QUISS
Excellence through experience

Cost-Effective Next Generation Ethernet & Broadband Service

The Ethernet in the First Mile (EFM) solution from Qvoice is a highly resilient bonded copper pair Ethernet Service that represents the next generation in Ethernet offerings.
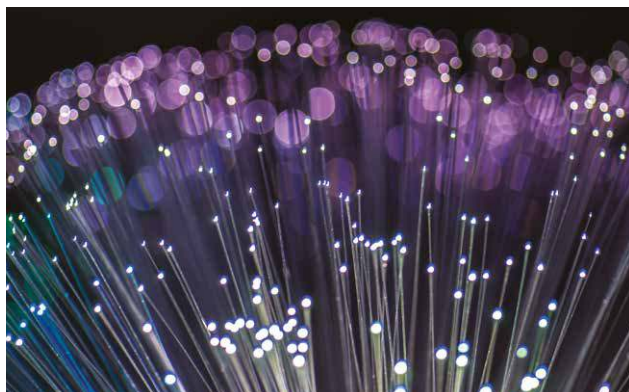
The EFM solution offers businesses the ability to carry higher bandwidth connections of up to 20Mbps without the need for more expensive end-to-end fibre leased lines.

This service, available from Qvoice, allows for improved internet monitoring performance and a better standard of Quality of Service (QoS).

Higher standards in bandwidth are now required by almost every business as they look to protect business critical data and provide real time information, but most find the costs to do this are prohibitive.

Qvoice EFM is widening the reach of Ethernet lines to many more businesses by offering this new low-cost broadband alternative, to rival old technologies like DSL.

The Qvoice EFM offering is a new, improved service for increased bandwidth efficiency, delivering significant cost savings by using bonded copper pairs as opposed to expensive fibre. This service bundles up to 4 copper pairs from the exchange to your business location to obtain the required bandwidth throughput.

In addition, resilience is increased, because if any of these pairs fail, the service adjusts the rate to a lower speed based on the circuits that are still running, helping you avoid a total failure of the line.

The key benefits of Qvoice EFM:

- **The Guarantee of Bandwidth –** No contention so businesses get the speeds required.
- **Huge cost savings –** Over the fibre option and leased lines.
- **Future proofing –** Easy transition to next generation network technology.
- **20Mbps upstream and downstream –** Higher speeds to cater for growing business demands.
- **Lines can be delivered in 5 weeks! –** Compare this to the months sometimes associated with new fibre installs.
- **Ability to provision bandwidth dynamically –** The Qvoice portal allows for total control to lower or raise speeds as necessary, providing excellent resilience.

Who is EFM available to?

Qvoice can deliver a high performance national connectivity solution using the LAN standard, that is very cost-effective and familiar to most businesses. Our EFM solution is an exciting proposition, utilising 21CN-enabled exchanges around the country where the end user is no more than 4km from the exchange.

With wide, metro and local area networks already standardised, Qvoice EFM allows for continuous standard Ethernet network across the world. Importantly, it also eliminates non-native transport such as Ethernet over Asynchronous Transfer Mode (ATM) from the access networks.

" This next generation of 'Ethernet over copper' solutions improve resiliency and deliver significantly higher bandwidth for network infrastructure applications. "

Qvoice
Converged telephony

EFM – is it right for your business?

The Qvoice EFM solution has been designed for businesses with an increasing demand for bandwidth, driven by the increasing needs of richer content and new applications. It also offers far more freedom in the type of circuits a business can build into its network design.

This business quality Ethernet service allows businesses to introduce new converged applications based on IP and has the added advantages of a guaranteed network, combined with the reassurance of SLAs.

World Class Broadband

Qvoice offers a comprehensive range of business broadband solutions tailored to the specific needs of your business.

We strive to deliver the very latest in high speed data services and have developed a complete set of broadband connectivity options designed to keep data flowing in your business environment. And we do all this at very competitive rates.

Broadband, or more properly, broadband internet access, allows for high speed internet access. Asymmetric Digital Subscriber Line (ADSL) is a type of broadband that uses telephone lines, but on a different frequency, so it can be used for broadband data at the same time as the telephone.

Qvoice offers:

- Effective fault management.
- Opportunities for own realm.
- 24/7 support.
- Very competitive rates.
- A good choice of broadband options.
- Excellent service.
- New high speed products.

About Qvoice

The world in which your business operates is more reliant on communications than ever before, with greater demands placed on your telephone system and how it integrates with and utilises your IT resources.

Communications within your organisation and with your clients need to be immediate, responsive and fully integrated if it is to help you meet the challenges faced by businesses today.

Qvoice can help you decide if your business will benefit from a converged communications strategy.
It is now vital that voice and data is integrated seamlessly, especially given the growing use of mobile devices like laptops, tablets and smartphones and their necessary integration with servers, desktop computers and phones.

The partnerships Qvoice has developed with the leading telephone application providers and our unrivalled expertise in optimising IT hardware, software, networks and systems offers you a single point of contact guaranteed to deliver a fully integrated communications strategy for your business.

A unified communications platform will deliver competitive advantage and ensure you are future-proofing your business for the challenges ahead.

Product Name	Product Description	Down Stream Speed	Up Stream Speed	BT Line Needed?
Qvoice Max	ADSL Broadband Only	Up to 8Mb *	Up to 448kbps *	Yes
Qvoice Premium	ADSL Broadband Only	Up to 8Mb *	Up to 832kbps *	Yes
Qvoice Plus	ADSL2+ Broadband Only	Up to 24Mb *	Up to 1Mb *	Yes
Qvoice Variety	ADSL2+ Broadband Only	Up to 24Mb *	Up to 1Mb *	Yes
Qvoice Complete	ADSL2+ LLU Lines and Broadband	Up to 24Mb *	Up to 1Mb *	No – Opal line & Broadband
Qvoice M	ADSL2+ Annex M Business Broadband Only	Up to 16Mb *	Up to 2.5Mb *	Yes
Qvoice M Enhanced	ADSL2+ Annex M Premium Broadband Only	Up to 16Mb *	Up to 2.5Mb *	Yes
Qvoice EFM	Ethernet First Mile 'guaranteed' bandwidth, Managed 24/7 & SLA's	Min 10Mb *	Min 10Mb *	No

* Maximum speeds subject to local availability, distance from the exchange and a line test. If the line does not support the stated maximum speed, we will deliver the best speed available on the line. Non-business traffic may be restricted within business hours in order to protect legitimate business traffic. Specifically we may restrict peer to peer and news group traffic from 8am to 6pm. This service requires an analogue line before broadband order or installation.