

Issues with the 8mb BT Max ADSL service

About Vaioni

Since 2001 Vaioni have been delivering high performance, world class network broadband, telecoms and support services to 8000 users across the UK and Ireland. We have strategically designed and developed unique products and solutions to help businesses to success. Our portfolio of business services are delivered across our 3 datacentres, something which few competitors are able to provide at such a complex level.

Vaioni have also setup alliances with national Tier 1 carriers and peering arrangement with many ISP's. These alliances put Vaioni in a position that offers businesses, the latest technology, shortest route to the internet, lower costs and unsurpassed support on a national basis.

Vaioni have recently launched the 8mb BT Max service which should see many customers benefit from the increased speeds.

Vaioni would like to make customers aware of certain restrictions and issues that may affect your expectations and experiences of the BT Max service.

You can find out more about the BT Max service by click on this link.

http://www.vaioni.com/assets/What_is_AD_SL_Max.pdf

Although the above information will provide you with good information, Vaioni feel it necessary for customers to be aware that if you migrate or order a new ADSL service, your ADSL line will automatically be provisioned on the 8mb service as of 1st April 2006. Vaioni will then rate limit your line to the speed at which you ordered. So if you order a 2mb service, then the line will be provisioned at 8mb, then rate limited to 2mb by Vaioni.

There are potential issues with the 8mb service, in that customers will experience sync problems from the day the line is activated for up to 10 days. This means although the line is in full working order, the line needs to determine at what speed it is best comfortable at running. **Please note that this is not a Vaioni problem and is to do with the way BT determine line speed using DLM (Digital Line Management). Most if not all ISP's offering the BT Max service are encountering this problem.**

So if you have ordered or migrating an order to Vaioni, please note you will experience these problems for a maximum of 10 days.

If you require further clarification on this matter, please do not hesitate to contact Vaioni Support on 0870 160 0650 or email support on support@vaioni.com