



Welcome Building

Bristol, BS2 0PS

Connectivity Guide

www.zettaconnect.co.uk

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 telecoms infrastructure at the Welcome Building. This guide details the connectivity infrastructure that is in the building, the available carriers and details for getting a new service connected as well as how to get in touch to report any issues.

As part of a package of telecoms infrastructure upgrades, Zetta have installed a landlord owned fibre backbone, terminating on every floor on both sides of the building via the comms risers.

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.

Guest Wi-Fi is provided to common parts of the building.

A significant program of work to provide best in class fibre connectivity infrastructure at the Welcome Building.

The building benefits from a full fibre backbone, offering rapid connectivity deployment to tenants throughout the building. The backbone is based on a blown fibre tubing system using 12-Core single-mode fibre. This is installed via the telecoms riser on each side of the building, extending from the landlord's telecoms cabinet in the basement to the top floor of the building.

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.
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	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.

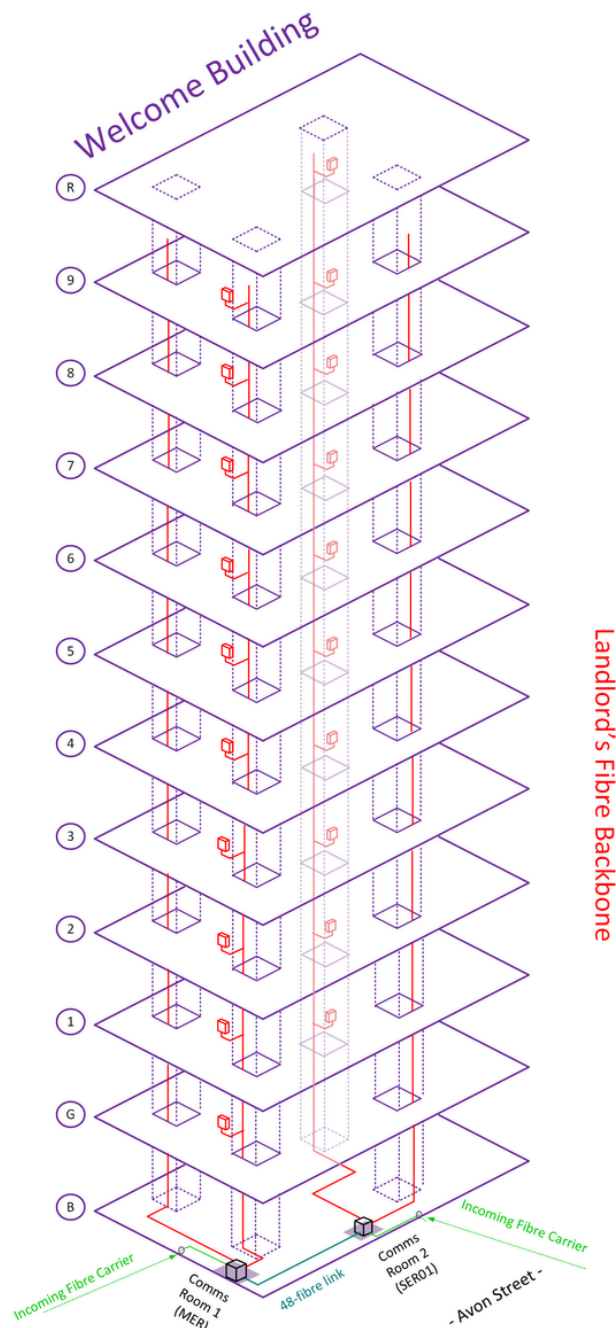
Fibre Backbone

A fibre backbone provides resilient, open access, fibre throughout the property.

Services are handed off by carriers within a Landlord telecoms room, and then transmitted to the riser of an occupier's demise via the fibre backbone, where the occupier connects from the backbone to their networking equipment.

This solution eradicates the requirement for carriers to install new cabling through the building for each new service they provision, avoiding the expensive and protracted procedure of wayleave agreements.

Fibre is pre-terminated to all floors of the building via the telecoms risers.



How to Get Connected

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

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

Additional Connectivity Solutions

Structured Cabling Services

- **Advanced Cabling:** We design and install structured cabling systems up to CAT7 standards.
- **Infrastructure Testing:** Validate existing cabling to ensure full operational readiness before your move-in

Network & WiFi Solutions

- **Design, Installation, and Maintenance:** We specialize in core network equipment, including firewalls, switches, and WiFi Access Points.
- **WiFi Heatmap Surveys:** Ensure optimal coverage and performance with our detailed surveys to determine the correct quantity and positioning of WiFi Access Points.

In-Building Mobile Solutions

- **Addressing Signal Dead Zones:** Inside buildings can often be mobile signal dead zones due to layouts and construction materials, impacting productivity and building value.
- **Internal Mobile Solutions:** We bring mobile signal inside through small cells, distributed antenna systems, or a 4G/5G private network, ensuring comprehensive coverage.
- **Reliable and Secure Connectivity:** Our solutions connect securely to mobile network operators' networks, providing a guaranteed quality of service and assured mobile connectivity for everyone in the building.

Audio Visual and Conferencing Solutions

- **Comprehensive Solutions:** We provide Audio Visual and Conferencing solutions for commercial, retail, and education spaces, enhancing communication, learning, training, and branding.
- **Key Areas:** Our expertise covers Conference Rooms, Booths, Meeting Spaces, Town Halls, Digital Signage, Lecture Theatres, Public Address Systems, Background Music, and more.
- **Full-Service Support:** From detailed design and project management to installation, programming, commissioning, and training, we ensure seamless integration and provide ongoing support both remotely and on-site.

Contact us

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



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