

Connectivity



NOT FEELING THE CONNECTION?

Join a network that's focused on you.



virtual1.com

Discover a better way to connect, wherever you are.

The route to the internet is about more than just communications; it's about how businesses can access the key systems and data they need to function, every day.

In a complex world, where more companies are realising the benefits of remote work, this route to the internet has become much more advanced.

The UK's largest business-only network

Our connectivity products provide the standard of service you and your customers need today—in a way that is scalable for tomorrow.

As the UK's leading wholesale-only network provider, we deliver high capacity connectivity solutions with top-notch security and guaranteed levels of performance. Our state-of-the-art infrastructure covers over 180 UK towns and cities with a network that spans over 300 exchanges. This means we deliver fibre coverage to over

75% of UK businesses directly, with bandwidth ranging from 10Mb to 10Gb+.

What's more, our solutions are business-only, so our partners don't need to worry about consumer traffic and digital event congestion degrading their services levels—keeping their end users happy, always.



180

UK towns and cities covered by our state-of-the-art infrastructure

+300

exchanges throughout our UK network

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openreach
Connecting you to your network

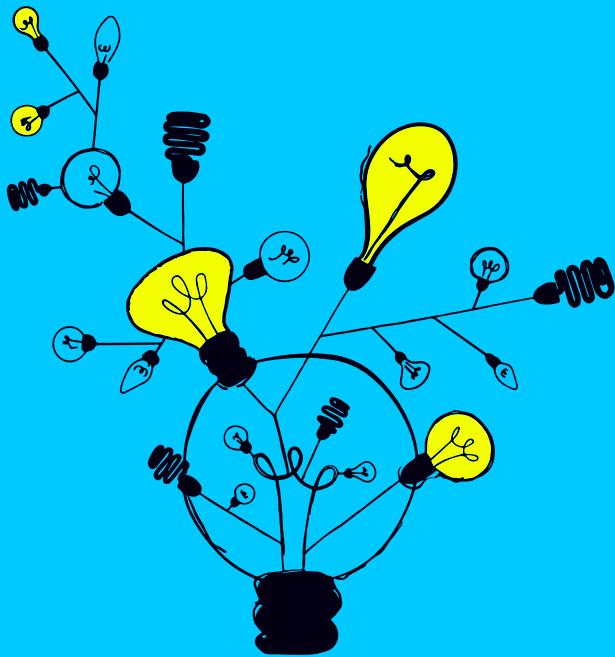
Break new ground. Get full fibre visibility with Openreach.

We're the fastest growing Openreach Ethernet partner

All solutions using the Virtual1 network are powered by our strategic partnership with Openreach to deliver the last mile. We've fully integrated with Openreach for Ethernet ordering, removing any briefcase time. We've also extended our reach beyond the Openreach network and have aggregated with other major UK providers such as Virgin Media, TalkTalk Business, CityFibre and BT Wholesale. These relationships ensure Virtual1 deliver market-leading coverage across the UK by giving our partners carrier diversity through one relationship for top operational efficiency.

Using our award-winning network, and interconnecting with the UK's leading Tier 1 Carriers, we provide solutions across the largest UK network footprint—offering high speed, resilient internet solutions, regardless of location. We also extend this reach to over 130 countries through our key international partners.

What if you were in control?



Our national network is fully software defined, with the technology placed at the heart to drive efficiencies and improve the feature set we deliver. This software definition is essential for our UK network roll out as it lets us deploy the infrastructure without incurring the hefty overheads of legacy carriers. This allows our partners to be highly commercially competitive.

By introducing templates and standardisation, our partners can perform many of the configuration changes they traditionally rely on other carriers for. 1Portal is the perfect vehicle to deliver these services. With an expert in-house development team integrating our SDN functionality into 1Portal, we can implement product changes directly onto our network in real time—removing human error and delays from the process.

We also offer a range of ‘bolt-ons’ which are service enhancements that can configure solutions exactly as your customers require them—from IPv6 routing, through to BGP public peering.

Adding bolt-ons can be defined at the time of order or added to a solution once live.

Our automation helps us deliver our solutions about 10 working days faster than the market average. That’s service and billing activation 2 weeks earlier than the competition to enhance your service speeds and customer satisfaction.

Why self-service is the best service

We give our partners unparalleled visibility of all the connectivity options available to them, as well as the solutions they take from us and the services provided across that connectivity through 1Portal.

Fully integrated into our network, core systems and our network partners', this partner portal takes time and effort out of generating quotes and maintaining and providing support on existing solutions. What's more, it puts our partners in direct control of their solutions, accelerating their ability to help customers by reacting quickly to queries and requests that might otherwise get lost in the supply chain.





More than just a network

UK businesses are looking for connectivity solutions that seamlessly connect with their critical business systems. That's why our network is at the heart of the wider IT and telecoms ecosystem that we offer.

By introducing our own Backup and Cloud solutions and privately peering with the leading players in the market, we provide our partners with complete, high performing and secure, on net, SIP, UC and cloud solutions from the leading vendors including: Microsoft Azure, AWS, TalkTalk and Gamma (to name a few).

DON'T SETTLE FOR 'IT WORKS'

Get custom-built connectivity solutions

Uncover our connectivity solutions...

Our connectivity solutions are bespoke to meet the needs of individual businesses. This way, we give our partners solutions that don't just work, but enhance their service levels.

MPLS and Internet

Virtual1 enables MPLS and Internet Access solutions through just one network and supplier, with access available via Fibre Ethernet, EoFTTC, FTTP, Cellular Ethernet Broadband FTTC and ADSL.

All of our Layer 3 solutions are bespoke to meet the needs of individual businesses and, with a range of diverse, resilient routing solutions, and integration to leading Cloud, UC and SIP providers, they provide a complete solution.

Managed SD-WAN

SD-WAN is a way of creating a multi-site Wide Area Network (WAN) using internet connections rather than private connectivity. Our cutting-edge SD-WAN product gives unprecedented control and visibility over how a network is behaving and what interventions might be required. SD-WAN is available as a fully managed or co managed solution, depending on the level of support you need.

Internet Access with Layer 2 VLAN (Carrier Connect)

We offer a hybrid internet access and Layer 2 proposition to carriers. This is designed to allow local, in-country internet breakout to their customers, while delivering a Layer2 VLAN back to their core network to facilitate private access to their on net services, and/or to deliver connectivity into an international MPLS solution.

Wires-only Internet Access (SD-WAN Connect)

Due to shifting trends in the market, we have created a Layer 3 internet service that is delivered as 'wires only' and has fixed IP addressing assigned in the core of our network. With the rise of SD-WAN solutions, this internet-facing product is designed for a partner to deploy an SD-WAN controller on a customer site without the need for additional routing CPE.

Alternatively, if you're looking to have a UK footprint, without your own Fibre infrastructure...

Our Layer 2 Solutions

For carriers looking to have a UK footprint, without their own Fibre infrastructure, we provide Layer 2 connectivity solutions that allow them to leverage our network reach to meet their customer demands. This means they can deliver data connectivity directly from their customer's premises back to their core network, where they can provide their own internet access and value-added services.

Our Layer 2 solution enables separate sites to share a common Ethernet broadcast domain, using different configurations such as E-line, E-LAN, E-tree, or E-access, all backed up by rigorous SLAs.

Discover our market-leading connectivity

Fibre

Fibre Ethernet offers a dedicated and symmetrical bandwidth service delivered on uncontended fibre access at speeds from 10Mb up to 10Gb.

This is all backed up by our industry-leading SLAs. Ethernet bandwidth can be increased quickly and easily, in line with your customer's emerging business

EoFTTC

Ethernet over Fibre to the Cabinet

EoFTTC delivers Ethernet-style service capabilities via superfast broadband. This product offers symmetric traffic profiles where upload and download speeds are the same, as well as access to the full range of Virtual1's SDN features.



FTTP

FTTP is full fibre delivered straight to your business premise. It delivers a rapid fibre-optic connection directly from the exchange, enhancing both the speed of service and network reliability.

It is asymmetric, meaning you can download more data than you can upload. This will be suitable for small/satellite offices but not always necessarily for larger businesses that require a low latency and highly secure connection.

Cellular Ethernet

Cellular Ethernet is a quick, easy to deploy, secure alternative to wired connectivity. All network traffic is delivered privately back to the Virtual1 network via discrete interconnects and does not pass through the public internet—removing the need for VPN's.

Ideal for remote or temporary sites, and areas requiring rapid deployment as well as a failover service, cellular ethernet can support single or multiple services, including Internet Access, SIP or MPLS and is available as a Layer 2 or Layer 3 solution.

Broadband FTTC

Broadband FTTC offers download speeds of up to 80Mb, and uploads of up to 20Mb. This is a contended product and may be impacted by network congestion at peak times.

FTTC can support a single Virtual1 service, such as Internet or SIP. For the application of multiple services, you will need an EoFTTC service or better.

ADSL

Virtual1's ADSL solution is business-grade, offering download speeds of up to 24Mb with quick and efficient implementation. ADSL is most commonly used as a backup product.

Resilience is no longer a luxury, it's a necessity

The rapid uptake of cloud solutions in recent years puts a critical reliance on your office's connection to the outside world. Your businesses route to the internet requires vital access to the systems and data that underpins your business, from wherever your workforce are located.

This reliance means that resilience is no longer a luxury for businesses, but a necessity. That's why we offer a range of resilience options, helping you find the best fit solution for your customer's business.

Our connectivity solutions

Product	ADSL	Broadband FTTC	Cellular Ethernet	FTTP	EoFTTC	Fibre Ethernet
Max Bandwidth	Up to 24Mb	Up to 80Mb	Up to 20Mb	Up to 1Gb	Up to 20Mb	Up to 10Gb
Price	£	£	££	££	££	££££
Coverage	National	National (limited)	National	National (limited)	National (limited)	Global
Suitable for SIP	No	Yes	Yes	Yes	Yes	Yes
Suitable for multiple services	No	No	No	Yes	Yes	Yes
Quality of Service	No	No	Yes	Yes	Yes	Yes
VLANs	No	No	No	Yes	Yes	Yes
Symmetric bandwidth	No	No	No	No	Yes	Yes
Uncontended service	No	No	Yes	No	Yes	Yes
Target Time To Repair	24-48 hours	24-48 hours		24-48 hours	6 hours	6 hours
Guaranteed Latency	No	No	No	No	No	Yes
High speed Failover	No	No	No	No	No	Yes
Use Case	Homeworker or backup to other connectivity services	Homeworker or backup to other connectivity services	Private Cellular Connectivity, ideal as a seamless backup and for remote locations	The next wave of connectivity technology ideal for a small/satellite office (limited availability)	Entry level uncontended connectivity ideal for a small/satellite office (limited availability)	Ideal for business connectivity

The benefits of our **Connectivity** solutions



Get real-time control of your solutions via 'Portal, including modifying bandwidth



Keep your connection secure and your data safe with our Cloud (IaaS) and Backup solutions



Benefit from resilient deployment solutions that can offer 100% uptime to customers



Receive a readymade ecosystem with our network interconnected with:

Every major SIP provider via the award-winning SIP exchange – customers have choice and flexibility over their SIP provider

Leading IT solution providers including Microsoft Azure, AWS and Google Cloud



Take advantage of your value-add capabilities such as firewalls, Quality of Service (QoS), on-net colocation and cloud solutions



Define your own SLAs and unique service propositions by taking control of your customers' solutions through 'Portal and 'View



Choose between Layer 2 or Layer 3 solutions

Virtual1's 200+ staff are based across our London HQ, North Macedonia, China and Sweden. Our teams know that being easy to deal with is just as important as the solutions we deliver, so we have the best people in the industry with a passion for what they do.

In addition to our solutions, we offer our partners peace of mind that they're dealing with a professional, robust organisation.

To learn more about how we can power your potential, get in touch:

enquiries@virtual1.com

virtual1.com

How we do it:

We're ISO27001 (information and security) & ISO22301 (business continuity) accredited to demonstrate a fully robust and dependable supplier with detailed processes to mitigate risk when things go wrong.

We set the bar high with an NPS target of 60, and we achieve it. In a highly competitive marketplace, the customer experience is just as important as the service you deliver so we've made it one of our core objectives.

We're serial award winners, achieving 17 in the last 2 years alone. This includes Best Network at the Comms National Awards 3 years running, winning in Cloud Transformation at the Acronis #CyberFitPartner Awards 2020 and Specialist Vendor of the Year at CRN Channel Awards. This recognition gives end customers confidence that their supplier is working with a market leader and innovator.

