

Giganet 

**GIGANET**

THE BEST NATIONAL INTERNET  
AND TELECOMS

WITH PROVEN AWARD-WINNING SUPPORT

# INTRODUCTION TO GIGANET

FROM M12 SOLUTIONS  
**m12**Solutions  
TELECOMS & CONNECTIVITY

**Giganet is now available and is revolutionising Internet service provision for business and private users throughout the country.**

Brought to you by M12 Solutions, the award-winning telecoms and connectivity provider who have supplied Internet connectivity since 2003 and became an Internet Service Provider in their own right in early 2011. In 2017 the business significantly upgraded its capability and invested in the latest technology and peering arrangements, thus launching Giganet.

Using our own network, Giganet's highly-skilled, UK based service team delivers a 6hr SLA\* connection with a minimum 24Mb/s Superfast and up to 1Gb/s Ultrafast premium Internet connectivity. You can now enjoy the guaranteed speeds and service levels you need to run all your applications, communications and devices with confidence. Our resilient national network is overlaid with award-winning connectivity, world class customer satisfaction and great value. We ensure business and private users get the best possible Internet service and support experience.

**0800 107 8888**  
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**Why are  
we  
different?**

*Giganet Local is evolving how businesses purchase connectivity across the south. We have strategically extended the Giganet core network to towns and cities across Hampshire, Wiltshire and Somerset to take more control over the service specification, provisioning and support offered to customers. This results in improved pricing, increased communication during provisioning and support tasks, and differs from how the majority of providers deliver connectivity via multiple middlemen.*

\*Business/Home Worker Packages & Leased Lines only

"In both sales and technical expertise we have found you to be polite, knowledgeable and efficient."

Chelmsford

citizens  
advice

"Support is always second to none and they have a wealth of experienced technical staff on hand."

WIKAL

"They have been very innovative and approachable. We would recommend them to anyone."

Helping Hands  
Est. 1999

## BROADBAND PACKAGES & PRICES

All residential packages are 12 months and include: 802.11ac Wi-Fi Router, Line Rental, Static IP Address, Unlimited Data Transfers, Online Help Centre, 9am-5.30pm Mon-Fri Customer Service.

### RESIDENTIAL

SUPERFAST

£44 Inc. VAT  
p/m

up to 76Mb/s download  
up to 19Mb/s upload

Activation: £55<sup>2</sup> Inc VAT

ULTRAFAST<sup>1</sup>

£72 Inc. VAT  
p/m

up to 150Mb/s download  
up to 30Mb/s upload

Activation: £145 Inc VAT

In addition to the above, all business packages are 12 or 36 months and include: 6 Hour SLA Fix, 24/7 Tech Support for Critical Issues, Unlimited Data Transfers, Elevated Traffic Priority Across Wholesale Networks.

### BUSINESS / HOME WORKER

SUPERFAST

£74 + VAT  
p/m

up to 76Mb/s download  
up to 19Mb/s upload

Activation: FREE - 36 Month Contract  
£55 +VAT - 12 Month Contract<sup>2</sup>

ULTRAFAST<sup>1</sup>

from  
£99 + VAT  
p/m

up to 150Mb/s download  
up to 30Mb/s upload

(Speeds of up to 1Gb/s are available on Ultrafast. POA)

Activation: FREE - 36 Month Contract  
£145 +VAT - 12 Month Contract

<sup>1</sup>Limited availability.

<sup>2</sup>1 month contracts also available - Activation Cost: £145. Additional charge may apply if you do not already have a PTSN line.

# Broadband Vs Leased Lines

It is almost impossible to accurately predict what speed of connection and upload/download requirements any given business or user may have. For example, a couple of graphic designers may have a much greater requirement than an office of 50 staff. What we do know is that there are times when broadband simply isn't enough, and organisations need to access higher bandwidths, increased SLAs, more consistent and flexible leased line services. Leased lines are also available nationally, whereas superfast and ultrafast broadband services are available in limited areas.

## Understanding Leased Lines

### How fast?

We offer speeds from 10Mb/s to 1Gb/s over our leased line (also known as Ethernet) services. Speeds are symmetrical too, so the speed is the same for both down and uploads – perfect for businesses using more Cloud services. Leased lines are available nationally.

### How consistent?

Leased Lines are designed for larger connectivity requirements or mission critical operations; so a high SLA of 99.9% comes as standard, 99.99% with managed backup, with 24x7x365 support coverage and 6 hour guaranteed fixes. Services are also uncontended and dedicated, so unlike broadband services which can slow down in busy times across wholesale networks, leased line services are dedicated.

### How reliable?

As Leased Line services are delivered mostly over fibre optic cables, the speed and service doesn't deteriorate like traditional copper broadband services can. Our Leased Lines can be engineered with managed backup circuits, with a diverse alternate carrier option which automatically fails over and preserves IP address in the event of an issue with the primary circuit. We can even procure the most resilient RO2 diverse Fibre Ethernet circuits with HA routers offering different entry points to your premises, cabling routings, exchanges and finally Gigaset data centre handoff for no single point of failure – 99.995% uptime guaranteed.

### How easy to move to us?

Our dedicated provisioning team will provide regular proactive updates setting expectations of the circuit's delivery. A Gigaset Leased Line can be installed alongside your existing connectivity, and we'll project manage the migration to our new service. IP addresses will be provided in advance so you can prepare DNS and firewall updates.

### How much?

Pricing starts at **£295p/m for 100Mb dedicated Leased Lines**. This includes set up cost and a managed Juniper SRX router, plus static IP address, unlimited data transfers, proactive monitoring, 24x7x365 support and 6 hour guaranteed fix.

Alternatively, if you are looking for a shorter lead time and lower monthly costs, then you may be interested in our **EoFTTC Leased Lines, which start at £150p/m**. This is delivered over FTTC (Fibre To The Cabinet) technology, which means that speeds will depend on your proximity to the cabinet and lead time can be as short as 15 working days. EoFTTC pricing includes set up cost and managed Juniper SRX router, backed with the same business support and SLAs.

"Thank you for the outstanding level of service we consistently receive in terms of network performance, reliability and customer support."



"They are our first port of call for every communications problem. They are always proactive, helpful and provide excellent customer service."



"We continue to be extremely pleased with the service we receive at a very competitive price."





## Extended Service

Service is of paramount importance to us at Giganet, and in our quest to compete against the corporate giants who dominate the market, we see this as a key differentiator for us. We pride ourselves on our personal approach, trained support staff with no call scripts in our helpdesk, and our fast response. This level of service is available to all our customers, but for our business and home worker clients we extend coverage to provide a 24x7 helpdesk for critical faults, plus we introduce a 6 hour 24x7 guaranteed fix for all business services. Our core network is proactively monitored 24x7 which benefits all customers.

## Added Performance

At Giganet, we peer with major content providers and ISPs such as Microsoft, Google, Dropbox and Amazon AWS at LINX and LONAP. These direct connections minimise latency and provide increased throughput even in peak periods. We also have multiple Tier1 Transit providers to provide resilience and the fastest routes to wherever in the world your traffic is destined. We aim to never be the bottleneck, so core backhaul links, peering connections and transit links are upgraded to ensure we are never the pinch point. Our core network is based on Juniper MX and Cisco ASR, and spread across two Tier3 data centres in the heart of The Docklands, London.



## Rapid Diagnostics

All superfast and ultrafast users are supplied with an advanced Zyxel 802.11ac Wi-Fi router. Leased Line customers are offered a managed Juniper SRX router. All devices communicate their status to our management and reporting systems ensuring that our support team can understand issues and help resolve them if these occur. As this is our demarcation, we can also help to understand whether the issue is in our control or yours.

## Extra Options

Giganet circuits are entirely flexible allowing you to shape them to your needs. Leased Line services come with 99.9% uptime SLA as standard. A secondary circuit can be provided using a different carrier, landing in a different data centre, and even on a different managed router in your premise. Uptime SLAs increase to 99.99% and automated failover of IP addresses is ensured. Quality of Service (QoS) can be configured per VLAN over the Giganet network. We have direct peering relationships with the major SIP providers such as Gamma. All options are available as part of MPLS PWANs allowing Giganet to manage the scalability of your multi-site needs.

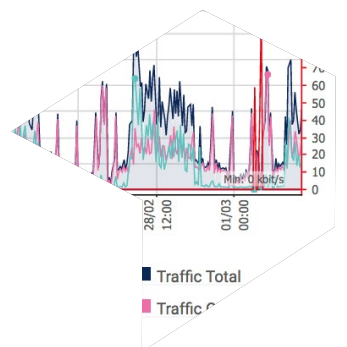


## Managed Firewalls

Giganet can also offer Cisco Meraki MX advanced security appliances, or firewalls which can offer advanced client diagnostics, web content filtering, IPS, anti-malware, traffic shaping and much more. Profiles can be deployed per LAN VLAN, Active Directory group, or manually as IT teams desire. Central web-based dashboard management helps ensure that this is a task that can be conducted simply remotely.

## Monitoring & Reporting

All business Leased Lines and MPLS customers have access to Giganet's real-time monitoring and reporting system - NetShield. Multiple performance metrics across your circuits allow you to see how your circuits are performing.








## Additional Services

**MPLS PWAN** - For the customers with multiple branch sites who need to access shared IT resources, Giganet can offer MPLS Private WANs (PWANs). PWANs avoid the overheads and intermittency of IPSec VPNs, are fully managed, secure, and don't require expensive complicated firewalls/routers at each site. Giganet can offer the best connectivity choice for the site, be it FTTC, or 1Gb/s Leased Line, with Carrier A or Carrier B. Giganet's network makes no lock-ins avoiding expense and limitations of other providers. PWANs can scale to 100s of sites.

**Managed QoS** - Giganet can offer managed quality of service ensuring that critical business applications such as VOIP are not affected by other network traffic.

**International Connectivity** – Giganet works with international Tier 1 carriers so we can procure international Leased Line connectivity in key business markets around the world.

**Managed Firewall** – Giganet is also able to offer business-grade secure Managed Firewalls, including Cisco Meraki, either on premise or hosted in our resilient data centre core. Our solution offers the following services:

-  **Cloud based management and control.** Full client and application visibility into your LAN or PWAN is provided via a secure web dashboard allowing you to analyse traffic usage and enforce limits or restrictions on a client-by-client or group policy basis.
-  **Secure remote access.** Our Managed Firewalls can offer client-based and site-based IPSec VPNs allowing secure encrypted remote access to networks.
-  **IPS (Intrusion Prevention System).** Identifies malicious content as well as known and unknown vulnerability exploits in applications and websites.
-  **Antivirus, antispymware/malware.** Scans applications, website URLs, web content and email content to protect against viruses and malware that may be trying to penetrate the network to steal data. Operating from a database containing thousands of threat signatures providing protection from a wide range of threats that could cost your business significant financial and reputational damage.
-  **File and data blocking.** Provides granular levels of inspection by reviewing individual traffic packets (rather than just file extensions) of the files and data being sent both inside and outside of the network. This means greater file and data transfer control, the protection of your data and the ability to block sensitive data such as credit card numbers leaving your business and reaching untrusted hands.

**Co-location & Virtual Data Centre** – Whether you have existing server infrastructure you'd like to put into a more secure and connected environment, or virtualise to our resilient and multi-homed vDC, we have the options available to ensure you can concentrate on your business rather than worry about the environment and infrastructure supporting your critical IT systems. We can also offer private interconnects on your Leased Line circuit or MPLS to the major Cloud providers using AWS Direct Connect or Microsoft Azure Express Route.

## Additional Products

**Click to Call web code** – Giganet are able to offer the latest WebRTC technology that allows your customers to call you for free directly from your website. Simple HTML code linked to our SIP trunks enables an innovative new way for mobile and desktop users to make contact with you.

**Wholesale prices for Energy** – Tap into our negotiated access to the wholesale market, all providers and their spot rates for today and up to a year in the future. Fully renewable provision and all contract lengths catered for.

**4G Internet** – Useful as a low-cost DR solution, temporary facilities, or before a Leased Line circuit installation, our fully managed, high-data allowance 4G fixed-IP address mobile broadband routers address many problems.

**Business Mobiles** – A portal to manage your SIMs and a wide choice of handsets, or SIM Only mobile to give you lowest subscriptions when you use your existing mobiles.