

## SDSL

### YOUR DEDICATED DATA LINE

*Fusion are specialists at provisioning, supporting and guaranteeing our SDSL services.  
We only provide premium, uncontended SDSL and we only use the best hardware.*



*The entire provision is managed by your dedicated Account Manager; arranging Openreach engineer appointments, confirming your configuration and helping you find the best possible service to suit your company's current and future requirements.*

*We take things seriously, and we know your business relies on us.*

### So what's included?

The service will be ready to use "out-of-the-box". We include the following elements as standard:

- Enhanced Care SLA (*promises a 4h response, 24h resolve guarantee*)
- Dedicated account management (*so you can speak to the same person every time*)
- Up to 8 Static IP addresses (*to assign to your servers or bespoke applications*)
- Unlimited usage (*and we really mean unlimited*)
- Preconfigured Cisco hardware (*if purchased from Fusion*)
- Priority installation (*the service is typically live in 21 days, if you need it sooner ask about Fast Track*)
- MXBackup service (*we'll hold your email for 72hours just in case email can't reach your mail server*)

### What else should I consider?

For most of our customers the standard service is fine, however, you may want to think about the following options:

- **Additional IP's** - Fusion can provide more if required, subject to additional fees and requirement
- **Fast Track** - Guaranteed live in 7-14days
- **Bespoke Configurations** - Fusion can supply the hardware, configure and test the service, so just plug 'n play.
- **Failover or backup service** - We can supply automated resilience, and it uses the same IP's.
- **Netbiz** - Fusion's fully managed service - ideal if you need the best support possible.

**Need more information?**  
**Call 0845 500 8585 Option 1**  
**Email [sales@fnn.uk.net](mailto:sales@fnn.uk.net)**