

# [Vaioni Ethernet Network - V.E.N.]

#beextraordinary

The Vaioni Ethernet Network delivers superfast connectivity across the UK's major cities and towns, combining the most competitive price with the greatest number of features possible.

## UK'S MAJOR CITIES ON-NET

V.E.N. connects the UK's major cities including London, Birmingham, Manchester, Leeds, Bristol, Glasgow and Edinburgh. Delivering the most competitive and feature-rich Ethernet connectivity options to over 190,000 postcodes across more than 100 cities and towns throughout the UK means that we can deliver the service you need.

## COMPETITIVE PRICING

V.E.N. was created to be competitive on 100Mb, 1Gb and 10Gb Fibre Leased Lines. Our fixed price model means we are delivering connections at these bandwidths at the most competitive pricing in the UK.

## INDUSTRY LEADING SLA

We guarantee up to 100% uptime and back this with an industry-leading SLA that offers a full day's credit for every hour of downtime. What's more, this is rounded to the nearest hour; so even if you only experience one minute of downtime, you'll still receive credit for the full hour.



**OVER  
80%**  
UK BUSINESSES  
COVERED



**100+**  
CITIES  
AND TOWNS



**250K+**  
POSTCODES

## QUICK INSTALLATION

With direct access into our supply chain, and the direct support of our Prince2 qualified Service Delivery team, we offer one of the best installation times in the industry. Our Mean-Time-To-Provide is an average 23 days quicker than others!

## ETHERNET EXCHANGE

If you are outside a V.E.N. area, we can still provide your circuit. We work with every major UK network operator - including BT, Virgin Media and TalkTalk Business - giving you access to the biggest Ethernet footprint in the UK.

## NETWORK SATISFACTION GUARANTEE

We're so convinced that you'll love the Vaioni way of business, that we offer a 30-day money back guarantee.

## EXTRAORDINARY SUPPORT

Our highly skilled engineers are one call away from supporting you with any issues. Each engineer has the capability to log on to your service, diagnose and fix the problem there and then. Alongside the fix capability, our engineers also proactively monitor all managed services 24/7 at our UK-based NOC. You also have the option to receive comprehensive reporting.

## V.E.N. ON-NET CIRCUITS COME WITH:

- Free installation
- Free hardware
- Free ADSL backup
- Free SIP trunks
- Free QoS
- 30 day cancellation guarantee
- Industry leading SLA - one day of credit for each hour of downtime

**And we're available on the Gigabit Voucher Scheme!**

## KEY FEATURES

- 360° security protection for your customer business
- Built using only Best-In-Class technology
- Unlimited changes and additions (excludes VPNs)
- Fully resilient hardware & datacentre platform
- Automatic updates and patch management
- 4 hour SLA on configuration changes

