



Star Internet offers a range of access solutions to meet the needs of businesses wishing to maximise their use of the Internet. With an investment of over £40 million in network infrastructure, Star Internet offers market-leading connectivity solutions which are reliable and accountable.

Star offers solutions which meet the differing requirements of business customers, delivering a range of service-level agreements which ensure business continuity.

As Star Internet provides solutions to the business market only, the network is free from the fluctuating and unpredictable demands of the home-user market.

### STAR NETWORK

The Star network is the foundation for all of our products and services. The Internet is now a business-critical tool – our network must, therefore, deliver the very highest levels of performance and reliability.

The Star network is an accredited Cisco Powered Network. Only about one hundred of the most successful service providers around the world are members of the Cisco Powered Network programme and we have earned the right to display this mark by maintaining the highest levels of network quality.



### STAR NETWORK INFRASTRUCTURE

Star's national network consists of 12 major points of presence interconnected with a mixture of SDH and dark fibre links.

All major POPs are served by a minimum of two diverse feeds which head off in different directions. Additional capacity is added, so that the POPs' data capacity is always enough to be able to cope with link failure, without any degradation of service.

Every aspect of the network is continually monitored from Star's network operations centre, ensuring that it offers exceptionally high-quality IP services.

Star operates a mixture of public peering and high-quality transit agreements to provide access to other parts of the world. Star's transit providers are selected from the most advanced IP networks available. We utilise multiple and geographically redundant connections to ensure that, should any of our providers have an issue, there is no impact on Star's overall connectivity. Public peering is also used to ensure that traffic exchanges between the Star backbone and our peering partners' backbones occur with the minimum number of hops. This results in faster throughput for our customers' traffic.

### RELIABILITY

Seamless service is both our aim and our responsibility. To this end, our network has been designed and tested to achieve this purpose.

Star's backbone is reliable because we have made it robust. We always have some capacity held in reserve, to handle rerouting of traffic which may be necessary through natural disaster or a heavy calling volume.

Our investment in quality, resiliency and our people goes beyond the assurance that your e-mail will be delivered effectively – it also means that Star strives for product uniformity across each site.

## POP LOCATIONS



The POPs deploy two high-performance Cisco 7206 routers at each location and are linked by an SDH backbone at speeds of between 45 and 155MB. Synchronous digital hierarchy (SDH) is a fibre-optic transmission system for high-speed digital traffic. SDH uses a self-healing ring architecture, able to reroute traffic if a line goes down, further aiding resilience.

## INDEPENDENCE

Star's independence means that we have the freedom to select and use multiple carriers, without being locked into any single provider, keeping our mission-critical backbone independent and resilient to the problems of any individual carrier.

## ACCESS SERVICES

Star Internet offers a range of connectivity solutions to meet a variety of business needs:

### STAR CORE: LEASED LINES

Star Core comprises our robust and resilient leased-line connections, targeted at those companies which place e-mail, Internet access and e-commerce at the centre of their business-development strategy.

Star Core leased lines offer resilient, fixed-cost Internet access and can be delivered with a range of high-level backup and

supplementary services. Powered by the Star Internet backbone, the bandwidth options range from 64k through to 4MB lines. Each line offering is provisioned with accountable service-level agreements, supported by a highly skilled team of network and infrastructure support engineers.

## KEY FEATURES

- Range of bandwidth options: 64k–4MB
- Unlimited access
- 99.5% service-level agreement
- Fully managed Cisco router
- Full DNS services
- Domain name – registered or transferred
- POP or SMTP mail
- 24/7 line-monitoring
- 24/7 emergency technical support
- Management statistics and reports delivered through Star Centre, Star's unique on-line customer interface

## BROAD STAR PLUS SDSL

Realising the full potential of accountable broadband business Internet access, Star Internet has launched symmetric digital subscriber line (SDSL). Unlike ADSL, SDSL offers users the same bandwidth both up and downstream. Delivered to your business with an agreed service-level agreement, Broad Star Plus SDSL offers businesses an opportunity to benefit from broadband technology, with confidence.

## KEY FEATURES

- Choice of broadband connections: 512k–2MB
- Increase in functionality from symmetric bandwidth
- 95% service-level agreement
- 24/7 emergency technical support
- Management statistics and reports delivered through Star Centre, Star's unique on-line customer interface

## **STAR ON DEMAND: ISDN**

Star on Demand offers businesses a range of ISDN bandwidth options, from 64k to 128k.

Combined with Star Centre, Star's unique on-line customer interface, ISDN services can be both accountable and easy to manage.

Delivered with a high-level service-level agreement and powered by the Star Internet network, this range of business access tools forms a trusted option for those businesses wishing to incorporate key Internet strategies into their long-term business strategy.

All ISDN installations are monitored by our network team, with immediately notification of any prolonged communications.

### **KEY FEATURES**

- 99.5% service-level agreement
- Fully managed Cisco router
- Domain name – registered or transferred
- POP or SMTP mail
- 24/7 line-monitoring
- 24/7 emergency technical support
- Management statistics and reports delivered through Star Centre, Star's unique on-line customer interface
- BT quarterly call charges

## **BROAD STAR ADSL**

Broad Star ADSL offers those businesses which do not demand an always-on connection the opportunity to fix Internet connectivity costs. Broad Star ADSL solutions range from 512k to 2MB connections.

This option is best suited to those businesses wishing to provide Internet and e-mail access for employees, with a requirement to download more Internet information than is sent.

Broad Star ADSL is provided as part of a secure access solution only, ensuring that you maintain a high level of resilience and security.

Available in many major cities across the UK, ADSL is serviced through the BT broadband network; because of this, Star Internet (as with all other ISPs) is unable to offer customers a service-level agreement on this service.

### **KEY FEATURES**

- Added-value range of solutions
- Choice of BT ADSL access connections: 512k–2MB
- Cost-effective range of solutions
- 24/7 emergency technical support

## **STAR CENTRE**

Star Centre is Star's unique on-line customer interface, providing you with service statistics and reports in real time. This tool enables you to monitor how your Internet services are performing for your business and provides management information, allowing you to identify trends and plan future Internet strategy.

### **TECHNICAL SUPPORT**

- Dedicated customer services executive
- 7am–7pm technical support and help desk
- 24/7/365 emergency technical support

For more information on the range of solutions available, please e-mail us ([info@star.net.uk](mailto:info@star.net.uk)), call us on 0800 138 4443 or visit: [www.star.net.uk](http://www.star.net.uk)

