



TalkTalk Business
Internet Broadband
Service Definition



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1. Business Broadband Services

TalkTalk Business's Broadband (TTB) services provide a comprehensive range of technologies to provide high performing internet connectivity services for public sector single sites, multiple small or branch locations. TTB uses a range of suppliers to ensure the largest footprint available. Our broadband services provide:

- Download speeds of up to 1Gb
- A range of repair SLAs to fit your needs and budget (e.g., 24-hour repairs, 48-hour repairs etc.)
- Managed router option or wires only
- Static or dynamic IP addresses included as standard
- 12, 24 and 36 month contract term options

Access options

TTB provides three broadband access options:

- **FTTP** (Fibre to the Premises), which delivers broadband right into your premises using end to end fibre.
- **SOGEA** (Single Order Generic Ethernet Access) which provides the service using a copper connection from the fibre cabinet to the customer premises.
- **MPF** (Metallic Path Facility) which delivers the broadband service along a copper pair over the full route from the serving exchange to the customer premises.

TTB breaks down its Broadband portfolio further with two distinct product models, Enterprise Broadband and Standard Business Broadband.

- **Enterprise Broadband** is available in two access options – FTTP and SOGEA. Enterprise Broadband comes with a higher network prioritisation than Business Broadband. It is a data only service with no provision for single line digital voice services.
- **Business Broadband** service is a more standardised, volume product offering. It is available on FTTP, SOGEA, and MPF access circuits.

Enterprise Broadband - FTTP

Enterprise FTTP Broadband from TTB is a 'wires only' service which terminates on an ONT (Optical Network Terminator). The ONT is typically a wall mounted device which requires its own power supply.

The service presentation from the ONT is RJ45, meaning a customer has the freedom to plug any compatible Ethernet appliance such as an SDWAN device directly into the ONT.

Available access speeds are:

- Download 160Mbps / Upload 30Mbps
- Download 550Mbps / Upload 75Mbps
- Download 1,000Mbps / Upload 115Mbps

TTB's Enterprise FTTP product comes with Premium Network Prioritisation. The downstream traffic is prioritised over Residential or Standard-grade on our Access Network. This means that, in the unlikely event of network congestion, Enterprise FTTP lines will be less likely to slow down. Speed estimates along with a minimum speed guarantee are given at point of sale.

Enterprise FTTP services come with a /31 public IP range (single useable IPV4 address) by default, and customers can have a /30 or multiple public-facing IPV4 addresses on request (subject to additional monthly charges). Dynamic IP addresses are not available.

Enterprise Broadband - SOGEA

TTB's Enterprise SOGEA product comes with Premium Network Prioritisation. The downstream traffic is prioritised over Residential or Standard-grade on our Access Network. This means that, in the unlikely event of network congestion, Enterprise SOGEA lines will be less likely to slow down. Speed estimates along with a minimum speed guarantee are given at point of sale. All Enterprise SOGEA services have a maximum download of 80Mbps, maximum upload of 20Mbps.

Enterprise SOGEA services include a managed NTE by default which will present the service an RJ45 ethernet termination to customers.

The managed NTE included with our Enterprise SOGEA product is a Comtrend VR-3030. These devices are predominantly used as Secondary Modems to allow SOGEA to work with alternative Routers/Firewalls, such as those provided by Juniper, Cisco, Cisco Meraki and Fortigate.

The Comtrend device has 1 Ethernet LAN port, which allows for internet connectivity or plugging into a further Router or Firewall via the RJ45 cable included.

The Comtrend VR-3030 does not do NAT (Network Address Translation), it simply passes the Public IP address onto the Router/Firewall used as the Primary. The Comtrend VR-3030 can handle multiple IP subnets. This is perfect for customers who want to connect their own SD-WAN routers / firewalls as part of a larger network, or as a component in a managed SD-WAN architecture. The Comtrend VR-3030 does not offer WiFi connectivity.

A /30 IPV4 range (single useable public facing IPV4 address) is provided by default. Additional static IPV4 addresses can also be provided for an additional monthly charge. Dynamic IP addresses are not available.

Standard Business Broadband

TTB's standard Business Broadband services provide all the usual features you'd expect from a Business Broadband product - dynamic IP allocation with the option of multiple static IP addresses, two service level options, multiple speed and contract term options, all with a WiFi router included. Single line digital voice products are also available as an overlay service to our Business Broadband services, which are ideal for single site or small branch office locations.

Our Business Broadband product is available over three access types:

- FTTP
- SOGEA
- MPF

FTTP

TTB's FTTP broadband service is available with the following access speed options:

- 1000/115
- 550/75
- 330/50
- 160/30
- 80/20

Speed estimates and guarantees are given at the point of order in line with OFCOM's Speed Code of Conduct.

All options are available on 12, 24, or 36 month contracts and all come with our WiFi Hub 3 VDSL router, which features:

- WiFi 6 connectivity
- 4 port Ethernet Hub
- Analogue terminal adapter (for use with Digital Voice services)

SOGEA

TTB's SOGEA broadband service is provided by default on an 80/20 access circuit and customers will receive the maximum possible bandwidth on that access, subject to distance from the serving fibre cabinet etc. Speed estimates and guarantees are given at the point of order in line with OFCOM's Speed Code of Conduct.

TTB's SOGEA broadband service is available on 12, 24, or 36 month contracts and all come with our WiFi Hub 3 VDSL router, which features:

- WiFi 6 connectivity
- 4 port Ethernet Hub
- Analogue terminal adapter (for use with Digital Voice services)

MPF

TTB's standard Business Broadband's MPF access option provides traditional ADSL connectivity over an MPF copper pair. This is great for locations which are not yet served by fibre services, or for sites / applications with a low bandwidth requirement.

MPF is a fully unbundled service provisioned on the TalkTalk Business LLU network, providing the line, traditional voice services, and a market leading business grade ADSL broadband connection all in one comprehensive market leading product.

Our MPF broadband product is not subject to WLR end of life dates (December 2027) so is ideal for customers who want to retain traditional voice and ADSL services long after the PSTN switch off.

MPF broadband is capable of delivering speeds of up to 24Mb and speed estimates and guarantees are given at the point of order in line with OFCOM's Speed Code of Conduct.

TTB's MPF broadband service is available on 12-, 24-, or 36-month contracts and all come with our Wi-Fi Hub 3 VDSL router, which features:

- Wi-Fi 6 connectivity
- 4 port Ethernet Hub
- Analogue terminal adapter

1.1 Disaster Recovery

At TTB we undertake best ITIL practices throughout the business and technology teams. The Service Desk team has a problem management and change management process to ensure that root cause and preventative actions are managed effectively, in line with service levels. In addition, root cause investigations are completed as part of our problem management process, where change and incident information is analysed and collected to suggest preventative actions. Reason for Outage (RFO) for network incidents are distributed to impacted customers within 10 working days from root cause following a P1 or Major Service Outage (MSO).

Where the priority of a TTB Network Incident is MSO or P1, a Major Incident Manager is assigned to document and communicate the progress of an incident. A multi-disciplinary team will work collaboratively to resolve the incident as quickly as possible and with minimal impact on the business. The IT Service Management (ITSM) team record of the incident is updated throughout and resolved using defined metrics to drive post-incident analysis activities.

Major Incident notifications are distributed during the life of the incident via a dedicated Incidents Team. If the customer has any questions related to an RFO notification, or requires additional detail, these can be referred to the ITSM team via your Account Manager.

Business Continuity, Crisis Management and Disaster Recovery Plans are in place for our key sites. Network resilience is assessed and monitored through testing on a an

annual basis. Continuous monitoring of network availability through the Technical Support Centre team will ensure any issues are identified in a timely manner.

Where an incident does occur, a robust incident response process is in place and is exercised to ensure an effective response, followed by a problem management review linked to service improvement. TTB recognises that network resilience is also reliant on Openreach for the last mile. If an outage was to occur on the Openreach infrastructure, we have agreed competitive SLAs with Openreach to mitigate risk. Other prioritised critical processes, systems and third parties are identified, and business owners are assigned accountability for assessing resilience and implementing business continuity plans to enable continuity of operations in the event of an incident. TTB also continues to invest in supporting appropriate resilience of critical systems. Relationship owners are assigned accountability for requiring critical third parties to have adequate business continuity plans in place and obtaining third party assurance, where appropriate, that their plans have been reviewed and tested on an annual basis.

With usage consistently on the rise, we constantly monitor the network, forecasting and responding to the ongoing demand to maintain stability and minimise any congestion. Despite download usage increasing 40% year-on-year, our network has remained resilient. Additionally, due to Covid-19, further measures have been implemented to ensure the health and safety of our workforce and customers whilst we successfully continue our provision of critical services, which involves enabling the remote working of both our workforce and third parties.

1.2 Onboarding support

All customers procuring through a public sector framework will be allocated a TTB Account Manager who will support all onboarding, in life and offboarding processes.

The TTB Account Manager will be responsible for the following:

- Serve as the main single point of contact for assigned public sector clients
- Build long-term, trusted relationships
- Understand each client's business goals and challenges
- Ensure clients feel supported and valued
- Run regular check-ins, calls, or business reviews

TTB has an onboarding model for all new customers, from SMEs through to major customers, undertaking the following process:

1. The customer order is received by the salesperson, along with a copy of the terms and conditions (signed using DocuSign)
2. All customer orders are verified, and credit checked and, once approved, put into the provisioning work in progress queue (WIP)
3. All orders are built within our Inventory Systems billing system by the Delivery team
4. All updates and communication on installation dates will be provided to the customer via email by the Delivery Team

5. Should a router be requested as part of the solution, TTB will provide engineering resource for onsite installation.

1.3 Offboarding support

If a customer chooses to cease their TTB service, clear timescales will be mutually agreed between TTB and the end customer. Any managed CPE provided as part of the managed service remains the property of TTB and must be returned to TTB unless otherwise agreed. TTB Account Managers will be on hand to support customers through any offboarding activities, including any contractual elements around termination fees, providing a full inventory of all estate products and services and any general updates.

1.4 Service Constraints

For all planned notices and maintenance, the customer will be notified 10 business days in advance to allow them to make suitable arrangements. Emergency maintenance is rarely required and is typically not customer-affecting, as it is usually confined to one part of a resilient system. In the event emergency maintenance is required that is likely to be customer affecting, the planning and risk assessment we undertake will include making provision to minimise the impact in terms of scope and duration. Where it is possible, advance notice will be given.

The products being offered are standard products, and do not provide the option of customisation.

1.5 Service Levels

We offer two care level options to suit your business needs and budget requirements. These include a 48-hour repair SLA and a 24-hour enhanced repair SLA.

Performance and availability

The network performance and availability targets for the TTB network are:

Internet access platform matrix	Target
Availability	99.99%
Roundtrip latency	< 30ms
Packet loss	< 0.1%

Support hours

TalkTalk Business provides a 24x7x365 service and incident management desk for all fault reporting and incident management. Below are the standard support hours and maintenance notification service levels.

Broadband Support Annex

Support Hours and Maintenance Notification		
Incident reporting	24 x 7 x 365 or as otherwise stated in the CSP	
Incident Resolution	Enhanced	Priority 1, 2, 3 Incidents - 24 x 7 x 365
	Standard	Priority 1, 2, 3 Incidents - 24 x 7 x 365
Maintenance notification	Minimum of 3 Business Days	

Resolution Targets (Clock Hours) – Enhanced	
Priority Level	Resolution Target
Priority 1	24
Priority 2	24
Priority 3	As soon as reasonably possible

Resolution Targets (Clock Hours) – Standard	
Priority Level	Resolution Target
Priority 1	48
Priority 2	48
Priority 3	As soon as reasonably possible

Credits - available (for Priority 1 Incidents only)	
Clock Hours exceeding Resolution Target (per Incident)	Credit (% of monthly Recurring Charges)
< 24	50%
≥ 24	100%

1.6 After Sales Support

Incident Reporting and Support Requests

Incidents and support requests can be raised by telephone on 0845 456 6541 or 0845 310 3444. Our team aims to diagnose faults within 30 minutes. Support requests and general queries which are less time sensitive can also be raised by emailing tsc@talktalkbusiness.co.uk. Requests can also be made via our customer portal: <https://extra.mytalktalkbusiness.co.uk> where customers can log in and submit a 'call log'.

For after sales support TalkTalk Business will provide the following:

Customer Service & Helpdesk Support to resolve customer queries and issues after activation, including:

- Call centre, live chat, email and social media support
- Support for individuals and business customers
- Multilingual or region-specific support (in some markets)
- FAQs, self-service portals and AI chatbots
- Access to Technical Support for all design and technical queries

Typical queries:

- Billing questions
- Plan details
- Usage limits
- Account changes

Billing & Account Management Support

To ensure accurate billing and easy account control:

- Invoice explanation and dispute handling
- Payment support and failed payment resolution
- Contract and plan changes
- Credit notes and refunds

For business customers:

- Consolidated billing
- Usage reports
- Cost-control tools

Fault Management & Service Assurance

To minimise downtime and disruptions:

- Fault logging and tracking
- Network outage notifications
- Service Level Agreement (SLA) management (business/enterprise)
- Proactive monitoring of network performance
- Planned maintenance communications

Network performance reviews

- Capacity planning advice
- Cost optimisation recommendations

1.7 Technical Requirements

Customers are required to confirm the required location of where the service should terminate. Customers must ensure that there is an adequate power supply in the termination location. Customers will also require a compatible router and firewall service, which TTB is able to provide.

1.8 Outage and Maintenance Management

For all planned notices and maintenance, the customer will be notified 10 business days in advance. In regard to all unplanned disruption or major failures, all TTB staff will receive email notification internally, informing them of the exact nature of the disruption and the details of the known failure. At this stage it will be the responsibility of the Assurance Desk to inform all affected customers via email and/or text message. Updates will be provided on a regular basis (every four hours) until fault restoration. For all MSOs a full RFO report will be provided as part of the communication.

Reverting to a normal service in the event of a failure of MSO will follow a procedure whereby all necessary testing is completed within the Assurance and Technical Engineering teams. These teams will initially follow up through direct contact with named representatives within the customer's organisation. All relevant checks will be completed by both parties to ensure all services and deliverables are working correctly prior to any buyer sign-off.

Hosting options

There are no Hosting options on Broadband.

1.9 Access to data (upon exit)

Data is stored in a secure and resilient N+1 environment and, where applicable, is subject to near real time replication/mirroring across diverse geographic locations. In the event of an incident, including loss or degradation of resilience, the incident will be managed in line with an established procedure to ensure customer SLAs can continue to be supported. Should the customer require access to data upon exit, a plan will be put into place for requesting the data via the customer's Account Manager. The plan will contain a full inventory along with any contractual terms, expiry dates and any term fees. The Inventory list will be provided in CSV or Excel and will be sent directly to the main contact on the customer's account.

At the end of a customer's contract, TTB has a cease process in place. After the minimum term, the customer can end the contract or any connection forming part of a contract by giving 40 days' notice. All cease requests must be received by email from the customer with a completed Cease Request Form, this will then create a case within Salesforce.

The Customer Service Team will query the address on the Cease Form to confirm that it matches the address held on our records. Once confirmed the cease process will begin.

The exit plan will be developed by the Account Manager with the customer 6 months prior to contract expiry to ensure a smooth handover. It will be provided by email and followed up with a phone call to answer any queries or highlight any missing information. The plan will cover:

- Options for asset acquisition by the customer
- Transfer of service/supply contracts
- Licence terms for IPR
- Data transfer
- TUPE
- Transition and handover planning
- Exit plan review and update

Provided the minimum contract term has expired and payment is up-to-date, no further charges or additional costs will be payable by the customer.

1.10 Security

Should intelligence or alerting indicate any potentially malicious activity, TTB operates a robust security incident management programme, and has deployed industry-leading endpoint protection technology through security solutions designed to protect endpoints—devices like laptops, desktops, servers, and mobile devices, defending against advanced threats as part of our incident response program.

TTB has implemented an Information Security Management System based on industry good practice (NIST CSF, PCI DSS) and is externally certified to ISO 27001. This covers a range of policies and procedures (e.g., IP/TLS) to ensure the confidentiality, integrity and availability of information. Standard security protocols, e.g., Transport Layer Security (TLS) and Internet Protocol Security (IPsec), are followed for private network connectivity. The DDOS service has no additional security requirements as the security elements lie within the private network. The TTB Security Operations Centre (SOC) facilities are manned 24x7x365, providing a near real-time response to security events with an escalation process to senior management as required. Our 24/7 SOC performs extensive monitoring, e.g., through centralised log collection and real-time threat detection endpoint monitoring, and of internal and external security controls, coupled with curated threat intelligence feeds, and real-time alerts are activated if suspicious activity is detected. Incidents are triaged based on risk and impact and playbooks have been developed to focus on containment, eradication and recovery activities in-line with NIST best practices. TTB conducts security scanning of all its infrastructure on a bi-weekly basis. We also conduct weekly threat and vulnerability scanning of all our network assets via InsightVM. Critical/high risk vulnerabilities patches are applied within 14 days. All other updates are applied as soon as possible using a monthly patching cycle. Security updates are assessed and prioritised based on threat level, likelihood of compromise, consequences of compromise, environmental characteristics and regulatory or accreditation-based requirements. TTB gets its information about potential threats from InsightVM for scanning, Altiris Patch Management.

Version Control

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