



# Be my guest

**Allow your visitors internet access at your premises using your existing wireless network**

## Overview

BT offers high-speed public wireless access at thousands of hotspots in popular locations across the UK and worldwide via the BT Openzone service.

We also offer an extension to existing private wireless local area networks (WLANs) using **BT Openzone Guest**.

By extending your existing wireless local area network (e.g. your office WLAN), your business can benefit from greater flexibility and productivity by allowing your employees and visitors to securely access the internet.

Wireless local area network solutions have existed for a number of years, enabling flexible access to fixed network infrastructures, such as corporate networks. Wireless technologies are now an increasingly common part of standard laptop computing equipment and its component parts are both relatively inexpensive and widely available.

Using an unprotected or poorly designed WLAN to access a corporate network can leave that network open to criminal, hostile or careless use. This has rendered a basic WLAN solution unacceptable for many customers – including UK Government departments, financial institutions and businesses requiring controlled access to customer or company data.

If you've already invested in a private WLAN and want to extend coverage to public use, BT Openzone Guest can be purchased as a simple add-on to your existing network.

BT Openzone Guest is our wireless local network solution that runs on your existing WLAN network to extend coverage for public use, allowing visitors to your premises internet access without compromising your security.

Using BT Openzone Guest, you're able to offer both private and public wireless solutions. Your employees can access your corporate network and the internet. And your visitors can also easily access the internet.

**For more information on BT Openzone Guest, please call Freefone 0800 169 1397 (8.00am-6.00pm weekdays).**

If you haven't already invested in a private WLAN for your business, BT can also help you with a secure solution. Whether you are looking to invest in a WLAN as a new network infrastructure, to extend your current Local Area Network (LAN) or have concerns about an existing WLAN deployment, BT can make sure you have your wireless network where you want it – and under full control.

**For more information on BT's secure private wireless LAN options, please contact your BT account manager or Convergent Solutions Helpdesk on Freefone 0800 389 4848.**

## Benefits

With BT Openzone Guest, you can benefit from:

- internet access for your visitors (e.g. contractors or customers) using the WLAN infrastructure, while protecting your private corporate network
- flexible coverage, the service can be tailored to offer public access at all required parts of your site
- increased productivity, by enabling your visitors and employees to access email and the internet flexibly – handy when, for example, you invite customers to demonstrations or events
- increased accessibility, with your visitors able to get online before, after or even during meetings
- peace of mind, with 24/7 customer support for both you and your end-users via our helpdesk, 365 days a year
- improved performance of your corporate LAN, with corporate and visitor traffic separated from each other, improving the security and performance of your corporate LAN
- an opportunity to reduce infrastructure costs, by sharing the Wi-Fi and LAN components of your network

## What you get

It's easy to set up and use BT Openzone Guest attached to your existing WLAN. All you need is a router and configuration to connect to your existing network of Cisco Access Points. We simply provide a bolt-on background solution (or 'backhaul') for your public traffic. We can tailor BT Openzone Guest to match your network requirements and infrastructure.

BT Openzone Guest is a comprehensive package that includes installation, commission, operation and support. You'll receive:

- a list of BT-approved WLAN and LAN equipment
- a defined set of interfaces (APIs). We make sure that your WLAN and LAN configurations comply with these APIs so that public BT Openzone traffic is efficiently sent through a virtual LAN to a gateway router
- a dedicated gateway router provided and configured by BT Openzone
- a dedicated 'backhaul' circuit to connect the gateway router to the BT Openzone platform
- installation and commissioning of your service by our installation team, our agents or a systems integration partner
- test and verification scripts completed by the commissioning team during set up and installation
- a standard BT Openzone service for end-users within those parts of the site chosen for public Wi-Fi service
- Service Level Agreements covering the components of the service that you provide as well as those provided by BT Openzone
- customer support for both you and your end-users via our helpdesk, 24/7, all year round
- full network monitoring, detection and resolution of problems for the components of the service provided by BT Openzone
- some network monitoring and fault detection of the WLAN and virtual network
- problem reporting and resolution support via structured communications between the BT Openzone network operations centre and your own network management centre
- service and performance monitoring
- capacity planning support
- optional annual performance review with you

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