



Leased Lines

A fast, dedicated and direct connection to the Internet, designed with resilience and flexibility in mind to suit any size of company and grow to match the ever-increasing demands of your business.

How Leased Lines work

Our service is designed to work with the best technology in your area, be it a Fibre Ethernet line, EFM or EoFTTC to provide fully uncontended symmetrical bandwidth.

Ethernet – offers the fastest symmetrical speeds and highest reliability of all Leased Lines with the ability to rapidly increase speeds when needed.

EFM – can offer minimal disruption as the copper lines it uses are usually already present. A fast symmetrical, cost-effective option with a quicker lead time and the resilience of multiple copper pairs.

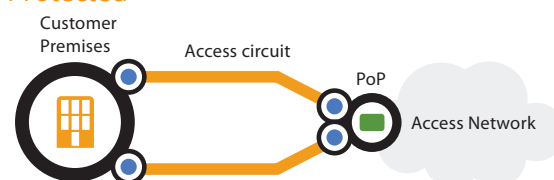
EoFTTC – an asymmetrical FTTC line routed through the Ethernet network instead of the general Broadband network offering a faster, more reliable service at a lower cost.

Our own network, combined with those of our partner suppliers, provides extensive UK coverage and scalable options to suit your business needs.

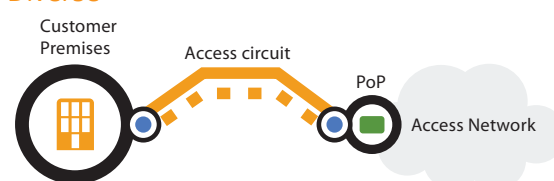
Service failover options

All of our services are supplied with ADSL backup, however the following additional options are also available:

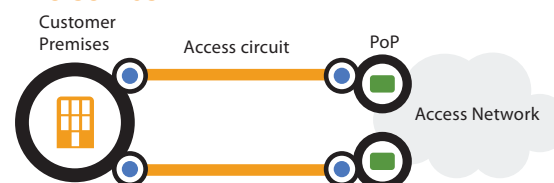
Protected



Diverse



Diverse Plus



How Leased Lines will benefit your business

Increased productivity	Your business is the exclusive user of your connection. Identical upload and download speeds are ideal for supporting high-bandwidth applications such as video, VoIP and off-site hosted data access. Optimise your business for the latest cloud and hosted services.
Guaranteed consistency	An industry-leading 100% availability SLA and optimum fix times means that your connection will always be resilient, reliable and at the speed you demand. A choice of failover options also provides added security and we'll automatically redirect your traffic in the event of a line failure so your business stays connected.
Total control	Monitor usage and performance through dedicated access to your own powerful, easy-to-manage portal. Our cutting-edge Sentinel system also offers proactive alerts by SMS, email or phone call in the unlikely event of any line outages.
Complete flexibility	Plan ahead for busy periods and increase your bandwidth at any time if you're expecting high volumes of usage over a short period, or if your business is seasonal.
Personalised support	Dedicated account management and completely unscripted UK-based technical support answered within 60 seconds.

Product features

	Ethernet	EFM	EoFTTC
Speed	10Mb, 100Mb, 1Gb	1Mb – 35Mb	up to 80/20Mb
Line to exchange	Fibre	Copper	Fibre and copper
Service affecting fault fix time	5 hours	7 hours	8 hours
Failover options	ADSL Protected (100Mb/1Gb bearer only) Diverse (100Mb/1Gb bearer only) Diverse Plus (100Mb/1Gb bearer only)	ADSL	ADSL
Availability SLA	100%		
ADSL monitoring	Included as standard		
Sentinel	Included as standard		
Hardware	Cisco managed hardware		
Contract length	1 – 5 years		
Install times	30 – 72 working days	15 – 42 working days	15 – 42 working days

ADDITIONAL KCOM PRODUCTS

Connect

- ADSL
- Bonded DSL
- FTTC
- Internet Connect**
Ethernet, EFM, EoFTTC
- Network Connect
Wide Area Networks
- Sentinel

Cloud

- Backup
- Hosted Exchange
- Lync
- EmailShield
- Managed Server Hosting
- Virtual Data Centres
- Colocation
- Domains
- Web Hosting
- Hosted Firewall

Communicate

- PSTN Lines
- SIP Trunks
- Hosted PBX