

1. Will 3G be fast enough for my whole office?

The 3G element of the intY Nonstop Broadband service is not intended to be a replacement for normal broadband. It is designed to function as an insurance policy so your office can maintain essential Internet communications running when your broadband line fails.

The performance you get will be governed by many factors and these FAQs lay out a number of ways you can make sure you get the best throughput when using 3G.

2. What does the service include?

- A business broadband line. Up to 16 Mbps; unlimited download; fixed IP address
- ExoLink Firewall router and a 3G data dongle
- Next business day warranty replacement on the hardware
- Automatic failover to 3G for nonstop connectivity
- 5GB data allowance included per month on the 3G connection
- Access to Web and Email services (see 14, 15, 16 below)
- One **fixed cost** bill which covers everything
- Fully managed service including all configurations done by the intY Support Desk
- Backups of configuration settings taken automatically

3. I don't have technical staff; how will I set all this up?

We take care of all that and deliver the router all set up and ready to work. All you have to do is plug it in, connect it to your network and the broadband line.

In fact, because this is a fully managed service, we take care of all configurations which are done by intY help desk staff. The router is delivered ready to use and any further changes needed when the unit is on site can be done remotely from our Support centre.

We also take a copy of the configuration every time it's changed

4. What about warranty?

For the duration of your contract, if the router fails a replacement will be sent out for the next business day. (See the Service Level for more details).

You have full access to the intY Support desk; they will make any configuration changes that you require. Our systems also take a copy of the settings every time they change so we can always get you back up and running quickly if the hardware should fail.

5. How do you know what settings to use?

Our Sales Admin team have the ADSL and 3G settings already so we just need you to supply the details of your network which are part of the order form.

6. Can I use my existing broadband line if it is not supplied by intY?

No. Due to the way we manage the automatic failover of the line, there are technical reasons why this is not possible. We can migrate an existing line at no cost to you or provide a new line.

7. I already have an ExoLink router; can I use that?

Possibly: if it is a recent model it may be compatible with 3G. If it is suitable, it will need to be configured by the intY Support team, so we will ship you a new router with all configuration settings loaded. When it is installed and working you can send us your existing router back to replace it.

8. How long is the contract?

The contract duration is 24 months.

9. What services can I use on 3G when my broadband fails?

Web browsing, email and VPN can all be used when operating on the 3G connection. There are certain restrictions that apply to mail and VPN which are detailed below, (see 14, 15, 16).

10. How do I know that I can get a 3G service?

The 3G data dongle in the service is supplied by Orange, which has the largest integrated high-speed data network in the UK, delivering 3G to 90% of the population.

Orange provides a post code checker on their web site that gives an indication of the likely signal strength you will receive in your area: <http://web.orange.co.uk/coverage/index.php>

Make sure you get are happy that the checker indicates a good quality signal suitable for reliable indoor usage. (See 10 below)

intY Nonstop Broadband supports 2G, 3G and 3G+ (also known as HSDPA)

11. How fast will the service be on 3G?

That depends entirely on the 3G signal strength in your area.

The Orange network has 2 types of 3G data transfer service, **3G** and **3G+**, both of which work automatically with your dongle. It will always connect to fastest choice that is available.

- The **3G** service is available to 90% of the UK population
- The **3G+** is available to 75%, with an ongoing program to extend this coverage.

The post code checker will confirm what types are available in your area with details like this →

- **3G** works at up to 384 kbps
- **3G+** can be as fast as 7.2 Mb/s, depending on location

For more details see the Orange web site:

<http://www.business.orange.co.uk/network/network-technologies/3g-plus-hsdpa/>

<http://www.business.orange.co.uk/network/network-technologies/3g-plus-hsdpa/>



Excellent **2G** coverage

Your phone or dongle will work well outdoors and in most houses and commercial buildings.



Excellent **3G** coverage

Your phone or dongle will work well outdoors and in most houses and commercial buildings.



Excellent **3G+** coverage

Your phone or dongle will work well outdoors and in most houses and commercial buildings.

12. What is the minimum signal strength I need for the service to work?

Although intY can accept no liability for the performance of the Orange 3G network, we recommend that you make sure you have at least

'Good 3G coverage', according to the Orange post code checker (see 10 above)



Good **3G** coverage

Your phone or dongle will work well outdoors but signal quality could be lower inside buildings.

Note that this minimum level of reception means the signal the router gets indoors may not be ideal. You should certainly take steps to ensure the dongle is well situated.

Ideally make sure you have **'Very Good'** coverage or **'Excellent'**.

13. What can I do to improve 3G reception?

Placing the router and 3G dongle as near to a window is the change most likely to improve reception and therefore transfer speed. Operating in the middle of a large building or a basement will reduce reception considerably.

If the router cannot be moved, then the dongle can be positioned in a window by means a USB extension cable (not supplied). This can be up to 5 meters long.

14. I use a local email server; will email still be delivered over 3G?

Not unless you use intY **MailDefender**. In normal conditions incoming mail from the Internet will be delivered to the public IP address supplied with your broadband. However when the router is using 3G it gets a completely different IP address so that process will fail.

To get around this problem, intY **MailDefender** has been integrated with the Nonstop Broadband service so that it is automatically updated with the IP address your email should be sent to, whichever service the router is connected on.

Hosted email services such as intY's Hosted Exchange do not have any limitations when using intY Nonstop Broadband.

15. How do I get the best performance when my broadband fails?

If the 3G network speed your dongle connects at is slower than your normal broadband there are a number of things you can do to improve performance.

Firstly, prioritise your immediate business requirements and stop all but essential traffic using the Internet while operating on 3G. You can simply ask staff to minimise work online, but there are a number of more effective ways to control traffic, some of which should be considered before you have a failure:-

- **Use MailDefender** (see 14 above)
- **Use Hosted Exchange** - If you use an email server on site, consider switching to intY Hosted Exchange. An onsite mail server will try & download all available emails all the time, regardless of how large they are. By contrast, when using Hosted Exchange all your mails are held on the server and Outlook 2007 will only download email headers if the connection to the server is slow. This means you can check what size emails are first & then decide if they are really necessary before downloading them.
- **Throttle back Internet traffic** – intY WebDefender enables you to create emergency 3G Internet policies for use when normal broadband has failed. These can quickly be applied to all

users so that web browsing is limited to all but essential web sites. The policies can also prohibit non-essential Internet applications like music downloads, Skype etc which may take a lot of bandwidth.

16. Can I use VPNs when the router is using 3G?

Only outbound VPN connections from your router will work when on the 3G service. This is because of the address translation that takes place on the mobile network. We are developing a workaround for this limitation.

17. How will I know when the broadband has failed?

3G is normally slower than broadband so it will probably be obvious when a failure has occurred. The intY Support team will also contact you to let you know that failure has occurred and to keep you informed of progress with the broadband repair.

18. How does the Fair Usage Policy work?

The 3G dongle has a monthly allowance of 5 GB of data. If your broadband is down for a couple of days you should be fine.

In the event of an extended failure you should you take steps to limit usage to prevent going over the 5 GB limit or you risk being charged for data transfer. The intY Help desk will inform you of ongoing 3G usage.

19. Can I use the 3G dongle on my laptop?

No. The 3G dongle may only be used with the ExoLink router to back up a failed broadband line. See the *Nonstop Broadband Fair Usage Policy* document for more information.

20. Can I use Nonstop Broadband with my ExoServer?

Yes, although your ExoServer must have a spare Ethernet network port available for connecting to the 3G Broadband router. If there is not one free then a hardware upgrade will be necessary. Contact Sales Admin intY for more information about this.

21. Would I get more protection if I bought a second broadband line?

No, because an underground cable or exchange problem is likely to affect both lines as would other major network outages. A 3G backup solution using an entirely separate network and based on wireless access technology is the most reliable mechanism.

22. How quickly can I get intY Nonstop Broadband?

Once we have accepted your order, the lead time for delivery of intY Nonstop Broadband is five working days for the router and 3G device.

The Lead-time for ADSL services will depend on what you have already:

- If you do not have BT line yet, you need to order one. We cannot process your ADSL order until the number of your new line is active on the BT database. This is normally the day following the service activation from BT.
- From then or if you already have a phone line, the lead time is quoted as 7-10 working days. If you are in a hurry we can have the provision expedited for a fee of £150 + VAT and the lead time will be 3 working days.
- If you already have ADSL from another provider, you will need to obtain a MAC code from them. It then takes 10 working days to perform the migration; no expedite is possible for a migration.