



Internet you can rely on

Wholesale Internet Connect.
Enjoy dedicated internet
access with the ultimate
connection.

Email clientreception@bt.com
or call on 0800 671 045

[www.btwholesale.com/products-and-services/
data/wholesale-internet-connect.html](http://www.btwholesale.com/products-and-services/data/wholesale-internet-connect.html)



Internet connectivity is at the core of all businesses. So in today's day and age, 100 per cent service availability and speeds up to 10Gbps should be standard.

As a dedicated line, Wholesale Internet Connect isn't shared with anyone else. Which means guaranteed bandwidth, 24/7, unlimited data usage, and no restrictions. So your customers will always have access to critical data, voice, video and applications.



Why is Wholesale Internet Connect the ultimate internet connection?

Guaranteed reliability

As it's uncontended, your customers won't be sharing it with anyone else. They'll get all the bandwidth they need, all the time, as they won't be affected by any busy periods or variable line quality, but instead they'll be backed up by a market-leading 100 per cent Service Level Agreement (SLA).

Increased capacity

Enjoy the same upload and download speeds, from 30Mbps to 10Gbps. As it's truly unlimited, there are no caps, restrictions, traffic shaping or fair use policies. It's optimised for high-quality voice and video calls too, as well as cloud applications. And we're sure an industry-leading latency less than 20ms sounds appealing?

100% service availability

We're confident Wholesale Internet Connect won't let you down, which is why our SLA covers availability, latency and delivery targets. But if something unexpected does happen and we're not living up to our high standards then we'll give you money back through service credits.

Bandwidth that keeps pace

It's easy to change internet speed to keep it in sync with how your business works. So if your customers are going through a busy period, they can increase it. When things are calm they can reduce it and start saving money.

Why BT Wholesale?

Wholesale Internet Connect is built on the UK's market-leading leased line internet access service. But it's not just that. We're leading the way in communications technology. In the last five years, we've invested £2.5 billion in our network. Our ethernet and EFM services are already being delivered to the highest of standards. And we peer with some of the biggest partners across the globe to ensure low latency and less traffic. All of this is underpinned by our massive network and presence.

Fast delivery

We've got a specific delivery team, dedicated to getting Wholesale Internet Connect set up. We have exceptional performance – over 90 per cent of ethernet orders were delivered on time in September 2019. Which means you'll be able to get your customers up and running quickly too.

Great value for money

We're not just replacing Internet Connect UK. We're making it better. You can combine it with SIP Trunking and cloud voice so calls can be made over an internet connection, removing the need to pay for separate phone lines. Your customers will be able to provide crystal-clear quality and prioritised voice traffic, with more flexibility on how to manage calls.

Easy to price

With our easy to use ethernet pricing tool you can easily price your customers and keep on top of all order processes. It also comes with free standard allocation of static IP addresses and free connection (subject to survey).

We have you covered

With ethernet that stretches from Shetland down to the Isles of Scilly and everywhere in between, we've got the best geographic network coverage in the UK as an end-to-end service provider. We proactively manage over 150,000 ethernet access circuits in the UK markets. And with a range of connectivity options at our disposal, you can get your customers set up wherever they are.

A team of over 1,700 staff to help you succeed

In the rare event that anything goes wrong, our UK-based team has your back. We'll go all out to get you and your customers back up and running within five hours – day, night or weekend.

Ultimate resilience

We boast the most resilient network, with our national core and backhaul network running at better than 5 x 9 availability, 99.9995 per cent YTD. We aim to keep you online, all the time. But sometimes there are things out of our control, like floods, fires and destructive roadworks. Rather than letting that put a spanner in the works for you and your customers, we can protect your connection with one of our resilience options – Backup, Failover or Load Balancing. If you need access to these options, just ask your account manager for help.



The best leased line connection for your customers

Wholesale Internet Connect is built on the UK's number one ranked leased line internet service*. But we want to make sure that it's right for you. To help you compare us with other providers, here's some questions that might be on your mind.

We have 100 per cent service availability. Do they?

If not, why not? A 99.85 per cent target sounds impressive, but when you realise that it means there'll be no internet access for 13 hours a year, is it still as impressive as 100 per cent?

Who delivers and installs your service?

Some providers outsource which can slow things down. We don't. We deliver and install it ourselves.

Who's looking after the circuit and network?

As this is a fully managed service, you don't have to worry about a thing. We take full responsibility for the whole circuit and network. You just focus on giving your customers what they want.

Can you claim against the SLA straightaway?

If there's a fault with the service, the clock starts from the first minute. Our engineers can act fast so your customers aren't left in the lurch. Unlike some providers who give themselves time to fix a fault before you can start claiming.

Are there any upfront costs or hidden fees?

Nope. Payments are quarterly, there are no hidden extras and it's all easily managed with our ethernet pricing tool. It makes it easier to bill your customers too.

Is the service shared?

You'll always get a 1:1 uncontended service to deliver to your customers. So when you say "it's yours, all yours" to them, you can mean it.

Can you change bandwidth easily?

Bandwidths can easily be scaled to meet demand so whatever area of business your customers are in, they can match their bandwidth to the demand.

What's the latency like?

Phone or video calls over the internet or cloud applications need low latency as a must. So with 20ms guaranteed, it's market-leading, covered in our SLA and ideal for business.

How fast are uploads and downloads?

They're symmetrical. Which is crucial for sending large digital files over the internet. Usually, upload speeds are slower which is fine. But when in business we need fast speeds for both. That's what you get with Wholesale Internet Connect.



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