



In partnership with Zen Internet

Broadband for Business

Working in partnership with Zen Internet we deliver quality, reliable Internet services to our customers. We pride ourselves on our ability to look after our customers with exceptional UK based Customer Service and Technical Support.

Zen's investment into their world-class network infrastructure ensures that our Internet connectivity is the very best it can be.

Regardless of what you use the Internet for, from simple e-mailing through to Video-conferencing and Voice-over IP, our range of business broadband solutions offer high levels of service and support to meet your business needs.

We provide the products and services to meet the needs of your business offering reliable broadband to communicate effectively, generate revenue and access the Internet.

Through a commitment to providing the very best in service and support Zen continue to enjoy year-on-year growth and have been recognised with numerous accolades and awards by the industry's leading authorities. Recently Zen has been awarded its ninth 'Best Buy Broadband' from Which? and in 2009 PC Pro crowned them 'Best ISP' for the sixth consecutive year.



Features of Zen Broadband

Reliable speeds

- Up to 20Mbps downstream and up to 1Mbps upstream

Award-winning

- Since 1995 we have built a superb reputation for service quality and reliability

Excellent Technical Support and Customer Service

- Highly skilled, UK based staff providing outstanding support

No fair usage policy

- No small print, clearly defined allowances and information always available

One month contract

- Such is the confidence in our product that we offer customers a one month rolling contract

Our mission is to provide the best ISP service in the UK.

Richard Tang,
Managing Director

That's Zen thinking

Small business and home office broadband

We have a range of broadband services ideal for both occasional and full time home-office workers and small businesses. Our Lite, Active, and Pro services deliver quality, affordable broadband with fast download speeds of up to 20Mbps. These value for money services provide generous monthly download usage allowances of 10GB (Lite), 50GB (Active) and 100GB (Pro), with the added flexibility to purchase extra GB whenever your business requires.

All of our broadband services offer award-winning service and support, fast installation and connection 24/7.

Key features

	Zen Pro	Zen Active	Zen Lite
Monthly fee (ex VAT)	£29.78	£21.27	£15.31
Downstream speed*	up to 20Mbps		
Upstream speed*	up to 1Mbps		
Switch to Zen	Move to Zen from your current broadband provider for FREE		
Monthly download usage	100GB	50GB	10GB
Contract	1 month minimum contract		

“Moving to ADSL is a large cost saving, whilst also increasing connection speeds for our end users. We have now expanded our Internet usage into new areas due to the reliability experienced.”

Martin Hodson - Crewe and Nantwich Borough Council

Broadband Voice

This optional service uses the latest VoIP technology to provide an additional phone line with low cost calls over Zen’s broadband connections. Broadband Voice is available for a low monthly fee which includes 1000 call minutes to UK landlines and free calls to other Broadband Voice users. Call quality is exceptional and there is the convenience of making calls either from your PC via a headset or using a VoIP compatible router and regular telephones.

Zen Enhanced Care features

Zen Internet continually strives to offer the best value for money in broadband services and are consistently commended for their reliability, customer services and technical support. For just £12.00 per month (ex. VAT), we also offer an advanced service level guarantee covering faults with your broadband (ADSL) service.

This Enhanced Care service includes:

- Advanced level of service for business critical operations
- One working hour fault response time
- 20 working hour fault resolution time
- Support team available 8am - 8pm weekdays
- One month minimum contract
- Fast provisioning



Medium and large business broadband

Our Office broadband range, consisting of Office and Office Max are ideal for medium and large businesses which have multiple users sharing the connection. These broadband products target a higher minimum throughput during busy times when compared with our small business and home office products. This additional bandwidth offers better service for remote workers connecting to the network using a VPN (Virtual Private Network) and also provides a consistent service to a greater number of users even when the Internet is at its busiest.

Key features

	Zen Office Max	Zen Office
Monthly fee (ex VAT)	£79.00	£45.00
Downstream speed*	up to 20Mbps	
Upstream speed*	up to 1Mbps	
Switch to Zen	Move to Zen from your current broadband provider for FREE	
Monthly download usage	Unlimited or 1000GB†	200GB
Upload usage	Unlimited	
Higher throughput	Yes	
Contract	1 month minimum contract	

† A 1000GB download usage allowance is applicable to services provisioned on telephone exchanges enabled for up to 20Mbps services.

Broadband service features

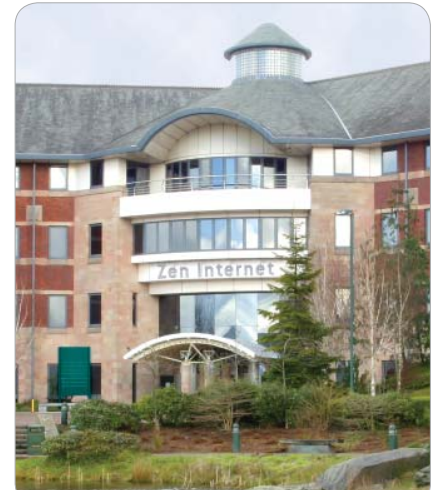
- Switch To Zen Broadband for free
- UK based, premier customer service & technical support
- Local rate calls to sales, customer service & technical support
- Unlimited uploads
- 11 POP3 Mailboxes
- £40.00(ex.VAT) one-off fee for new activations
- 2GB Web space
- Back-up dial-in account
- One month minimum contract
- E-mail Anti-Virus Protection
- Global access to your e-mail with Zen Webmail

SDSL broadband for demanding business applications

Zen's SDSL service offers true business broadband performance for larger businesses. Unlike traditional broadband it offers a symmetrical service where the upstream and downstream speeds are equal. It is Ideal for businesses that require a VPN (Virtual Private Network) to facilitate remote working as it allows for more traffic to flow out of the network to other offices and remote workers. The additional upstream bandwidth and lower contention also make it well suited to VoIP enabling more concurrent calls than our broadband services.

Key features

	Zen SDSL 2000	Zen SDSL 1000	Zen SDSL 500
Monthly fee (ex VAT)	£299.00	£229.00	£175.00
Downstream & upstream speed	Up to 2Mbps	Up to 1Mbps	Up to 500Kbps



Our recommended hardware

To complement your broadband service, we also recommend a wide selection of PC and Mac compatible routers and accessories. We don't recommend any hardware that has not been thoroughly tested first by one of our Technical Specialists. This way we can ensure that you will receive quality and reliability.

Whether you're a small business or large corporate we'll find you the ideal hardware solution to meet your business needs. All of the hardware we supply comes with a one year warranty and award-winning technical support, assuring you of the quality and service provided by us.

Hardware offered includes

- Routers
- Wireless bundles and accessories
- Security options

Thank you for an absolutely painless experience in migrating to Zen. It's so refreshing to have everything work exactly as we were led to expect. I'm impressed by the level of technical detail available from your web site about our ADSL connection and the way speeds are negotiated - I can't think of anything else I'd want from an ISP.

Mr J Woods,
Scintillance Ltd

That's Zen thinking

Product Guide

Why choose Zen?

Zen is consistently rated as the best ISP in the UK by consumers, as demonstrated by the following independent feedback and awards determined by reader votes:

Computer Shopper

In a 2010 Computer Shopper survey, Zen Internet came top of the tables for:

- Reliability – 95 %
- Ease of setup – 95 %
- Technical Support – 92 %
- Customer satisfaction 94 %

Which? Best Broadband provider

We have topped the Which? satisfaction tables for the 6th year running, by being awarded our 9th Which? Best Buy for Broadband. Which? awarded Zen Internet five stars for customer service, support and connection reliability. None of the other ISP's tested scored this high within these categories.

"Zen Internet continues to impress and is the only service we recommend as a Best Buy. If you want to be sure to get broadband that offers top-notch levels of service, go for a Which? Best Buy, as rated by our members, in our unique survey of home broadband users. With an overall Which? customer score of 89%, Zen truly deserves its Best Buy broadband provider status."

Which?

PC Pro

Zen Internet was awarded the PC Pro Best ISP at the 2009 PC Pro Reliability & Service Awards held in september 2009. This is the sixth consecutive year that PC Pro has awarded Zen this accolade. These awards are the most comprehensive guide to customer support and product reliability in the UK and Europe and are compiled from the UK's largest independent survey of IT customer satisfaction.

"If this was the World Cup, Zen Internet would have long ago walked away with the Broadband ISPs trophy: it's now won it for the past six years! It may not offer the lowest prices, but in return you get the best customer support and the most reliable connections in the business. That's reflected by just how many people would recommend Zen to friends: a staggering 96%, compared to the industry's rather pathetic average of 73%"

PC Pro Magazine

PC Advisor

In a 2009 PC Advisor conducted a UK Broadband Survey based on customer satisfaction. In total, 6,557 readers responded after being asked about their ISP's reliability, technical support and customer service, giving an overall score of satisfaction. Zen Internet achieved 93% for its reliability, 95.8% for 'would recommend' and 94.5% for overall satisfaction, which were the highest scores in the survey.

For more details about any of the products or services detailed in this brochure, please contact:

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Zen Internet

Zen Internet, an independent Internet Service Provider (ISP), has been delivering services to business and residential users in the UK since 1995.

Led by founder and Managing Director Richard Tang, Zen's mission is to provide the best ISP service in the UK and is committed to investing in the latest technologies and providing high levels of service, support and reliability.

Our Portfolio includes:

- IP VPN
- Leased Lines & Ethernet
- Broadband
- Managed Firewalls
- SIP Trunking
- Data centre services
- Domain Names
- Web Hosting
- Data Backup

