of all of the available internet connectivity at your office.**

Our Bonded Resilient service is great for companies with remote offices, remote workers and those needing to access systems and services in your office when you're not physically there. By combining the upload speeds you'll give remote users quicker access to your servers and systems, they'll be able to work more effectively without being treated like a second class citizen compared to those in the office, and as the service includes resilience too, they're less likely to find that a local broadband issue at your office prevents them working.

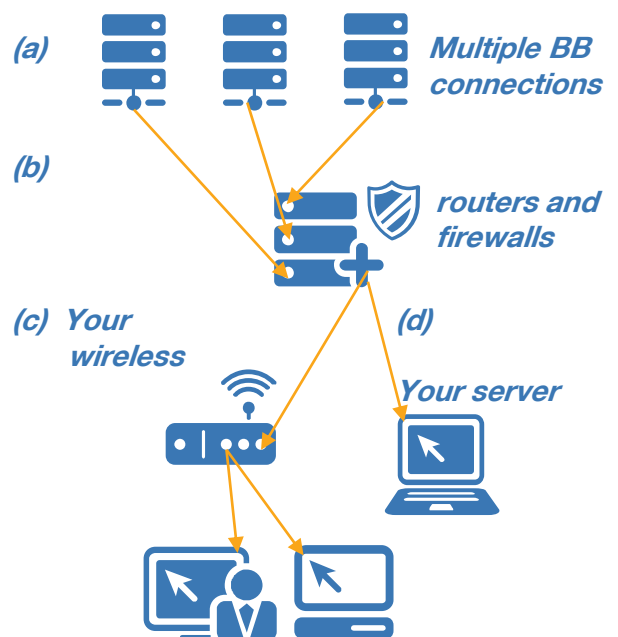
**With VPW, you can keep your remote offices and users connected, give them faster access and ensure they can work effectively.**

Some providers offer a bonded solution that does combine the connections. The problem is that they're combined by that one provider, terminating in the same place, on the same core network. This means that if there is a provider issue, you're still offline.

With our solution, we can route your individual lines via distinct wholesale networks, minimising the crossover between providers as best as possible at your location. And with our triple-redundant options, there's an "if all else fails" extra failover mode that let's us put you into an "emergency" configuration if something really extreme goes wrong so you're still online

**With VPW, you can bypass common "provider level" failures and stay online.**

### *Example of a typical 3 line service:*



Example of our Bonded Resilient Lines connected to the service with the Pro Services Managed Firewall.

## Our Managed Bonded Resilient Service Compared...

### ...to Standard Broadband Lines:

A standard broadband service is one connection to one provider. If it fails or has slow downs, you're affected. There's no resilience in case of problems nor any boost in speed over the raw capability. If your provider, line or equipment has an issue, you're disconnected.

By choosing our Managed Bonded Resilient service you remove these shortfalls and also gives you faster speeds (you ultimately get approximately the sum of all lines) – in both upload and download speeds. Useful if you do lots of uploads in particular. Incoming connections (for example to a server you have in-house can get twice the speed too since everything acts like one bigger, faster line). Plus if lines fail, you stay connected as long as just 1 line is working. That means less interruption, faster speeds, less time wasted and a more productive business.

### ...to “Load Balanced” Broadband...

Load Balanced services are really just 2 independent broadband connections – and each request to download/access something goes over one of the 2 lines – so a web page containing several images might make 6 requests, 3 of which go on each line helping improve response times, but a file download will only use one line – so you don't get the benefit of the extra bandwidth. They also won't handle line failures properly - either continuing to try and route 50% of the access to a failed line, or start acting intermittently – especially if a line has temporary faults causing it to “bounce” up and down. It's also useless for anyone needing incoming connections to servers etc., since the 2 lines are completely independent.

### ...to other “Bonded” Solutions:

Other solutions are flawed in that they provide the main speed benefits, but don't add much resilience. This means that problems within a single providers network can still bring you down. Our approach is to route the individual underlying connections via different wholesale operators, and wherever possible try to also use different national carriers – this maximises the chance that you can keep running even in the event of major outages. Plus our “triple failover” option means you'll even have an “if all else fails” backup option in case something extraordinary happens.

### ...to Leased Lines, EFM etc:

Sometimes the right choice will ultimately be for more expensive Leased Line class solutions, and if that's what you need VPW can help. However, most of these solutions either come with slower speeds (because getting an equivalent leased line connection with speeds comparable to broadband tends to be prohibitively expensive). They're also (unless you pay even more) going to remain a single point of failure. Like other bonded solutions they also have the flaw of being reliant on a single underlying carrier, so any problems they have affect you. Our Managed Bonded Resilient service has been shown to provide better overall reliability than these services because of the numerous steps we take to cater for and mitigate all kinds of common and less likely failures.

### ...to Fibre Broadband:

A standard Fibre Broadband service is just like a standard broadband line – but because equipment is in the street is more likely to be affected – we can provide mixed Fibre and traditional service to mitigate this flaw

## Managed Bonded Resilient Broadband Comparisons

These are samples of typical Service – the costs vary depending on a number of factors including the choice of services at your local exchange. We're happy to give you a tailored quotation.

| Feature                           | VPW Bonded Resilient Services | Standard B'Band | Fibre B'Band | Load Balanced B'band | Other Bonded Services |
|-----------------------------------|-------------------------------|-----------------|--------------|----------------------|-----------------------|
| Fully Managed Service             | Yes                           | No              | No           | No                   | Mostly                |
| National Carrier Resilience       | Yes                           | No              | No           | Possibly             | No                    |
| Wholesale Resilience*             | Yes                           | No              | No           | Possibly             | No                    |
| Keeps working if any line fails   | Yes                           | No              | No           | Partially            | Yes                   |
| One Line can be fully used        | Yes                           | Yes             | Yes          | Yes                  | Yes                   |
| Multiple Lines can be fully used  | Yes                           | No              | No           | No                   | Yes                   |
| Same Public IP Addresses always   | Yes                           | Yes             | Yes          | No                   | Yes                   |
| Triple Failback Option**          | Yes                           | No              | No           | No                   | No                    |
| Line Optimisation Included        | Yes                           | No              | No           | No                   | No                    |
| Download Speeds Boosted***        | Yes                           | No              | No           | No                   | Yes                   |
| Upload Speeds Boosted***          | Yes                           | No              | No           | No                   | Yes                   |
| Handles Line Failures Gracefully  | Yes                           | No              | No           | No                   | Mostly                |
| Fully Monitored Service           | Yes                           | No              | No           | No                   | No#                   |
| Session State Aware               | Yes                           | Yes             | Yes          | Possibly             | Yes                   |
| Supports Fibre/Traditional Hybrid | Yes                           | No              | No           | Yes                  | No#                   |

\* Available wherever possible from phone exchange, \*\* when you choose this option, \*\*\* boosted means a single request can use more than 1 lines bandwidth, # from data on providers we reviewed,

## Service Plan Options – Bonded Resilient Service

These are samples of typical Service – the costs vary depending on a number of factors including the choice of services at your local exchange. We’re happy to give you a tailored quotation.

| Feature                                    | Bronze                                    | Silver   | Gold     |
|--|---|----------|----------|
| Maximum Connected Lines                    | 2   | 4        | 8        |
| Aggregates and Combines Download Speeds    | Yes                                       | Yes      | Yes      |
| Aggregates and Combines Upload Speeds      | Yes                                       | Yes      | Yes      |
| Fully Managed Service                      | Yes                                       | Yes      | Yes      |
| Includes all Routing and Network Equipment | Yes                                       | Yes      | Yes      |
| Continues working if a single line fails   | Yes                                       | Yes      | Yes      |
| Triple Fall Back Option                    | No  | Optional | Yes      |
| Lines and Service Continually Monitored    | Yes                                       | Yes      | Yes      |
| Service Level Agreement                    | No  | Optional | Optional |
| Enhanced Care Available                    | Optional                                  | Optional | Optional |
| Can include provision of new Phone Lines   | Yes, available on request (charges apply) |          |          |
| Pro & Advanced Services Available          | Yes                                       | Yes      | Yes      |

### Advanced Features – Pro Packs

For advanced uses we offer a number of Pro Pack add-ons, which can allow Static IP Addresses, Reverse PTR DNS, Priority Speeds, Enhanced Repair Times, Service Level Agreements, VPN, Managed Firewalls and other service that a demanding business may need to take advantage of. Our technical team are happy to discuss options and services available.

### Combine Fibre and Non-Fibre?

One of the benefits of this service beyond speed is the ability to combine different types of connection, so if you are lucky enough to have Fibre we can offer multi-fibre bonding for even faster speeds, or even a Fibre and Non-Fibre connection adding more resilience against local fibre cabinet failures too making sure you stay online in even more circumstances – perfect for critical uses.

#### Product features

