

BtL Internet Matrix

Product	What it Delivers	Coverage/Availability	SLA and Guarantees	CPE Required
ADSL2+	Up to 24Mbps download/up to 1.5Mbps upload.	BT currently have almost 80% UK coverage and aiming for 90% by Spring 2013. LLU coverage typically between 78-85% depending on provider with one stating just under 90% Standard lead time of 5 working days.	Standard care/ Enhanced care/Premium care available.	Compatible modem/router.
Annex M	Up to 2.5Mbps upload speed by trading some of the download speed.	On WBC and LLU ADSL2+ connections through enabled exchanges. Standard modify lead time 1 working day.	N/A	N/A
FTTC	Up to 40Mbps download with up to 2Mbps or 10Mbps or up to 80 Mbps download with up to 20Mbps upload.	40% UK coverage (over 10 million premises). Standard lead time typically 5 working days but it all depends on engineer appointment books.	Standard care/Enhanced care/Premium care available.	VDSL Modem, Compatible router/PC
FTTP (CityFibre)	Various speed options up to 1000Mbps download and up to 1000Mbps upload. Currently working with CityFibre to create gigabit cities within Reading and Bracknell.	Target delivery time is 45 workings days where the core infrastructure is built.	Network availability SLA 99.5%-99.7%	

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FTTP	Various speed options up to 110Mbps download and up to 30Mbps upload. Currently in trials for up to 330Mbps download with potentially up to 30Mbps upload. Our provider has announced a 350Mbps service.	Standard lead time is typically 11 working days but depends on engineer appointment bookings.	Standard care available.	All equipment usually supplied by ISP (expect EU router).
FTTP on Demand	Up to 110Mbps download and up to 30Mbps upload, same as standard FTTP.	Available in FTTC enabled areas.	Standard care available	All equipment usually supplied by ISP (except EU router).
FTTC based Ethernet (GEA FTTC)	Up to 20Mbps symmetrical speeds.	Initially available in Manchester and London with availability expanded through 2012. Standard lead time 13-14 working days.	Uses Cos (Class of Service) to define critical traffic.	N/A
EFM	Up to 35Gbps symmetrical depending on supplier.	BT have 720 exchanges currently enabled to support EFM. Talk Talk state 2,050. Standard lead times can be up to 70 working days depending on the underlying carrier.	SLA and back-up options.	Compatible router often provided as part of the solution.
Ethernet	Up to 10Gbps symmetrical depending on supplier.	National. Standard lead time 30-70 working days.	SLA and back-up options.	Compatible router often provided as part of the solution.

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3G/4G Mobile	3G – Download speeds up to 7.2Mbps (dependent on the provider). Advanced 3G-HSPA+ providing speeds of up to 21Mbps. 4G LTE – providing speeds up to 300Mbps.	99% UK coverage for 3G (Dependent on provider) with trials in limited areas for LTE. HSPA+ coverage is also dependent on the provider but one network provider boasts 80% UK coverage. Standard lead time zero – from date of purchase/activation.	None.	Mobile handset or dongle.
Satellite	Up to 10Mbps download/up to 4Mbps upload (dependent on provider)	100% UK coverage. Standard lead time supplier dependent but typically 2-3 weeks.	None	Require specific satellite dish and modem to be installed.