VoiceHost
Advanced Telecommunications

A host of network
solutions...

Broadband Quick Start Guide

VoiceHost Broadband Overview

The VoiceHost Broadband network is a custom-built service designed to meet the data requirements of those customers who utilise our Hosted PBX or SIP Trunking platform. Our Broadband network interconnects with the largest national networks to provide customers with the greatest possible product availability. The network automatically optimises all of our circuits to prioritise VoIP traffic, thereby maximising call quality and reliability.

While we pride ourselves on the reliability of our Broadband network, unfortunately faults can occur. All broadband products are a provisioned on an up-to service, meaning there are no bandwidth guarantees. Enhanced care gives you faster resolution times but if you require SLAs (service level agreements) and guaranteed bandwidth, please enquire about the VoiceHost Ethernet services.

Why use VoiceHost Broadband?

All VoiceHost Broadband products are automatically optimised to prioritize VoIP Traffic. As our Broadband and Voice Networks are directly connected your voice traffic will automatically take the quickest path to our network, ensuring optimal call quality and the fastest possible fault identification and resolution.

What is Open-Play Broadband?

VoiceHost Open-Play broadband products have been introduced to meet businesses demanding the quickest possible speed with no traffic management or fair usage policies.
On many other broadband networks certain types of traffic are deprioritised or even blocked at peak times. By using VoiceHost Open-Play products this is no longer the case, use whatever services you like, when you want.

What is LLU Broadband?

LLU stands for 'local loop unbundling' put simply, it's a form of technology that allows multiple providers to use a single telecom network.
A 'local loop' describes the wires and equipment that connect your home to the local telephone exchange - also known as the 'last mile'. It's the actual cable through which you receive your landline and broadband.
VoiceHost LLU simply uses Non-BT equipment from the exchange to VoiceHost and can offer savings against BT backed products.

Choose your Broadband Product

- Analogue Line (needed for new installs)
- ADSL2
- ADSL2+
- FTTC
- FTTP

Choose your Broadband Add-ons

- Annex M
- Enhanced Care
- Quality of service Standard/VoIP Only
- Additional IPv4 Addresses
- Expedited Installations

Key Benefits

- Free Migrations to Open-Play (CP to CP)
- No Traffic Management
- Fixed IPv4 Address
- IPv6 Compliant
- 24/7 UK Based Support
- Unlimited Usage

Getting Started

VoiceHost unlimited usage internet packages with QoS voice priority as standard. Pre-configured hardware gives you control and simplicity.

Step-by-Step Process

- Register your VoiceHost Account.

- Enquire about available Broadband products at your location by contacting our Sales Team.

- Order chosen Broadband Circuit (and analogue line if required) by contacting our Sales Team.

- Receive preconfigured router 24 hours before your Broadband Activation.

- Connect selected Router to Broadband Termination point.

"Discover a better way to connect..."

Why do I need a Dedicated Connection for my Voice?

Every broadband circuit has a limited amount of data that it can transfer per second. Due to voice traffic being a real-time protocol, optimal call quality relies on bandwidth availability.

When you have additional data going through the same broadband circuit, the availability of bandwidth for voice traffic is decreased.

If there is insufficient bandwidth (which can be caused by something as seemingly harmless as streaming a video on a computer), call quality can drastically decrease, even across entire estates of phones in an office.

Can I use a spare Router I have?

Unfortunately, many routers are not designed to efficiently carry voice traffic and can cause call quality problems or registration problems.

Using routers that VoiceHost has not supplied or accredited is strongly advised against, as the problems they cause generally outweigh any benefit.

In addition to being supplied preconfigured and optimized for voice traffic, VoiceHost supplied routers are covered by our 24/7 phone and email support.

What happens if I need support?

At VoiceHost, we know getting the right Technical Support at the right time is incredibly important.

We're here to walk you through every step of the installation process, and answer your questions in terms that you can understand. The entire process is carefully managed to ensure getting an additional circuit or migrating an existing circuit is fast and painless.

Our Technical support team is available 24/7, and can assist with any broadband, Voice, or Network related fault in a friendly and knowledgeable manner.

Broadband Retail Tariff

Product	Contract Months	Download Speed	Upload Speed	New Connection	Migration	Cease	Monthly Rental
Unlimited ADSL	1	8Mbit/s	832Kbit/s	£ 0.00	£ 0.00	£ 40.00	£ 29.00
Unlimited ADSL2+	1	20Mbit/s	1Mbit/s	£ 0.00	£ 0.00	£ 40.00	£ 12.00
Unlimited FTTC 40/10	12	40Mbit/s	10Mbit/s	£ 0.00	£ 0.00	£ 40.00	£ 24.00
Unlimited FTTC 80/20	12	80Mbit/s	20Mbit/s	£ 0.00	£ 0.00	£ 40.00	£ 28.00

• All prices exclude VAT at the prevailing rate
• Cease fees apply when the contract for the service and the service is ceased or if the product is migrated to another provider.
• Any product ceased within the contract period will incur remaining contracted fees and cease fee.
• Broadband speed will vary. We'll give you the best speeds available on the line up to the download and upload speed quoted above. This is dependent on your location, premises wiring, length of your line and time of day. We'll provide you with a speed estimate when you check availability of our products.

Additional Charges

Product	Period	Charge
Expedite Unlimited ADSL2+	Once	£150.00
IP Address Subnet /28	Monthly	£8.00
IP Address Subnet /29	Monthly	£5.00
IP Address Subnet /30	Monthly	£3.00
Modify ADSL Product	Once	£10.00
Modify FTTC Product	Once	£10.00
Modify FTTP Product	Once	£10.00
QoS Level 1	Monthly	£0.00
QoS Level 4	Monthly	£20.00
Engineer Unlimited FTTC Abortive Visit	Once	£110.00
Engineer Unlimited ADSL2+ SFI Base	Once	£150.00
TG588v v2 Broadband Router	Once	£49.99
TG588v v2 Broadband Router Carriage	Once	£8.50
TG588v v2 Broadband Router Config	Once	£5.00