

## Spitfire's ADSL2+ Internet Service

### What is ADSL2+?

Spitfire ADSL2+ is exceptionally fast business broadband Internet which depending on the distance from your local exchange and the quality of your telephone line can allow Internet bandwidth of up to 24Mb downstream, three times faster than ADSL Max.

Bandwidth on ADSL2+ depends on the product chosen (as with ADSL MAX):

**ADSL2+ Standard:** up to 448Kb of upstream bandwidth and 24Mb downstream.

**ADSL2+ Premium:** up to 1Mb of upstream bandwidth and 24Mb downstream.

**ADSL2+ M Standard:** up to 2.5Mb of upstream bandwidth and 16Mb downstream.

**ADSL2+ M Premium:** up to 2.5Mb of upstream bandwidth, 16Mb downstream. Product guarantees a 1Mb minimum throughout so is suitable for real time applications which demand assured data throughput with guarantees on latency, packet-loss and jitter.

### What speed am I likely to get?

ADSL2+ will give you the fastest speed which your telephone line will support. As the distance to your local exchange increases, so the speed reduces as with conventional ADSL.

As a guide, customers currently on ADSL Max (up to 8Mb Broadband) will see the following improvements in speed:

<u>ADSL Max: current downstream speed</u>	<u>ADSL2+: expected downstream speed</u>
8Mb	16-24Mb
6Mb	8-9Mb
4Mb	5Mb
3Mb	3.5Mb
2Mb	2.25Mb

We do not currently recommend upgrading to ADSL2+ if you receive any less than 2Mb with ADSL Max as the improvement in bandwidth is likely to be too marginal. If you would like an estimate of the speed available, please contact your Spitfire Account Manager or IT company.

### Can I get ADSL2+?

At present there are around 1000 exchanges enabled for Spitfire ADSL2+, covering the majority of the UK's main commercial and business centres. Not all variants of ADSL2+ are available at these exchanges so to find out if you can get the variant of ADSL2+ which you require, please contact your Spitfire account manager or IT company.

### How reliable is ADSL2+?

ADSL2+ is a development of the existing ADSL Max product. It has been extensively tested and is proving as reliable as conventional ADSL. As with all our Internet Broadband products we highly recommend that businesses who rely on their Internet connection have a back-up circuit in place, this costs from just £9.00 per month. Please discuss this with your account manager or IT company.

ADSL Max

VDSL

SDSL

Ethernet Circuits

VoIP & SIP

Telephone  
Line Rental &  
Calls

Telephone  
Systems

Call Diversion

Mobile Voice &  
Data

## Spitfire's ADSL2+ Internet Service (continued)

### How much does it cost?

Spitfire ADSL2+ costs the same as conventional ADSL Max. This means that customers can get up to three times as much bandwidth as ADSL Max for the same cost.

The rental charges for the two different ADSL2+ versions are:

	<u>Downstream</u>	<u>Upstream</u>	<u>Price</u>
ADSL2+ Standard	up to 24Mb	up to 448Kb	£29.00 per month
ADSL2+ Premium	up to 24Mb	up to 1Mb	£49.00 per month
ADSL2+ Annex M Standard	up to 16Mb	up to 2.5Mb	£59.00 per month
ADSL2+ Annex M Premium*	up to 16Mb	up to 2.5Mb	£69.00 per month

\*Annex M Premium has 1Mb minimum throughput so suitable for real time applications.

Connection of new circuit:	£50.00
Upgrade from lower bandwidth:	£0.00 or £50.00 for LLU and M Version
Migration from other ISP:	£0.00 or £50.00 for LLU and M Version

Please see the price list for full pricing details but please do check availability with Spitfire before quoting your customers.

Spitfire's ADSL2+ is a business quality product. Unlike most of our competitors, we don't traffic shape, we don't block ports, we give public IP addresses free of charge and we offer TotalCare 24/7 Support and other high level support options. Note though that in common with its intended business usage profile, the service is subject to a standard fair usage policy.

### Can I upgrade my current ADSL to ADSL2+?

Yes. Spitfire does not charge to upgrade your current ADSL to ADSL2+; however it is imperative that your broadband router supports ADSL2+. If Spitfire supplied this, please contact your Spitfire account manager who will be able to advise you, otherwise please contact your IT company. Should you be unhappy in any way with the performance of ADSL2+, then we will be able to revert your ADSL back to its previous connection type.

### How can I move an existing ADSL to Spitfire?

Your existing ADSL service can be migrated (transferred) to Spitfire by obtaining a 'MAC' (Migration Authorisation Code) from your existing provider.

A migration is free of charge and your Internet connection will remain live while switching over to Spitfire's network, although please check that the router is compatible with ADSL2+. The only downtime you will experience is approximately 15 minutes while your equipment is rebooted, although note that you may have to make configuration changes to your computer network.

### How do I find out more or order this service?

If you have any questions regarding this service or would like to place an order please contact your IT Support Company or call the Spitfire Partner Services team on 020 7501 3150. Alternatively, email us at [partners@spitfire.co.uk](mailto:partners@spitfire.co.uk)

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