

# JolaNet

JolaNet is a range of business connectivity options; ADSL, ADSL2+, fibre broadband, GPON Ethernet, fibre Ethernet leased lines and 4G. We offer up to 10Gb/s circuits from all the major UK carriers.

## ADSL

It is a broadband connection with up to 8Mb/s downstream speeds and up to 800Kb/s upstream speeds. It utilises the existing copper cables between the exchange and your premises. Consequently, the available speeds and stability of the service are adversely affected by the distance from the exchange and the environment. ADSL broadband is usually installed in around 10 working days.

Features	Potential Benefits
Up to 8Mb/s download speeds and up to 800Kb/s upload speeds	Excellent coverage with competitive pricing so you are likely to be able to access the technology and benefit from cloud-hosted applications such as JolaPhone hosted telephony with limited simultaneous calls.
Elevated data priority available	The Elevated (Best Effort) upgrade provides a prioritised traffic service to assure faster download speeds at peak times of the day.
Higher service levels available	All services come with a 40 working hour fault response time as standard and for a small monthly premium the end user can upgrade to a 20 clock hour or 8 clock hour fault response.

## ADSL2+

It is a broadband connection with up to 24Mb/s downstream speeds and up to 1.4Mb/s upstream speeds. It utilises the existing copper cables between the exchange and your premises. Consequently, the available speeds and stability of the service are adversely affected by the distance from the exchange and the environment. ADSL2+ broadband is usually installed in around 10 working days.

Features	Potential Benefits
Up to 24Mb/s download speeds and up to 1.4Mb/s upload speeds	Excellent coverage with competitive pricing so you are likely to be able to access the technology and benefit from cloud-hosted applications such as JolaPhone hosted telephony with limited simultaneous calls.
Elevated data priority available	The Elevated (Best Effort) upgrade provides a prioritised traffic service to assure faster download speeds at peak times of the day.
Higher service levels available	All services come with a 40 working hour fault response time as standard and for a small monthly premium the end user can upgrade to a 20 clock hour or 8 clock hour fault response.

## Contact us

For further information  
call us on 0115 822 5000  
email [sales@jola.co.uk](mailto:sales@jola.co.uk)  
or visit [www.jola.co.uk](http://www.jola.co.uk)

## FTTC Broadband

It is a high performance broadband connection with up to 80Mb/s downstream speeds and up to 20Mb/s speeds upstream. It uses fibre cabling to the street cabinet, which significantly reduces the copper distance, resulting in higher speeds. It is perfect for businesses looking to upgrade to faster, more reliable connectivity to access cloud-based services. Fibre broadband is usually installed in around 10 working days.

Features	Potential Benefits
Up to 80Mb/s download speeds and up to 20Mb/s upload speeds	Faster, more reliable circuit enabling access to cloud-hosted applications such as hosted telephony, billing systems and CRM.
Elevated data priority available	The Elevated (Best Effort) upgrade provides a prioritised traffic service to assure faster download speeds at peak times of the day.
Higher service levels available	All services come with a 40 working hour fault response time as standard and for a small monthly premium the end user can upgrade to a 20 clock hour or 8 clock hour fault response.

## FTTP Broadband

It is a high performance broadband connection with multiple bandwidth options up to 1000Mb/s downstream speeds and up to 115Mb/s speeds upstream. FTTP (Fibre To The Premises) is a broadband service that is delivered over fibre end-to-end through to the customer's premises, which means faster bandwidths are available when compared with ADSL / FTTC. It is perfect for businesses looking to upgrade to faster, more reliable connectivity to access cloud-based services. Fibre broadband is usually installed in around 10 working days.

Features	Potential Benefits
Multiple downstream bandwidth options starting at 0.5Mb and going up to 1000Mb. Upstream speeds from 0.5Mb up to 115Mb	Options for customers with different requirements e.g. a SOHO wanting a dedicated symmetric data connection to support VoIP or a larger business with multiple users simultaneously uploading / downloading large files.
Elevated data priority available	The Elevated (Best Effort) upgrade provides a prioritised traffic service to assure faster download speeds at peak times of the day.
Higher Service Levels Available	All services come with a 40 working hour fault response time as standard and for a small monthly premium the end user can upgrade to a 20 clock hour or 8 clock hour fault response.

## SOGEA Broadband

Single Order Generic Ethernet Access (SOGEA) is a broadband service that does not require a phone line (PSTN). It is easier to deliver and support.

Features	Potential Benefits
Multiple speed options including 80Mb/s downstream and a symmetric 0.5Mb/s service	Select the product that meets your customer's needs (including a symmetric 0.5Mb service for customers that want a dedicated VoIP service).
Simple Installation	No PSTN and only 1 component involved in the installation.
Future Proofed	By 2025 all customers will need to move off PSTN based broadband services – those customers on SOGEA will not have to change product in the next few years.

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## GPON leased lines

Gigabit Passive Optical Network (GPON) is cost-effective symmetric internet connectivity in 1Gb/s and 500Mb/s variants. Bandwidth is shared on a 5:1 contention with a throughput guarantee. It sits between hybrid fibre/copper or FTTP broadband and dedicated leased lines.

Features	Potential Benefits
Private circuits	Secure communications. Your business data remains secure over your own private circuit protected by our defences against intruders, hardware and software failures.
9 hour target fixed time	Moving your telephone calls and business applications to the cloud is a big step, so having a quick fix time is essential.

## Ethernet leased lines

It is a dedicated internet access available in 10Mb/s to 10Gb/s speeds, suitable for direct access, MPLS VPNs and point to point connections. Circuits are available from all the major carriers and at competitive rates. There is no connection fee on 3-year contracts and each circuit comes with a monitored router.

Features	Potential Benefits
Private circuit	Secure communications. Your business data remains secure over your own private circuit protected by our defences against intruders, hardware and software failures.
Fast access with application prioritisation (QoS)	We offer reliable and highly consistent bandwidth to support technologies like voice and cloud-based services with symmetrical speeds of up to 10Gb/s. We are able to prioritise certain applications over others, to and from your offices, this means that you can run high definition voice with no fear of the quality being impacted by sudden surges in data downloads or uploads.
7 hour target fix time	Moving your telephone calls and business applications to the cloud is a big step, so having a quick fix time is essential.

## All JolaNet circuits

Features	Potential Benefits
Static IP addresses available	Host your own website, or domain name server.
Range of pre-configured hardware	Choice of leading hardware suppliers, preconfigured so you can plug in and the service is ready for use.
24/7/365 UK-based technical support	Businesses don't just operate nine to five. Employees want to work flexibly in and out of the office and issues with the network can occur at any time of the day or night. At Jola, we monitor all our customers' connections to allow us to spot any issues and resolve them quickly. Customers can contact our UK-based technical support agents 24/7/365

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