



pactel telecoms

Helping your business grow

Offering Data Services that your business needs

Fast, reliable Internet access is essential to all businesses, and choosing the right broadband supplier ensures that your operations stay on-line, and get support when needed, allowing you to get on with what really matters - growing your business.

Business Broadband

We offer unrivalled Business Broadband solutions for our customers by working with the largest broadband network providers (BT, Virgin Media, TalkTalk Business) so you can be guaranteed to have the best available options at your sites across the UK. If you are unsure about the options available to you at your location, make a quick call to our team and we will guide you through the best available connectivity solution for your business.

What are the options?

Business Broadband comes with several options to connect your business, from ADSL to Superfast Fibre Broadband, with download speeds ranging from 8Mbps up to 1Gbps, dependent on your business location and distance from the exchange.

With a few simple details, our team can provide a free desk-based survey to let you know the options available at your premises and advise on pricing accordingly. We work with major carriers in the UK to ensure that we can provide the best solution available at any given location for our Business Broadband customers.

We can provide a fully managed service to include a router that we can support remotely from our helpdesk, or a wires-only service that you can use with the router or firewall provided by your IT supplier. All our broadband services can also be provided with multiple Static IP addresses for accessing remote services such as CCTV, VPN for Remote Workers or Email Servers.

Basic Business Broadband

Provides speeds of up to 24Mbps download and 1Mbps upload, which is ideal and cost effective for a small business, startup or retail outlet.

- Download speeds up to 24Mbps
- Upload speeds up to 1Mbps
- Unlimited data usage products available
- Multiple Static IPs
- Low install and monthly rental costs
- Fast to deploy, lead time of 5 working days
- Uses existing copper lines

Superfast Fibre Business Broadband

With speeds of up to 80Mbps download and 20Mbps upload, our 'Fibre To The Cabinet' (FTTC) is a great product for growing and established businesses alike. A great product for small to medium businesses operating on a budget and provides a great level of service for customers who do not require Dedicated Ethernet style products.

- Download speeds up to 80Mbps
- Upload speeds up to 20Mbps
- Unlimited usage products available
- Multiple Static IPs
- Low install and monthly rental costs
- Fast to deploy, lead time of 5 working days
- Uses existing copper lines

VoIP Optimised Broadband

With the ever-growing popularity of VoIP, Hosted Phone Systems and SIP Trunking, pactel has sourced a number of options for VoIP Optimised broadband for our customers. With Quality of Service built into the broadband circuit, our customers can be guaranteed that the voice quality of calls is never compromised.

Dedicated Connectivity

Businesses and Enterprise customers are now reliant on Internet connectivity more than ever. With many applications now hosted in The Cloud, including Email, File Sharing, CRM and VoIP, businesses can no longer afford downtime. With our Dedicated Connectivity products, customers are protected from peaks in demand on the Internet as they have their very own 'Fast Lane' to the outside world.

To ensure uptime, consistency and reliability, businesses are now moving to Dedicated Ethernet services. Direct fibre costs have plummeted over the years, making it affordable for businesses to move from Basic Business Broadband services to Enterprise-grade Ethernet services. When people think of Dedicated Internet products, they often think that the only option is the traditional leased line, but there are lower cost options to suit any budget.

EoFTTC (Ethernet over FTTC)

- Dedicated speeds up to 20Mbps
- Download speeds 'burst-able' to 80Mbps
- 1:1 Contention
- Unlimited usage allowance
- Short Install Lead time of 30 days
- No excess construction charges
- Fix time SLA 7 hours 24/7/365
- Perfect upgrade from Standard FTTC

Shared Internet services such as ADSL and FTTC are becoming increasingly strained due to the unprecedented levels of demand on Internet traffic, heightened by the emergence of streaming services such as Netflix, iPlayer, YouTube, etc.

EoFTTC provides a step up from the standard business broadband products without the large costs associated with Direct Fibre to the Premises. Providing a dedicated Ethernet connection up to 20Mbps symmetrical with a 7-hour fix time SLA, EoFTTC is the perfect product for the growing or established businesses to ensure they are always online and at fast speeds.

EFM (Ethernet in the First Mile)

- Dedicated speeds up to 20Mbps
- 1:1 Contention
- Unlimited usage allowance
- Short Install Lead time of 45 days
- No excess construction charges
- Fix time SLA 7 hours 24/7/365
- Perfect upgrade from ADSL

Utilising multiple copper pairs, bonded at the telephone exchange to create a dedicated Ethernet connection, EFM provides customers with the bandwidth they need where the costs associated with Dedicated Fibre to the Premises are not feasible.

With a shorter install time and no-excess charges, EFM provide a predictable cost solution for business customers, perfect for customers in more rural locations. Symmetrical speeds of up to 20Mbps can be achieved and installed in as little as 45 days.

Ethernet Leased Line

- Dedicated speeds from 10Mbps up to 1Gbps
- 1:1 Contention
- Unlimited usage allowance
- Access to national and local Fibre Networks
- Fix time SLA 7 hours 24/7/365

For established companies who require guaranteed speed and reliability, Ethernet provides the perfect solution. Fibre is delivered into the premises from the carrier network, providing dedicated bandwidth with a one to one connection to the Internet. Speeds from 10Mbps to 1Gbps allow customers an upgrade path to ensure they can add bandwidth as their business grows.

At pactel, we have access to major carrier networks (including BT Wholesale, Virgin Media Business and Vodafone) so we can ensure that we provide the best possible access price for our customers. Our fully managed service provides our customers with the expertise and the support response time to ensure the best level of service. pactel Ethernet services all come with a 4-hour Fix Time Service Level Agreement 24/7/365.

Fixed Wireless Internet

Fixed Wireless Internet has grown in popularity over the years. As technology has improved and the demand for high speed Internet has grown, ISPs (Internet Service Providers) have been turning to the skies to supply Internet services to their customers.

In most cases, Fixed Wireless means sending a wireless signal from a place of High Broadband speeds (the Donor site) to an area that can only receive slow speeds via traditional fixed wire services (the Receiver site). At the Receiver site, there is a wireless receiver with a private channel enabled to connect to the Donor site. Increasingly, customers are installing Fixed Wireless services as a viable redundant service to their main Internet.

Point to Point

Point to Point (P2P) Wireless services are those that are a single use connection between 2 points, the Donor site and the Customer site. This service is mainly used in rural settings where the customer experiences slow Internet speeds.

A desk-based survey followed by a field survey will identify potential 'Donor' sites that have SuperFast Fibre speeds available. Our P2P Wireless service can carry the Internet from the Donor premises over the air to the Customer premises with little to no loss in speed. Our dedicated wireless team provides a fully managed service, from survey, hardware, installation right through to ongoing support to ensure the highest level of quality and uptime.

Wireless leased Line

From multiple high sites across the UK, pactel can provide dedicated Fixed Wireless Internet services, matching the speeds and capabilities of Fixed Leased Lines, but without the long lead times. On some sites we can install within 7 days, meaning that you can be guaranteed a Superfast broadband connection when you need it.

Speeds from 10Mbps up to 1Gbps are available and at a reduced cost versus traditional leased line services in most cases. Installation costs are also fixed, with no issues around excess construction charges to worry about. Used as a primary Broadband or as a Disaster Recovery solution, Wireless Leased Lines from pactel may be the answer to your Broadband Connectivity problems.

Rural Wireless Networks

Where it can be identified that there is a need for a larger network build to serve several customers in either an urban or rural setting, pactel can deliver a Multi-Point Fixed Wireless Network. Multi-Point Fixed Wireless Networks can cover 'Not Spots' to provide high speed Internet access for customers who will not see traditional Broadband services for many years to come. For Customers still operating on very low speeds, access to our Wireless Internet can transform their business.

We are always on the lookout for new projects to continue to serve clusters of business customers who cannot get SuperFast speeds. Our dedicated Team will manage the project, build and support from start to finish, with many projects completed in under 4 weeks.

Pactel Telecoms

Unit 202, Waterhouse Business Centre, Chelmsford, Essex, CM1 2QE
01245 808277 | info@pacteltelecoms.com | pacteltelecoms.com

