

BT Internet Access



Whether you're an SME or a multinational corporation, access to the Internet is a business necessity. Employees depend on being able to access information online, to send emails and work collaboratively. In short, they need a reliable, swift Internet Access solution.

That's precisely what BT Internet Access – which can be complemented by BT Remote Internet for travelling workers – can give you.

With our network reach, reliability and service levels, you can enjoy better communication between people in all your locations.

Service Description

BT's Internet Access Service offers connection to the Internet to provide employees with access to the web, transport for emails and the ability to build Virtual Private Networks (VPNs) across the BT global network.

The service is available through any of the BT Internet Access Points of Presence (PoPs) around the world, covering more than 59 countries across Europe, AsiaPac, the US and Latin America, as well as the overwhelming majority of the world's leading business centres, making it ideal for multi-sited international customers.

For access beyond this, BT's Remote Internet Service provides the same BT service quality using dial-up access around the globe. This means that small branch offices or mobile workers can access corporate LANs, hosts, intranets or extranets in a highly cost-effective way, all managed centrally. For more information on the Remote Access Service, please contact your BT Account Manager.

Our Internet Services portfolio is fully integrated with our broader voice and data services portfolio, including complementary capabilities such as IPSec for virtual private networking. So communication capabilities can keep pace with changing requirements, with consistent support and service processes at every location.

Key Benefits

• Simplified administration through a single supplier

Because of BT's global reach, you can choose BT Internet Access across all your global sites. As a result, you can remove the headaches of dealing with multiple suppliers in different locations.

• Consistently excellent response to your customers

No matter where your customers are located, or where they're contacting you from, BT Internet Access enables you to establish and maintain outstanding service levels for your customers.

• High quality network for mission-critical Internet access

Our world-renowned expertise in network design and management is put to full use in the deployment of our Internet Access network. Leading-edge IP technology provides outstanding reliability and performance. This means we can offer competitive Service Level Agreements, backed up by service credits as and when appropriate.

• Variety of resilience options

For many organisations, losing access to the Internet can lead to a loss of business. Our fully managed, "self-healing" and IP-optimised network allows us to provide high levels of node and network resilience, ensuring reliable Internet access in the most mission-critical environments.

• Outstanding platform to develop a VPN

Sites that use BT Internet Access as well as our Remote Internet service can be easily and securely connected via a Virtual Private Network between multiple sites, enabling cost-effective communications between multiple sites.

• Potentially greater productivity through faster communications

BT Internet Access provides the quickest possible connection to content and rapid email delivery, supporting potentially greater productivity and enhanced collaboration.

- **Cost-effective access for remote workers**

BT Remote Internet has widespread local call coverage so that your remote and mobile workers can access the Internet without making expensive national or international calls.

- **High quality peering**

BT only selects peers capable of reliable, high quality performance. Strong peering streamlines the passage of data across the Internet, enhancing performance and improving the end user experience. Combining BT's existing global backbone with our extensive peering arrangements ensures a high-speed network with rapid delivery times to all Internet destinations around the world.

Benefits at a glance

- Simplified administration through a single supplier
- Consistently excellent response to customers
- High quality network for mission-critical Internet access
- Variety of resilience options
- Outstanding platform to develop a VPN
- Potentially greater productivity through faster communications
- Cost-effective access for remote workers
- High quality peering

Key Features

- **High-speed access, both fixed and dial**

Speeds are available up to 1Gbps for fixed access, and up to a maximum 128kbps over ISDN for dial access. What's more, BT Internet Access can be delivered over a variety of technologies including Ethernet or Leased Line, providing highly cost-effective access to the Internet.

- **Outstanding global coverage**

BT Internet Access offers deep coverage wherever your business requirements need it. BT Internet Access meets this demand by providing a high-quality service that is available across 59 countries through any of the BT Internet Access Points of Presence (PoPs) around the world and the majority of the world's leading business centres. Deep in-country coverage across Europe reduces the cost of network access for you, and connects you to a wider customer base.

- **Fully managed service**

The BT core IP network delivers world-class quality and availability, and is closely monitored 24 hours a day, 365 days a year. BT's confidence in the quality of our Internet backbone is such that we publish real-time performance information on a public website, allowing you to build confidence in our ability to deliver. See how our IP network is performing at <http://www.bt.net/> (updated hourly).

- **IP address provision and Domain Name registration**

Although you can supply and use your own, BT can also provide IP addresses, Primary and Secondary DNS and Domain Name registration for all our customers.

- **Support for flexible working**

If you need to provide your teleworkers and people travelling on business with Internet connectivity, BT's Remote Access service offers dial-up access in over 160 countries. Dial-up is made even simpler by BT's new, easy-to-use client software which can be easily downloaded from the web and installed on a laptop. This makes it possible to connect to the network in three simple steps wherever the user is located.

- **Customer reporting**

BT offers up-to-date and real-time reporting features through a secure web-based system. These can help you identify how efficiently your bandwidth is being used and enable you to make informed decisions about your bandwidth requirements, giving you full control and visibility of your service and costs.

Features at a glance

- High-speed access, both fixed and dial
- Outstanding global coverage
- Fully managed service
- IP address provision and Domain Name registration
- Support for flexible working
- Customer reporting

Why BT?

When it comes to Internet Access solutions, BT's customer base and experience are second to none. With an outstanding range of peering relationships with leading national and international ISPs, BT can ensure the widest possible connectivity. In terms of performance, BT's track record speaks for itself. BT offers, in unparalleled detail, network performance information publicly, demonstrating the confidence BT has in its network reliability and speed.

BT Internet Access gives you the platform you need, both globally and locally, for fast, cost-effective and secure access to the Internet, email and the collaborative applications that are shaping the digital networked economy.

For more information please contact your BT Account Manager, call us on **00 800 8000 2000** or visit www.bt.com/globalservices



Offices worldwide

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