



One Broadgate Retail Connectivity, London EC2M 2QS

Connectivity Guide

www.zettaconnect.co.uk

TABLE OF CONTENTS



Glossary Of Terms	3
Summary	3
Connectivity Infrastructure	4
Available Carriers	5
How to get Connected	6
How to get Connected Continued	7
Contact Us	8

Glossary of Terms

Carrier

The company who owns a physical fibre network out in the street, over which internet services are transmitted.

E.g. - Openreach, Colt, EuNetworks, Virgin Media, Verizon, Vodafone, Zayo

Internet Service Provider (ISP)

The company selling internet services as X bandwidth for £Y per month. An ISP relies on a carrier's physical fibre network to transmit the services to a user. Most carriers have a branch of their business selling internet services over their own physical fibre network.

E.g. – Colt, BT, EuNetworks, Commsworld, Connective, Gamma

Building Flexibility Point (BFP)

A small box, typically in the basement of a building, acting as a transitioning point between a carrier's external and internal fibre. The BFP houses in-use and spare fibres from the incoming high-capacity fibre cable.

Cross-connect

The practice of patching and testing a handed off circuit from one location to another, ensuring negligible light loss.

Summary

Zetta Connect have implemented a package of telecommunications upgrades to improve the current state and future opportunities for connectivity at 1 Broadgate. This guide details the connectivity infrastructure that is in the building, the available carriers and details for getting a new service connected to retail units in the mall as well as how to get in touch to report any issues.

As part of a package of telecoms infrastructure upgrades, Zetta have installed an open-access fibre distribution network, terminating in all retail units on the Ground floors.

Zetta have pre-cabled to each of the retail units and brought multiple carriers into the building to provide services for tenants.

This infrastructure will simplify and expedite the provisioning of new fibre services to occupiers and remove the requirement for additional cabling and wayleaves for each new service.

A significant program of work to provide best in class fibre connectivity infrastructure at 1 Broadgate.

Zetta Connect assessed the containment plans for 1 Broadgate and designed a full programme of telecoms upgrades including bringing carriers on net to provision services, set up a temporary link to the wider Broadgate estate network and cabled to each retail unit for Fibre/ Openreach FTTP termination to each retail unit on the Lower Ground and Ground floor.

All fibre infrastructure managed by Zetta Connect is open access, meaning all carriers and internet service providers (ISPs) are able to utilise the infrastructure. We maintain total provider neutrality so that service choice is unrestricted, and we are able to offer unfettered advice and recommendations.





No wayleave or legal fees are required to use this landlord infrastructure, provided the chosen carrier is connected to the backbone, significantly reducing start-up time and cost.

Carriers marked in the table below as on-net have a physical presence in the building, with fibre delivered via one or more entry points and connection to the fibre backbone. Meaning no wayleave is required to access services from them via the backbone. Carriers also identified as active have live equipment connected to the backbone, further reducing lead time.

Active carriers are able to provision services with a vastly reduced lead time, typically circa 10 working days.

Where carriers are not yet connected to the backbone, a one-off bi-party wayleave is required between carrier and landlord to cover the initial fibre backbone connection.

Available Carriers

Carrier	Status	Capabilities
	On-Net	<ul style="list-style-type: none"> •Fibre delivered via a single entry point. •Capable of supporting speeds up to 10Gbps. •4-hour SLA fault resolution.
	On-Net	<ul style="list-style-type: none"> •Fibre delivered via a diverse entry point. •Capable of supporting speeds up to 10Gbps. •4-hour SLA fault resolution.
	On-Net	<ul style="list-style-type: none"> •Fibre delivered via a single entry point. •Capable of supporting speeds up to 10Gbps. •4-hour SLA fault resolution.
	On-Net (Active)	<ul style="list-style-type: none"> •Capable of supporting speeds up to 10Gbps. •4-hour SLA fault resolution. •Reduced Lead Time.

How To Get Connected



Open-access Fibre Network

A Zetta branded 4-Core fibre enclosure has been installed in each unit, typically by the rear entrance of the unit. To connect services via the open-access network, place an order from your preferred service provider, requesting the service to be handed off on LC singlemode fibre in the South POE room at 1 Broadgate. This will avoid the need for wayleaves and carrier cabling to the unit.

Once the order is placed, get in touch with Zetta at info@zettaconnect.co.uk and we will patch the service to your unit for a one-off cross connection fee of £500, which includes patching, testing and handover of the service.

Furthermore, Zetta will provide ongoing support for the connection, free to tenants should there be any issues.

Openreach FTTP Registration:

Each individual retail unit will also have dedicated Openreach FTTP fibre coiled adjacent to the open access fibre enclosure and can be registered with Openreach to receive a dedicated ONT, that will be singed for, installed into the unit and tenants can connect their comms equipment to the ONT.

To use the service, tenants should contact Openreach, register their unit with new sites FTTP and then get in touch with Zetta and we will provide and install the ONT in the unit.

Ongoing support will be provided directly from Openreach for the FTTP services

How to Get Connected Continued

Please Contact info@ZettaConnect.co.uk for further information on how to get connected at 1 Broadgate.

Please contact the Zetta Connect team to discuss your telecoms requirements – we can advise of on-net carrier equipment, expected lead times, and answer any questions you may have regarding the Building's connectivity.

When placing an order with your chosen service provider, the service must be marked for delivery to the Landlord's telecoms room. Please inform the Zetta team of carrier attendance to allow supervised access to be arranged. We recommend that Zetta's details are supplied to the provider as point of contact for building access, and to ensure hand-off compatibility.

Please ensure your carrier will deliver the service with single-mode LC/UPC fibre hand-off - This will ensure direct compatibility with the fibre backbone. If the service provider is supplying a managed router, this should be installed in your on-floor comms rack.

Following carrier installation, Zetta will perform a cross-connect and transmission loss test once the carrier has completed their install. A one-off £500 cross-connect fee is payable per service cross-connected.

To physically connect to the fibre backbone, a fibre longline is required. This links the backbone termination enclosure to your on-floor comms cabinet location. Zetta will provide a recommended technical specification for the longline, and can assist with supply and installation of this, at an additional cost, if required.

Helpdesk

Visit our support page at zettaconnect.co.uk/support to log a ticket

Alternatively, please send an email to support@zetta.odoo.com

Contact us

Please contact the team at Zetta Connect to arrange site access for any carrier or ISP visits.



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