



# CONNECTIVITY COMPARISON

	Shared Connectivity			Dedicated Connectivity			
	Broadband			Managed Internet Access (MIA)			Unmanaged
	ADSL Broadband	Superfast Broadband 38	Superfast Broadband 76	GEA/ EoFTTC	Ethernet First Mile (EFM)	Fibre Ethernet/ Leased Lines	Point-to-Point
	FTTC & FTTP Technologies			Dedicated line at the lowest prices	High speed connection for less	Our ultimate dedicated connection	Perfect for connecting two or more offices/locations
Download Bandwidth	up to 17 Mbps	up to 38Mbps	up to 76Mbps	2Mbps - 20Mbps	2Mbps - 35Mbps	2Mbps - 10Gbps	10Mbit/s - 10Gbit/s
Upload Bandwidth	up to 0.9 Mbps	9.5Mbps	19 Mbps	2Mbps - 20Mbps	2Mbps - 35Mbps	2Mbps - 10Gbps	10Mbit/s - 10Gbit/s
Typical usage	Small Office - SME	Small Office - SME	Small Office - SME	Small Office - SME	Small Office - SME	Offices of all sizes	Connecting Offices
Ideal for	Basic internet browsing and applications	Hosted Voice (VoIP), Video Conferencing & bandwidth hungry applications	Hosted Voice (VoIP), Video Conferencing, Uploading Data to the cloud, bandwidth hungry applications	Hosted Voice (VoIP), Video Conferencing and bandwidth hungry applications	Where GEA is not available and Fibre Ethernet is not economically viable	Businesses who need complete control of their connectivity at all times or if loss of service would have a major financial or operational impact	Bring offices/sites/data centres together on a single connection with Ethernet point-to-point
Description	Suitable for working from home, a sole trader, or small business looking for a low-cost, entry level solution. Where both ADSL and FTTC/FTTP is available, Superfast Broadband is always recommended	Ideal if you need the extra speed, reliability and low latency that real-time applications demand		Offers all the benefits of dedicated fibre connectivity with high speeds and business-class SLAs, but with lower setup costs compared to EFM and Fibre Ethernet	Keep your costs down and your speeds up. A cost-effective way to advance to a high-capacity connection without committing to full Ethernet connectivity	Ultimate connectivity, this end-to-end fibre solution offers unparalleled levels of reliability and speed and is available to site, whether fibre is available or not. It includes our highest SLAs	Performance you can rely on, security you can count on. Run voice, data and video between sites, making sharing business-critical information a breeze
How it works?	Copper connects you to the nearest street cabinet, then copper connects you from the street cabinet to the exchange, which is then aggregated into the Daisy network through fibre to provide Internet or MPLS network access	Fibre (FTTP) or Copper (FTTC) connects you to the nearest street cabinet, then Fibre connects you from the street cabinet which is then aggregated into the Daisy network to provide Internet or MPLS network access		Fibre (or copper if Fibre not available) connects you to the nearest street cabinet, a dedicated Ethernet line then carries data back to the Daisy Core network where it then breaks out to the internet	EFM uses multiple copper wires to connect you to the nearest street cabinet, a dedicated Ethernet line then carries data back to the Daisy Core network where it then breaks out to the internet	Dedicated fibre connection from your premises back to Daisy's Core Network where it then breaks out to the Internet	Dedicated fibre Ethernet connections between multiple office/sites/ data centres
Service contention	Shared Broadband Connection			1:1 (uncontended)			
Data/Usage	Unlimited			Unlimited			
QoS/Voice priorities	Yes - HV.Select Broadband product only			Yes - prioritise your traffic so you can make sure important applications always gets through			
Install Lead Times	10 working days	10 working days	10 working days	10 working days	45 working days	70 working days	70 working days
SLA - Service Availability	97.00%	99.80%	99.80%	99.85%	99.90%	99.93%	99.93%
Target fix time	8 hours*	8 hours*	8 hours*	8 hours	7 hours	6 hours	6 hours
Indicative Price/month	From £16.98/month**	From £28.48/month**	From £34.48/month**	From £114.00/month***	From £133.00/month***	From £229.00/month***	POA
FREE connection on 3 and 5 year contracts	Free on 24 month contracts			Yes			
Router	Free on 24 month contracts			Free Managed Cisco			Not needed
Technical support online & helpdesk 24/7/365	FREE	FREE	FREE	FREE	FREE	FREE	FREE
Latency (depending on geographic area)	Less than 80ms	Less than 30ms	Less than 30ms	Less than 30ms	Less than 20ms	Less than 20ms	Less than 20ms
Packet Loss	Less than 3%	Less than 0.1%	Less than 0.1%	Less than 0.1%	Less than 0.01%	Less than 0.01%	Less than 0.01%

\*Standard care - 40 hours (default on all lines), Enhanced care - 20 hours, Premium care - 8 hours.  
 \*\*Price excludes line rental and calls, bundles that includes line rental and calls are available.  
 \*\*\*Dedicated connectivity pricing is dependent on postcode and subject to survey and excess construction charges. We reserve the right to amend pricing at any time without notice.



**we are daisy.**  
 www.daisygroup.com