

What is Annex M Broadband?

Talk Internet are now able to provide Annex M Broadband service enhancements. Annex M is a new technology that enables greater upload speeds over standard ADSL2+ products.

Annex M is available as a bolt on package to our ADSL2+ service, provided that 21CN ADSL2+ is available in your area. Annex M increases the upload speed up to 2.5 Mb dependent upon line length from the exchange. This however does come at a cost of approx 10 – 15 % of your current download speed.

Talk Internet can provide various flavours of ADSL connections on both the 20CN and 21CN network from BT. Our internet connections are up to 20Mbps provided that the line and exchange support such speeds. With usage policies of 50GB, 100GB and unlimited ensures that your business gets the bandwidth and speed that they need at all times.

Annex M is an enhancement service to ADSL2+ lines and is not a replacement for SDSL services. Annex M is still subject to normal ADSL2+ contention and not a 10:1 service as SDSL is. Annex M differs in the fact that the download and upload speeds are not the same as they are in SDSL.

Features and Benefits

Annex M connections are designed to ensure that the best possible speeds are obtained for uploading files and data to the internet. Customers who send particularly large or vast amounts of email, or who have an on line e-commerce site would benefit from the service. Additional benefits include better video conferencing, more bandwidth for VoIP calls and quicker sending of offsite backup information.

Quality - Here at Talk Internet we pride ourselves on supplying quality connections for business users. We do not supply ADSL connections to standard home users so our network remains un-contended for business traffic.

Speed – Annex M increases the upload bandwidth up to 2.5Mb (subject to line length).

Assured Rate – Annex M assured rate broadband add on, comes with an assured rate of upload, jitter and packet loss guarantee. Latency < 80ms, Jitter <+ 45ms, Packet Loss < 1%. Upload speed 1Mb Minimum (subject to line length)

Static and Multiple IP's - All of Talk Internet's connections come with a static IP address for ease of use. Features of these include the setting up and maintaining of VPN's. Multiple IP addresses are available upon request.

Service Provision – Talk Internet's Annex M allows you to provision more services from your premises. The increase in upload speed can allow for better video conferencing, more simultaneous VoIP calls and quicker off site backups.

Free Migration – Free migration from other service providers. Talk Internet supports the industry standard MAC process for simple broadband migration.

Configuration

Simple - To utilise Annex M enhancement services, it needs to be available in your area and for you to have an Annex M compatible router. Most modern ADSL2+ routers are compatible with Annex M. There is no need to change your username and password, simply order the Annex M Bolt on of your choice and in 24 hours it will be installed.

Protection - Talk Internet can supply pre-configured routers or firewalls, including managed VPN solutions for your Annex M connection.

Need more information? Call us now on 0845 310 1010 or visit www.talkinternet.co.uk

Annex M Broadband Comparison Chart

	Annex M Add On	Annex M Add On Assured Rate
Download speed	Up to 16 MB	Up to 16 MB
Upload speed	Up to 2.5 MB	Up to 2.5 MB
Assured minimum upload speed	N/A	1MB
Assured Packet loss / Latency / Jitter	N/A	Latency < 80ms, Jitter <+- 45ms, Packet Loss <1%

Technical Facts and Features

Broadband	Permanent connection with no ongoing call charges
Wide range of technologies	ADSL Max, ADSL 2+ and Annex M (subject to exchange availability)
Static IP's	Static IP addresses available on all circuits
Annex M	Bolt on package to increase upload speeds up to 2.5Mb (subject to line length)
Annex M Assured Rate	Bolt on package to increase upload speeds up to 2.5Mb (subject to line length) With assured rate upload (1Mb min), jitter and packet loss guarantee.(Latency <80ms, Jitter <+- 45ms, Packet Loss <1%)
Traffic Shaped	Traffic is shaped to provide priority to business traffic
Enhanced Care	Enhanced Care packages available on all connections to provide a fast fault repair
Availability	Annex M Enhancement services are available on all our 21 CN ADSL2+ connections

About Talk Internet

A quick glance at the market will reveal that there are many ISPs that you could be talking to - so why deal with Talk Internet? The answer is simple, flexibility. We do not believe in a "one-size fits all" approach. We customise our solutions to meet our customers' specific requirements and this approach has been at the core of our success.

Established for over 15 years, we are a UK-based operation, with our data centres and support function located in the UK. This means that if you have a problem you can quickly get through to one of our highly-trained support technicians who will help you find a resolution.

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