

systems supported ●●●

telefonix ●●●

**Business Network Solutions**

**Business Communications**

**Business Internet Hosting**

**What does this mean to you?**

orangebubble ●●●

systems supported ■■■

telefonix ■■■

Network Installations  
Systems Consultancy  
Design, Supply, Installation & Support  
Remote Working Solutions  
Security, Backup and Fault Tolerance  
LAN's, WAN's & VPN's  
Virtual IT Manager

Microsoft: Workstation & Server Families  
Compaq, Dell, Toshiba, IBM, Veritas,  
Symantec, CA, ACT, Sage

Business Telephone Systems  
Installation  
Maintenance  
Low Cost Calls & Line Rentals  
Voice over IP  
Structured Cabling  
Voicemail, Auto Attendant & Call Logging

Panasonic: KXT - KXTA - KXTD - KXTDA  
Avaya: Network Alchemy - IP Office  
Siemens: Hi Path

Web Hosting  
Email Mailboxes  
Webmail  
Antivirus  
Antispam  
Web Stats  
Domain Registration & Transfer  
ADSL  
Dial up Accounts  
Website Creation & Development  
Online Databases

**A One Stop Systems Supplier  
bringing your systems together!**

orangebubble ■■■

## Meet the Team

Systems Supported is a small team of professionals, highly motivated and dedicated to providing the right service for the right environments. Backed by experience, qualifications and practise you can be assured that you get the right advice.

### Michael Kirby

**Areas Responsibility:** Managing Director of Systems Supported Ltd, Telefonix Ltd, Orangebubble Ltd.

**Specialties:** Business Systems Consultancy. Converging both voice and data systems to provide integrated business solutions. Using technology and systems to increase productivity and efficiency. Very much with a "Work smarter not harder" ethos.

**Guide:** Mike started the company three years ago after discovering from experience that companies are not using the technologies they have at hand. Mike has previously worked for B&Q in his earlier years, assisting in the roll out of SMART systems to regional stores. He was heavily based around systems and analysis ensuring that stores had the correct information to hand when they needed it. He has also worked in smaller organisations as both Customer Service Manager and IT Manager, so has a thorough understanding of what SME's demand.

### David Kewell

**Areas Responsibility:** Day to Day running of Systems Supported & Orangebubble

**Specialties:** Desktop and Server Operating systems & Email messaging architecture

**Guide:** David is a qualified Microsoft Certified Systems Engineer [MCSE] and a Microsoft Certified Trainer [MCT] to name but a few of his qualifications. David has come from a training and consultancy background, training people from large blue chip companies and consulting on a variety of projects from migrations to troubleshooting.

### Paul Shirley

**Areas Responsibility:** Telecommunications Director  
Day to Day running of Telefonix

**Specialties:** Telecommunication Solutions & Consultancy

**Guide:** Paul is a specialist in the telecom's arena, not only does he look after the day to day running of Telefonix, you will often see Paul at the initial solution development stages through to assisting engineers with the more technical converged systems. Paul has a 14 year wealth of Management experience within a blue chip organisation heavily leaning on the systems side of the business.

As always behind the people above are a dedicated team of Engineers and Office personnel making sure everything goes as smoothly as possible.

## Your very own IT department

Think of **Systems Supported** as your IT department, which you only pay for when you need it. Our aim is to become an integral part of your team, helping you grow with your system without disrupting your day-to-day business. The more we learn about your company and how it operates, the better we can tailor solutions to your business.

### Product Portfolio

#### Microsoft BackOffice Products:

- Exchange Server versions 5.5, 2000 and 2003 (Release expected mid September 2003)
- SQL Server 2000
- SharePoint Server 2001
- Internet Security and Acceleration Server

#### Microsoft Operating Platforms:

- Windows 95 & 98
- Windows NT3.51 & NT4, Workstation, Server & Enterprise Server
- Windows 2000 – Professional, Server and Advanced Server
- Windows XP – Professional, Tablet and Home edition
- Windows 2003 – Server, Enterprise server.

#### Microsoft Office Products:

- Office – 2000, XP and Office System 2003 (Release expected mid October 2003)
- FrontPage - 2000
- Project – 97, 2000 inc Project Central and Project XP Client and Server
- Visio – 2000 and XP
- Publisher – 2000 and XP

#### Microsoft Technologies:

- (Routing) Remote Access Service (RRAS)
- Internet Information Services (IIS)
- Internet Authentication Services (RADIUS)
- Active Directory
- Dynamic DNS
- WINS

#### Proven Migrations:

- Windows 95/98/NT4 to Windows 2000 & Windows XP [both Client and Server]
- Exchange 5.5 to Exchange 2000
- NT Remote Access Service (RAS) to Windows 2000 Routing and Remote Access Service (RRAS)

#### Antivirus Products

- Computer Associates InnoculateIT
- Symantec Antivirus
- Sophos Antivirus inc MailMonitor for Exchange and SMTP

#### Backup Products

- Veritas Backup Exec

#### Firewall Products

- Symantec Firewall/VPN appliance
- Microsoft Internet Security and Acceleration Server
- Vigor/Linksys Hardware Routers and Firewalls

#### Other Products and Technologies

- Norton Ghost
- PowerQuest Drive Image and PQMagic
- Virtual Private Networks (VPN)
- HTML coding

# Small Business Server

## Putting people first

People often think Information Technology is only about hardware, software and the myriad of peripherals that go with them. The truth is, Information Technology is more about the people using the system, than the system itself.

**Systems Supported** is all about your people. The staff who rely on your systems to get the job done. If your systems are not operating to their maximum potential, then neither can your team.

By implementing **Small Business Server 2000** your business will be able to take advantage of the following benefits:

- **The Complete Suite**  
SBS 2000 comprises Windows 2000 Server, Exchange 2000 standard edition, SQL Server and ISA server, all the mainstream business applications from Microsoft at a significant cost saving.
- **Licensing**  
No more licence headaches for servers, all the licences required to run SBS are included.
- **Growth Capacity**  
SBS allows your company to grow to 50 users.
- **Shared Services**  
SBS is unique as it offers extra features not normally found on other Microsoft platforms. Shared Fax and Shared Modem services.
- **Monitoring Software**  
SBS includes specific health monitoring software to keep the monitor the server.
- **Increased Security**  
Take advantage of Windows 2000 Security features including single uniform logon, Active Directory, and secure remote access when away from the office.
- **Terminal Services**  
When linked with a permanent Internet Connection this can mobilise your remote workers (Directors, Support Staff & Sales Team) and enable full system resources from virtually anywhere.

# Exchange 2000

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By implementing **Exchange 2000** your business will be able to take advantage of the following benefits:

- **Safe secure storage of all email related data.**  
With the native Exchange databases all email can be kept secure, easily backed up and virus checked.
- **Easy consistent access to email.**  
Email can be accessed anywhere in the world via the web or download an offline copy of all your email onto a laptop.
- **Choice of email clients.**  
Although Outlook is the preferred client, you can use a wide variety of other clients including Eudora, Pegasus and Outlook Express. There is also a web interface!
- **Integrates seamlessly with a Windows networking environment.**  
Manage and administer Exchange from the same point that the rest of your network is managed.
- **Suitable for any number of users.**  
Exchange, as part of the Small Business Server suite has tools which allow easier migration from current POP email accounts. Or for more permanent email provision Exchange is a full blown enterprise wide emailing platform.
- **Exchange for Small Business Server**  
Allows 15 minute POP3 mail collection a feature the normal version of exchange can not do.
- **Public Folders**  
Can securely share companywide address books, and email folders.
- **Central Storage**  
Mail, contact details and diaries can be viewed in real time whichever way you connect.

# ISA Server

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By implementing **Internet Security and Acceleration Server** your business will be able to take advantage of:

- **ICSA certified firewall**  
Secure application gateway protecting your internal network from intrusion and certain forms of malicious code.
- **Caching**  
Enormous caching speed and capacity for web browsing to save un-necessary requests to the internet saving time and money.
- **Effective bandwidth control**  
Dedicate bandwidth to services and personnel when it's most needed.
- **Control Internet usage**  
Restrict access to web sites or web pages by user, by site or by time.

By implementing **Internet Security and Acceleration Server** your business will benefit due to:

- **Controlled Browsing Traffic**  
Restrict browser access to certain pages or specify a list of allowed sites that people may browse. Specify times when traffic is allowed or disallowed and have different rules for different groups of individuals.
- **Controlled 3<sup>rd</sup> Party Application Internet Traffic**  
Minimise or disable access to the Internet by third party Internet applications, for example Microsoft Messenger, Kazzaa or ICQ to name but a few.
- **Integration with various connection methods**  
ISDN, ADSL or dial up scenario's can be implemented. Minimise costs by allowing ISA to control when Internet access is granted.
- **Increase Security for Email**  
In collaboration with Microsoft Exchange 2000 Server ISA can reduce the amount of Spam email and minimise risks related to certain email viruses.

## SQL Server

### Putting people first

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By implementing **SQL Server** your business will be able to take advantage of the following benefits:

- Fully Web-enabled
- Highly scalable and reliable
- Fastest time-to-market.
- Simplified Database Administration
- Extend applications to PDA'S
- Data Mining & Analysis
- OLAP analysis & flexibility



## Software Licensing Assistance

Did you know:

- Company Directors are personally liable and can face up to 2 years imprisonment.
- There are unlimited fines for companies that face civil action by Software vendors.
  - Or both!

The 'Copyright Designs and Patents Act 1998' states:

*The owner of the copyright has the exclusive right to copy the work (Section 16). That means it is illegal to copy software without the copyright owner's permission. With regard to software, the copyright owner is the software developer/publisher. Breaking the law could have serious consequences for you and the organisation you work for, threatening both your own and your employer's reputation and future prosperity.*

- The legal penalties include unlimited fines and up to two years in prison.
- Personally, you could lose your reputation, promotion prospects or even your job.
- There are no mitigating circumstances and no organisation would condone or defend either illegal copying or the use of unauthorised software.
- Ignorance of the Law does not excuse infringement.

Systems Supported can assist you in your obligations to remain fully licensed at all times. We do this by taking a methodical approach to your computers:

**First Stage:** Systems Supported offer a Software inventory service and then via a hardcopy report you are able to see the software in use in your network

**Second Stage:** Systems Supported then audit your software licences, tie up licences with software and provide a listing of software that cannot be shown to be legal.

If, after both stages you are shown to be unable to prove that all your software is legal then Systems Supported can offer advice and are able to source licences for your software at competitive rates.

*Please note that Systems Supported cannot offer definitive legal advice and in all cases you are advised to take legal advice.*

## Security and Passwords

Your data is the life blood to your business, so securing your data is extremely important.

We can enforce stringent security policies that can be applied company wide, but the integrity of these policies needs to be controlled by you!

Passwords should be changed every month, and this is a must if you have remote workers.

We have a database with all your systems and telecommunication details, please ask us if you would like this info sent to you – we will need authorisation for this from a Director faxed to us on your headed letter paper. You will then have the option of the information faxed, emailed or posted to you. Should you wish to collect the information personally, this can also be arranged.

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North Camp  
Hampshire  
GU14 6EN

T: 0870 429 5207  
F: 0870 429 5208

E: [info@systems-supported.com](mailto:info@systems-supported.com)  
W: [www.systems-supported.com](http://www.systems-supported.com)

## Support Contact Details

In order to accurately and quickly answer any support query you may have, Systems Supported request that you use the following details to raise a support incident.

By using these details your enquiry can be routed to a member of staff in the best position to answer the enquiry. Should the enquiry need to be elevated to second or third line support personnel this will be accomplished in the shortest time possible. However second or third line support issues usually take some time to resolve and so your patience would be appreciated.

### Contact Details

(These details supersede any other details you may have on file.)

Telephone	0870 4295207
Fax	0870 4295208
Email	<a href="mailto:Support@systems-supported.com">Support@systems-supported.com</a>

*Please note that Systems Supported staff are not authorised to commence support activities if they have been contacted directly via mobile phone. All support issues are required to be reported using the contact details above. This allows Systems Supported to direct the support incident to the most suitable person and not to any one individual. However once an incident is raised the job is assigned and unless it is elevated to second or third line support, you will deal with one member of staff thus assuring you of 'ownership' of the incident.*

Our office hours are Monday to Friday 0900hrs to 1800hrs. Outside of these hours, an answer service is available.

Please bear in mind that Systems Supported is a small friendly company and while we are not in a position to offer any Service Level Agreement we do endeavour to make best effort in order to support you and your company.

Your call will be logged onto a fault logging database, please provide your name, company, contact telephone number (if different to the main number) and details of the fault. You will be assigned a unique reference number which will stay the same until the fault has been rectified.

We may require a signed purchase order from you before we commence work, this is to ensure that work has been authorised by yourselves before it is undertaken.

## Network Health Check

With the increasing need for Information Technology in today's marketplace it is very easy to 'forget' the systems and software currently in use. Without knowing what is in use it is difficult to know what can be done to improve the systems.

Worse still is that as networks expand they may have become more complex than ever previously imagined and therefore may not now be configured in the best way possible.

Both of these scenarios and others can be addressed by a Systems Supported Network Health Check. This Health Check will look at the following facets of your network and provide a documented report.

- Hardware specifications of all Desktop computers and Servers
- Software types and versions in use on all Desktops and Servers
- Service Packs and Updates that have not been installed
- Network configurations

Based on the Health check, Systems Supported will provide two sets of recommendations. The first set of recommendations will relate to what could be done to bring the network up to the current standard including service packs and tweaks. The second set of recommendations will involve proposals where applicable to improve the network and infrastructure beyond its current capacity.

So why have a Health Check?

- Identify the cause of problems that may have cropped up
- Insurance purposes – know the value of your equipment
- Set a level playing field for your IT infrastructure
- Asset Management
- Understand the system you have now before improving it

A Network Health Check typically takes 1 day for the examination and report writing for up to 20 pc's. For 21 – 50 pc's it can take up to three days. In either case a Network Health Check day is billable booked time at £450 per day of which £275.00 is refunded on any further work booked\*

\* Further work must be booked in advance and must be a minimum of one whole day and excludes any equipment purchases.

## Equipment & Software Procurement

We can locate and provide you for the right price all of your systems needs. Be it a new Server that you require to extra memory for your PDA. We can deliver either direct to your site, or what tends to be the most popular, direct to us, so that we can pre-configure and then install for you.

### Manufacturers that we can source:

- 3 Com
- ACT
- Cisco
- Compaq
- Computer Associates
- Dell
- Dlink
- Epson
- HP
- IBM
- Linksys
- Microsoft
- Network Associates
- Sage
- Seagate
- Siemens Fujitsu
- Sonic wall
- Sony
- Symantec
- Toshiba
- Veritas
- Vigor

\* This is by no means a conclusive list, so please do phone with your enquiry.

## Pricing Schema

### Pricing Structure for Systems Supported.

Systems Supported always insist on a site survey before undertaking any work. This survey consists of a knowledge gaining exercise and discussing the variety of options that will no doubt exist. This site survey is of course free!

We also pride ourselves on doing the proper job and so all pre-arranged work is quality assured and if a problem occurs within 30 days there is a no quibble assurance that we will correct it.

### Support Pricing Structure for Systems Supported.

#### ***Arranged Visits (Scheduled in diary)***

Up to four hours	£275.00
Over four hours and up to eight hours	£500.00

#### ***Unarranged Visits\* (Scheduled when engineer available)***

Call Out inc First Hour	£85.00
Subsequent Hours	£70.00

#### ***Telephone Support***

Telephone Support Call	£40.00
As above inc remote management	£50.00

\*Unarranged visit times begin from the time the incident is raised until completion.

#### ***Cancellations***

10 working days or more notice	No Charge
6 – 9 Days notice	£150.00
5 or less	100%

### ***Working Hours***

Normal working hours are between 09:00 and 18:00 Monday to Friday excluding Public and Bank Holidays.

## IP Office

Avaya or Lucent Technologies as they were formally known are the force behind the IP Office, a system that seems capable of almost anything. It is armed with all the features and functions of traditional systems, with a level of forward thinking that is truly astounding.

The systems features are available throughout the IP Office range so whether you have a small or home office, or a 250 user corporate head office, choosing this system, one that encompasses the past and present features and functionality that today's business demands, a system that can move with your business as it responds and adapts to the shifting market cannot possibly be a mistake. This is the choice of the progressive business, one that thinks ahead and wants a system with an eye to the future.

### Advanced voice communication features:

- Voice over Internet Protocol (VoIP)
- Link Multiple sites
- Messaging and call centre applications.
- PC based phone manager consoles.
- Integral ISDN router & Firewall
- Integral hub
- Superior voicemail facilities
- Auto attendant
- CTI capable

### Key Uses:

**VoIP;** Do you have several sites across the region, country or even the world and are you clocking up large interoffice bills, even with the help of LCR? Then this may be the answer. Your calls can be sent as data packets over almost any internet link. the costs to send data are likely fixed, and you incur them anyway. Ask how we can make these call costs vanish.

**Link to the office;** If you work from home what could be better than to integrate the phones as well as the data network? What if your extension could be seen as clearly as if you were in the office next door? Have calls transferred & have people know when you are busy or away from the desk. Gain all the features of phones in the office such as directories and CTI links

**CTI;** Most businesses know could not cope without its customer database, those companies who are integrating their phone systems into the database such as ACT are benefiting from logging the information from every call they make and instantly having the callers history and details to hand the moment the phone rings, everyone instantly can see who has been dealing with enquiries and issues, and any notes they made.

## Panasonic

Panasonic telephone systems and the Panasonic brand have been built upon years of manufacturing quality products for both businesses and consumers alike. Reliability, functionality, flexibility and user-friendliness are all factors that ensure that Panasonic systems make life easier, less stressful and provide the most effective means of communication for the workplace in the 21st century.

Panasonic are extremely strong for their traditional, reliable systems and with their new offering (The KXTDA) are moving into the converged voice & data arena. With the Panasonic range there is a system that will suit your needs and your business.

### The Range:

**KXTA** - An analogue only system, so if you have traditional PSTN lines then this is for you. Suitable for small traditional companies.

**KXTD** - The Digital offering can accept both PSTN, ISDN2e and ISDN30e lines. You can mix both digital and analogue handsets and attach a voicemail unit to it. Suitable for small to medium traditional companies.

**KXTDA** - Brand New. Hybrid IP PBX system. Mix a both of analogue and digital handsets and IP enabled for now or the future. Ideal for a traditional small to medium company that wants to invest in something that can be used in the future.

**DECT** – A superior range of DECT solutions to enable your business to have the freedom that wireless technology brings. If you are thinking wires free then the Panasonic DECT is a must.

## Siemens Hi Path

Siemens offer a superb range of telephony switches that sit between the traditional and future solutions. The range of phones have a mass of features that can be accessed easily via the optiGuide scrolling key functions in conjunction with the LCD screen.

The scrolling key functionality is so similar to how a mobile phone works that it is easy for most users to pick up the full benefits of the system incredibly quickly and simply.

Starting from the extensive traditional telephone system you can choose to add in only the features you wish, i.e. Computer Integration, voicemail, music on hold or Voice over Internet Protocol when needed means that you pay for what you need and no more. If your needs change then it is likely the required feature can be added in at the later date.

If the IP Office range is what you wanted, but you run with Apple Mac's so the feature rich PC based phone manager will not work, then the Siemens HiPath 3000 range is the forward thinking solution for your business. You can benefit from IP technology and have the handsets grant you the full power of the systems telephony features

Or if you want a feature rich system with the functionality purely on the handset, but want a scaleable system as and when your business develops then take a good look at what the Siemens hi Path could do for you.

The Siemens HiPath range offer a good blend of small SOHO systems through to 250+ users at the other end of the scale.

Available with wall and rack mounted versions these are good traditional systems with IP and converged packed features ready for you as and when you wish to use them.



## Telecommunication Products & Services

- Business Telephone Systems: New and Refurbished
- Handsets: Analogue and Digital
- Headsets: Wired and wireless
- Installation and Maintenance
- Structured Cabling: 2 wire, CAT5e, Fibre
- Answer phones
- Voicemail solutions
- Auto attendant systems
- Call logging programs
- Extension / department billing platforms
- Voicemail solutions
- Office moves and relocations
- Voice over IP (VOIP)
- Least Cost Routing: Calls and line rentals
- Least Cost Routing: Bill Analysis
- BT / Network Service Liaison
- Consultancy

## Pricing Schema

### Pricing Structure for Telefonix

#### ***Arranged Visits (Scheduled in diary)***

Up to four hours	£225.00
Over four hours and up to eight hours	£400.00

#### ***Unarranged Visits\* (Scheduled when engineer available)***

Call Out inc First Hour	£85.00
Subsequent Hours	£60.00

#### **Telephone Support**

Telephone Support Call	£40.00
As above inc remote management	£50.00

\*Unarranged visit times begin from the time the incident is raised until completion.

The above is engineering time only, it does not include consumables and or parts that may be needed for completion of the work. This will be charged separately.

Prices quoted are excluding VAT @ 17.5%.

### Cancellations of pre-booked visits

#### ***Cancellation Charges***

10 working days or more notice	No Charge
6 – 9 Days notice	£150.00
5 Days or less	100%

### Working hours

Normal working hours are between 09:00 and 18:00 Monday to Friday excluding Public and Bank Holidays.

## Least Cost Routing

### Saving money with cheaper telephone calls

It still seems like everyone these days offers Least Cost Routing, everyone will claim to save you money, but not everyone will openly tell you their tariffs!

Our prices are so competitive that we will openly discuss our rates and charges, it is possible that you may already have Least Cost Routing in place, but take the time to look at the numbers because these are savings that can be made every single day. Cost savings against BT standard pricing can be quite substantial.

If your call spend per month is between £200.00 and £500.00 (at our rates) then you would qualify for the tariffs below. The figures in the table following were taken from an independent report commissioned by one of our clients to explore any additional savings he could make. A tender was put out to numerous companies; these were the only ones to reply.

Price Plan Destination	BT	Opal	C&W	Vio	TDL	*	XRL	Worldcom
Local	2.60	1.75	1.80	2.06	1.95	1.75	1.90	1.85
National	4.80	1.75	2.75	2.06	2.15	1.75	1.90	1.85
Vodafone	16.10	13.50	14.65	15.63	14.50	13.50	14.00	15.85
O2	15.28	13.50	14.00	15.63	14.50	13.50	14.00	15.00
Orange	16.54	13.50	17.65	15.63	16.60	13.50	14.00	16.20
T-Mobile	18.32	13.50	17.65	15.63	17.50	13.50	14.00	18.20

\* Telefonix supplier

NOTE: Report date 22<sup>nd</sup> June 2003; tariffs do and may have changed.

Note, with us:

- There is no connection charge, and just a 1p minimum on each call.
- Billing is per second and available fully itemized by email each month.
- We will actively manage your account, and tell you if you qualify for a better rate.\*
- There are no set up fees, or fixed tie in times in your contract.
- You can make savings against your BT lines rentals too – all in one monthly bill.
- Full international tariff listings are available on request.
- Faults and enquiries are always dealt with quickly and proficiently.
- We will hold your hand as much as you need us to through the set up processes.
- 08\*\* Non Geographic numbers can be provided free – (conditions apply).

So, if you think you are paying too much for your calls, dial 0500 252 333 and let us help.

NB. Remember to read our terms and conditions sheet, and that all prices exclude VAT at the prevailing rate.

## Typical Phone Line Charges

### Installation Charges

Type	Typical
PSTN	£99.00
ISDN2e	£250.00
ISDN30e (10 channels)	£800.00
DDI (per10)	£110.00 inc. planning fee

### Quarterly Rental

Type	Typical
PSTN	£41.15
ISDN2e	£93.00
ISDN30e (10 channels)	£450.00
DDI (per10)	£12.00

- \* These are typical charges that you may expect to pay when ordering these services.
- \* All prices are excluding VAT.
- \* These are by no means conclusive and are purely a guide.

# Important Details Regarding Your Installation

## Telecommunication Service Providers

1. We will liaise with Service Providers on your behalf as an added value service. We are not responsible for their products and services. Any failure to provide service will need to be directed to the service provider or supplier. This mainly relates to Uniworld & BT.
2. Any line orders (PSTN, ISDN2e, ISDN30e,) or services upon these lines will incur an installation charge, line rentals and or service charge. These will be billed direct to you and these charges do not form any part of our quotes.
3. We currently operate within the hours of 09:00 to 18:00 hours Monday to Friday, excluding Public and Bank holidays. We do not offer an out of hour's service. If you wish for a Service Provider to provide you with out of hours support, this can be arranged with them for an additional cost.
4. We will endeavour to do everything within our power to ensure that Service Providers maintain their service and levels of customer satisfaction, and will keep you informed (when we know) of any problems or delays with service, but we are unable to control what they ultimately do, and any recompense will need to be directed to the Service Provider directly.
5. If you order lines and services through providers other than BT, be aware that BT are still responsible for the installation of the line (through BT engineers) and the service depends on BT providing the service.
6. ADSL is a non-service level agreeable service. Do not put mission critical systems upon this technology. Use leased lines and frame relays. ADSL activation relies on BT providing a working analogue line, which has been correctly configured at both the exchange and the home gateways. This is the case even if you are not a BT broadband customer.
7. ADSL is usually provide as 'plug & play' or 'wires only' as it also known. You will get an activation date, and some time on this day you service will be activated. This is not a guarantee. You are responsible for installing the ADSL router / modem and setting it up on your equipment (unless you instruct us to do it – charges will be applied), the service provider will let you know if it has been activated and that the job has been closed down. However if there is a fault on the analogue line then they will not be able to tell this and a fault with the line service provider will need to be raised.
8. If you engage lines and Least Cost Routing with a Service Provider, please read the contracts and ensure that you know what you are signing for. We can advise but please seek your own legal advice before signing.
9. Call costs are your responsibility, we can take measures to ensure misuse is kept to a minimum, but ultimately you are responsible for your bill. If you notice any errors or anomalies in your bill then please contact your service provider or us.
10. Communication throughout your installation between Customer and Client is crucial. The sooner we know about a requirement, the sooner we can action and resolve it for you.

## ADSL

### Putting people first

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By implementing **ADSL** your business will be able to take advantage of:

Fixed Price Internet Access

Always on 24 X 7

Up to 35 quicker than a traditional dial up account

Fixed IP Addresses to enable remote working

Create VPN (Virtual Private Network) Connections to other sites or remotely back to the office

Utilise Terminal Server within Windows 2000 Server for Remote Desktop Emulation

Champion Web Technology and use will lead to efulfillment

Systems Supported Ltd can now manage your ADSL connection; we are able to offer significant savings over other providers through our Internet Services Company Orangebubble.

Please see price list overleaf.

## ADSL Prices

ADSL Product	Speed	Contention	Static IP Address*	Activation £	Monthly £	Annual £
Home 500	512KB	50:1	1	£65.00	£30.00	£324.00
Office 500	512KB	20:1	1	£65.00	£45.00	£486.00
Office 1000	1MB	20:1	1	£65.00	£70.00	£756.00
Office 2000	2MB	20:1	1	£65.00	£100.00	£1080.00

\* 4 IP Addresses = £4.00 a month

\* 8 IP Addresses = £8.00 a month

### Routers, Firewalls and Installation

Description	Price
Router, Firewall, 4 port switch	£179.00
Router, Firewall, 4 port switch and Wireless Access Point	£229.00
Router, Firewall, 4 port switch, Wireless Access Point and ISDN backup (ISDN needed)	£289.00
ADSL Filter Each (you need at least 1)	£12.00
Installation – ADSL + Firewall (up to 4 hrs) – We will install at system level, unlike BT who will not touch or configure ADSL for use with your network, servers, pc's and mail servers.	£275.00
Installation – ADSL + Firewall per hour after	£70.00

\* All prices are ex VAT @ 17.5%

\* Contracts are for 3 months minimum, and the activation fee and the first three months are payable at time of order, you will then be billed monthly there after.

### Important Information

If you request a wires only activation, without an engineer to install, that is exactly what you get. You will be responsible for filters, connecting service and providing your own hardware and configuring it to your network. Should there be a fault, then we will be on hand via a helpdesk facility. If you request a site visit then you will be charged accordingly for this.

ADSL does NOT have a Service Level Agreement.

ADSL is dependant on a working analogue line, if the analogue line is not working then neither will ADSL. Faults on the line will need to be reported to the Service Provider of the line. If you have an outage of ADSL, please contact us immediately so that we can talk you through some tests and then notify technical support and BT.

Do not use your ADSL connection for hosting websites – It is not designed for this and you will suffer poor performance – ask us about a web hosting plan. From point of order placement, the quickest you will get an activation date is 10 working days, on new lines this could be as long as 42 days.

Should you wish, after the first three months, cancellation of the service needs to be written on company letterhead and will take 1 calendar month, from the date we receive notification.

# ADSL Information Sheet

## Asymmetrical Digital Subscriber Line

### How does it work?

ADSL is an Internet Service that is transmitted along a pair of copper wires – An analogue phone line. The two signals are able to travel along the same line at the same time, but the signal must be split at the destination. This is usually done in the form of an external splitter or a special phone socket.

### What do I need?

You must have an analogue line, this needs to be within a preset distance from the telephone exchange (currently 5.5km) and the exchange needs to be DSL enabled.

### How fast is it?

There are a variety of different speeds that you can purchase. 512KB connection is the most common, but there is a 1MB and 2MB. With costs falling these are proving to be far more popular.

### What is Contention?

The ADSL assigned bandwidth that you have purchased will ultimately be shared with other users. Different connections will have different contention ratio's. Typically the cheapest 512KB connection has a ratio of 50:1, with the business offerings being 20:1.

### Bandwidth?

Bandwidth is the amount of data that can flow between you and the Internet. ADSL is faster downloading than it is uploading. On current ADSL circuits the fastest you will be able to upload is 256KB.

### Security?

You will need to think about security of your network, and a suitable firewall / port filtering device is a must.

### Service Levels

There are no service levels with ADSL. Therefore do NOT base any mission critical systems upon it. Seek a leased line or equivalent. Or look for a traditional backup method. We can provide combined ISDN & ADSL routers.

### Activation Day

Your activation date that you are provided with does not necessarily mean ADSL will be up and running within your working hours. In our experience it is best to wait till the day after to check the connection and install hardware etc.

### Static IP Addresses

An IP address in the computing and Internet world is like having a door number and postcode. It is a unique identifier for your Internet connection. To enable your systems, especially for remote working then a Static IP Address is a must.



## Web Hosting Schema

**Domain Registration**  
**Domain Hosting**  
**Bubble Windows 2003**  
**Bubble Windows 2003 Enterprise**  
**BubbleStats**  
**Basic URL Security**  
**Advanced URL Security**  
**Front Page 2002 Extensions**  
**Virus Scanning**  
**Spam Filtering**  
**Advanced SMS Alerts**  
**Microsoft SQL Server 2000 Database**  
**MYSQL Database**  
**.NET Framework support**  
**SSL**  
**No contract Dial up account**  
**'Orangebubble' email address inc.**  
**AntiVirus and AntiSpam**

### Orangebubble Price

**£17 or £25** per domain (depending on TLD)  
**£50** per domain per year  
**Hosting + £25** per domain per year  
**Hosting + £50** per domain per year  
**Included**  
**£25** per domain per year  
**£50** per domain per year  
**£50** per domain per year  
**£150** per domain per year  
**£15** per mailbox  
**£50** per domain per year  
**£350** per domain per year  
**£150** per domain per year  
**£50** per domain per year  
**£80** per domain per year  
**£10** per domain  
**£25** per mailbox per year

Orangebubble Small Business Plan    £349.00

- Windows 2003 Web Server  
Full support for ASP, ASP.NET, ISAPI, SHTML and the .NET framework as well as Perl, PHP and your own compiled CGI scripts.
- Unlimited Web Space
- Unlimited Bandwidth
- Domain Registration or Transfer
- 10 Mailboxes with Anti Spam protection
- Anti-Virus protection
- 1 No Contract dial up account

Orangebubble Business Plan -    £549.00

- Load balanced Windows 2003 Web Servers  
Full support for ASP, ASP.NET, ISAPI, SHTML and the .NET framework as well as Perl, PHP and your own compiled CGI scripts.
- Unlimited Web Space
- Unlimited Bandwidth
- Domain Registration or Transfer
- 20 Mailboxes with Anti Spam protection
- Anti-Virus protection
- Basic URL Security
- 1 No contract Dial up Account

**\* Special introductory offer: Access your mailbox from a web browser \***

We can tailor a package to suit larger or more complex environments. The packages can even be changed after set-up. All packages are maintained by Orangebubble and so changes are only a phone call away.

We also offer a full web design service, further information available upon request.

<sup>†</sup>Extra fee(s) payable