



Broadband Services

ADSL can carry data, voice and Internet services

We successfully deliver Broadband services to the national market, offering a high quality managed and wires only product for both indirect channel partners and corporate clients. Always striving to bring the latest in high-speed data services, we have developed a complete set of Broadband services designed to keep your data flowing.

Broadband

Surfwise Max

We offer all clients an 8mb maximum service. The actual ADSL line rate supportable is determined during the first 10 days of use, after which time the highest stable rate possible will be set.

Surfwise Max Premium

A higher speed Broadband product delivering downstream line rates between 288Kbit/s and 812Kbit/s, designed for end users who need faster Internet access to transfer large files to customers and colleagues.

Surfwise SDSL

(Synchronous Digital Subscriber Line)

SDSL connects you to the Internet at the same rate for uploads and downloads - that's up to 8 times faster than traditional ADSL Broadband for uploading. Designed with the needs of business in mind, Symmetric Digital Subscriber Line (SDSL) technology provides a dedicated high-speed Internet connection that is fast, efficient and economical.



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Our Broadband Features

- Online provisioning and fault reporting
- Five day set-up
- Uncongested business grade network
- Dedicated account management
- Competitive rates
- Specialist technical support
- No capital expenditure required
- No minimum order levels
- Volume incentives
- Online statistics and monitoring tools
- Business hosting packages starting from £50 per annum

Broadband Tips

For further information on this service please contact your Account Manager

- Upgrade your USB modem to an ADSL router. Not only will this help your throughput but will also add a layer of security.
- Always place your modem on the main phone socket as this eliminates the effects of bad internal wiring, the primary cause for bad Broadband speed in the home.
- If you have lots of extension sockets, open the master socket and disconnect the wire that goes to terminal known as the bell circuit, as it increases the line's resistance, which DSL doesn't like. Be careful as doing this will stop the other sockets from ringing.
- Make sure you've got a filter in every socket – even the Sky box.
- Don't run your extension wiring or modem cables near electrical sockets, transformers, fridges, heaters etc. They generate REIN (Random Electrical Impulse Noise) which degrades the DSL line.
- Try BT's iPlate, which has extra filters and isolates REIN.
- If you're still having line speed issues ask your SP for a Service Specific face plate. These are the master socket plates with inbuilt filters.
- Test your line speed with www.speedtest.net or BT's www.speedtester.bt.com. Try these before and after you change anything above.
- Use a quality assured platform for business critical applications.
- Choose your Broadband supplier carefully. Remember, cheap Broadband isn't good and good Broadband isn't cheap.



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