



# **4 Hardman Square**

**Manchester, M3 3EB**

# 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, Connective, Commsworld, 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 4 Hardman Square. 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 managed network service to provision the communal Wi-Fi, as well as the diverse fibre backbone.

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 4 Hardman Square.

The building benefits from a landlord network set up - a carrier switch, network PoE switch and firewall are installed in the landlord comms cabinet located in the mezzanine comms room. Guest Wi-Fi has been installed into the mezzanine communal area, as well as the building management office.

There is also a diverse fibre backbone installed, with tubing in the West and East risers. Fibre is pre-terminated within the west riser on all tenant floors.

Zetta has brought in a third fibre carrier via a second, diverse entry point to provide an additional option for future tenants.

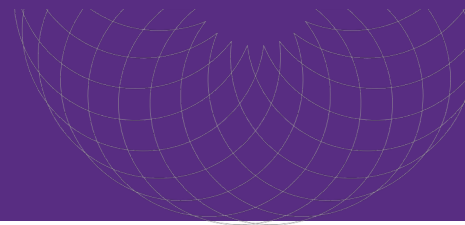
**No wayleave or legal fees are required to use this landlord infrastructure, provided the chosen carrier is connected to the backbone, significantly reducing start-up time and cost.**

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  
(Active)

- Fibre delivered via plant room entry point.
- Capable of supporting speeds up to 10Gbps.
- 4-hour SLA fault resolution.



On-Net

- Fibre delivered via plant room entry point.
- Capable of supporting speeds up to 10Gbps.
- 4-hour SLA fault resolution.



On-Net

- Fibre delivered via bin store entry point.
- Capable of supporting speeds up to 10Gbps.
- 4-hour SLA fault resolution.



MSP

- Managed service provider - reduced lead time
- Capable of supporting speeds up to 10Gbps.
- 4-hour SLA fault resolution.

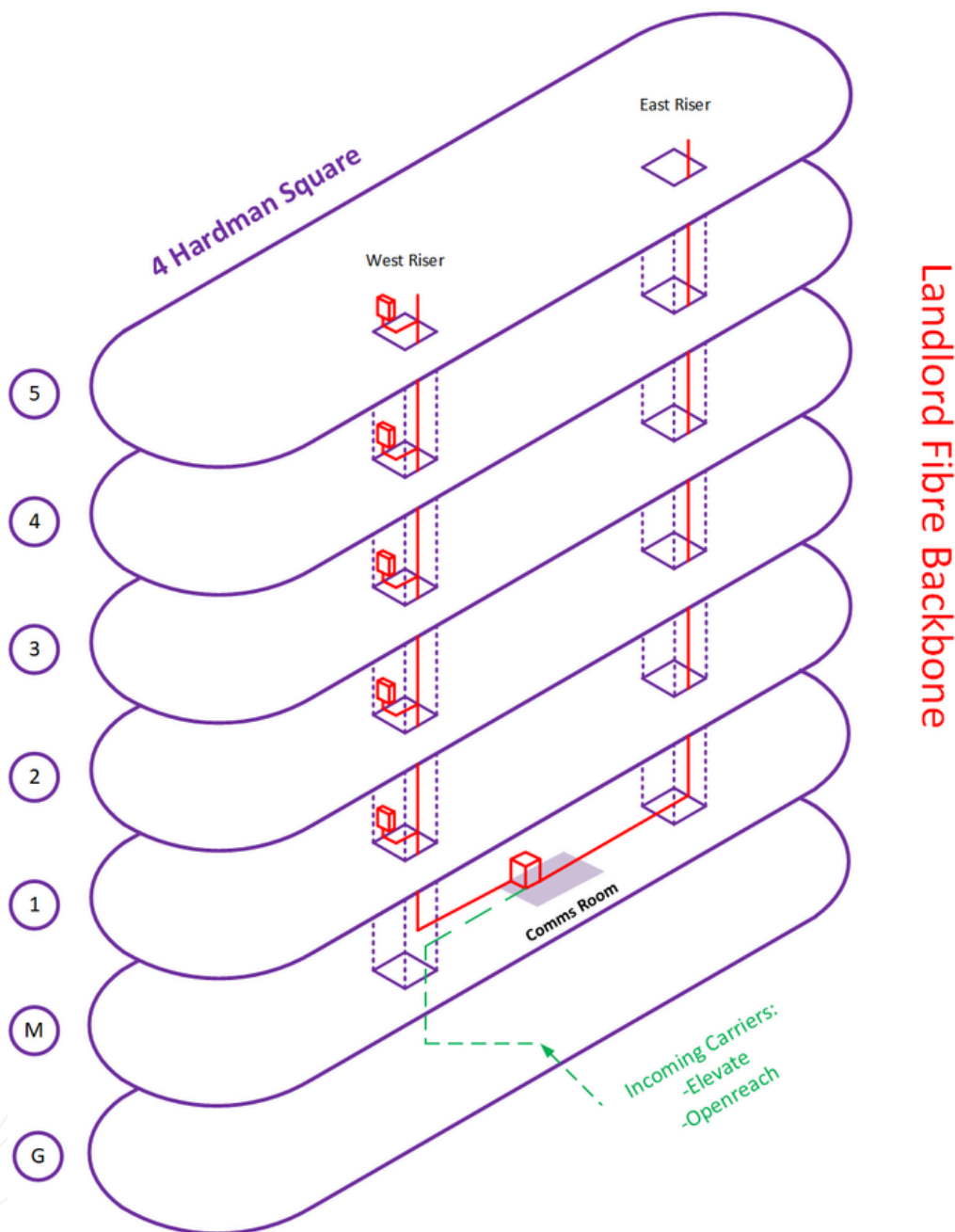


# Fibre Backbone

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

Services are handed off by carriers within a Landlord comms 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 irradiates 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.



# How to Get Connected

Please Contact [info@ZettaConnect.co.uk](mailto:info@ZettaConnect.co.uk) for further information on how to get connected at 4 Hardman Square.

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 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](https://zettaconnect.co.uk/support) to log a ticket

Alternatively, please send an email to [support@zetta.odoo.com](mailto:support@zetta.odoo.com)

# Contact us

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



+44 (0)20 3947 6590



[info@ZettaConnect.co.uk](mailto:info@ZettaConnect.co.uk)



[www.zettaconnect.co.uk](http://www.zettaconnect.co.uk)

