

## FOREWORD

Welcome to the October edition of the Spitfire Newsletter!

This month we look at the latest developments here at Spitfire:

-Our fantastic new offer of free back up circuits which will ensure peace of mind with your Internet connections.

-We will be attending the IP Expo this month and hope to see you there.

-Information on our MPLS service.

-An update on our SIP services which are proving to be more popular than ever with their high quality and great value!

Please contact our sales team on **0800 319 6363** or your Account Manager for more information.

**CONTACT US:**  
**SALES:**  
0800 319 6363  
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0800 319 6262  
[www.spitfire.co.uk](http://www.spitfire.co.uk)

# Spitfire Newsletter

SEPTEMBER 2013

  
**KEEP CALM AND CALL FOR FREE BACK-UP**

**Spitfire are happy to announce the provision of FREE back-up to our customers using Premium Internet data circuits.**

At Spitfire we understand that the ability to communicate and transfer data is at the heart of all businesses. With the ever

increasing importance of a reliable Internet connection, Spitfire are passionate in providing all existing and new customers with a free back-up broadband circuit.

The importance of back-up is accentuated when considering the fact that all broadband circuits with BT have a 40 hour fix time - could your business run effectively without Internet connectivity for that length of time? Although it seems that there is a very obvious answer here, only 10% of Spitfire customers have a back-up for their Internet connection.

At Spitfire, we not only want to provide you with the best solution for your Internet connectivity, but we also want to ensure maximum redundancy for

our customers. That is why, wherever possible, we route our back-up solutions over a different network infrastructure than your primary circuit.

We're offering a **FREE** back-up broadband with any of our premium data products including ADSL 2+, VDSL, Fibre broadband, Annex M, SDSL M and Ethernet.

This offer is open for a limited period only for all customers placing new orders, but is also available on existing circuits.

Terms and conditions apply, so please contact your Spitfire Account Manager for further details now on:

**020 7501 3333.**

**IPEXPO**<sup>®</sup>

16-17 October 2013 Earls Court 2 London

Spitfire are happy to say that we'll be attending the UK's number one IP Expo in 2013. With a comprehensive seminar programme and such a large concentration of industry experts discussing the hot topics, the IP Expo is a fantastic location to come and find out about the latest developments in VoIP and Internet Connectivity.

On the Spitfire stand (C9) we will be running our SIP Challenge competition with the **winner taking home an iPad Mini**. Bring along an up to date phone bill to be in with a chance of winning!



[Click here to register for free entry to the Expo!](#)

## **Moving Forward with MPLS High Speed Multi-Site Networking**

At Spitfire, we can offer a highly flexible and cost effective solution to the many outdated VPN Networks currently in place.

With a wide range of circuit connectivity choices, Spitfire are able to provide a high speed, fully managed and secure solution to any multi-site business.

Spitfire also offer a hosted firewall for centralised Internet access. It is also ideal for VoIP and SIP Trunks with free calls between sites and lower cost external calls.

Spitfire MPLS is a cost effective, cloud based data networking solution that can grow with your business.

## 20Mb Ethernet for less than £200!

We are very excited to announce our new fixed priced GEA Ethernet Internet circuits with a monthly rental of £199 for up to 20Mb. To launch this new offer we will be providing free of charge connection on all GEA circuits and in addition also include our FREE ADSL back-up circuit offer! This provides exceptional value and an even more cost effective alternative to EFM and Fibre circuits.

## SIP Success SME Hosted Solution Winner!

Spitfire is an award winning Business VoIP provider. These services are the future of telephony where phone calls are delivered over dedicated high quality Ethernet or Voice Approved ADSL circuits.

Spitfire has been running a VoIP Network based on the Industry standard SIP Protocol for the last 6 years. We're so impressed by the service, we run it in our own offices and approximately 70% of Spitfire's new telephone installations for customers are based on SIP services.

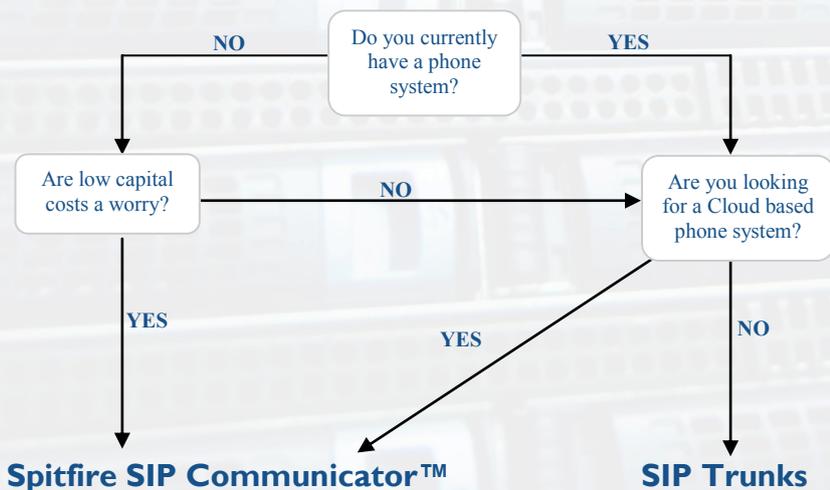
We have thousands of satisfied customers who have reaped the multiple benefits to be gained from switching to SIP from a traditional ISDN:

- Keep your existing phone number when you move.
- Add new phone numbers from any UK dialling code— regardless of your physical location.
- Implement a Disaster Recovery policy.
- Integrate home workers as standard.
- Save 50%+ on rental and call costs.



Spitfire are one of the only business ISPs who are also an Internet Telephony Service Provider and a Licensed Telephone Operator. We offer both SIP Trunks as well as our award winning hosted Telephony SIP solution – Spitfire SIP Communicator™.

### So which option is best for your company?



Call our sales team on **0800 319 6363** or visit our website at [www.spitfire.co.uk](http://www.spitfire.co.uk) to find out more about the benefits and cost savings of moving from traditional ISDN lines to a Next Generation VoIP Service.

## Meet Our New Grads!

We're expanding our Account Management Team and have hired 4 new graduates to provide a second point of contact and even better service.

*Hi, my name is George and I'm a graduate of Bournemouth University where I received a 2.1 in Business Studies. As you can see from my photo I am extremely happy to be here and I am looking forward to speaking with you soon.*



**George Corden**



**Natalie Harris**

*Hello, I'm Natalie and I recently graduated from Newcastle University with First Class BA Hons in Modern Languages with Management Studies. I hope to see some of you at the IP Expo on the 16th -17th October!*

*Hi I'm Tom. I've just finished my degree in Modern Languages at Sheffield University. I've moved down from Manchester to start work here at Spitfire and am excited by the prospect of new challenges.*



**Tom Shannon**



**Ollie Smith**

*Hi I'm Ollie and I have recently graduated from the University of Leeds with a 2:1 in Philosophy.*

*I've had a great first month at Spitfire and look forward to meeting you soon.*