By way of introduction to Talk Straight Schools Broadband I attach a document set. Please also see notes below.

We Know Education

We have a long standing pedigree in providing connectivity, safeguarding and security solutions to Education since 2007. We talk your language and fully understand our important role in safeguarding your pupils and staff online.

It's Our Core Infrastructure

Unlike some Internet Service Providers we have built, manage and maintain our own Core Infrastructure. This leads to faster response and resolution times.

Safeguarding With Schools Broadband

Safeguarding is at the heart of what we do, making sure your Designated Safeguarding Lead has the right information at the right time, to make sure they are seamlessly keeping up with the ever-changing Keeping Children Safe in Education, Prevent Duty, and UK Safer Internet Centre guidance. I attach a summary of our web filtering solution and how it supports Designated Safeguarding Leads to proactively manage children's online safety.

Our filtering service supports full compliance with the following requirements:

- Prevent Duty
- Keeping Children Safe in Education
- Internet Watch Foundation (IWF) Block List & Image Hash List
- Home Office Terrorism Block List
- UK Safer Internet Centre

Web Filtering & Security/Firewall Options

I have included our **Primary Filtering & Security Plus** because it is in line with what you have already and matches most education ISPs, although we would argue our provision is more stable and resilient.

As part of the framework VPN access is also included saving cost in having to upgrade to our UTM package.

Please see the attached Package Guidance in the document pack so you can easily compare against our competitors.

SSL Decryption – Web Filtering

Our web filtering service provides full SSL Decryption which means we can identify any web sites that need blocking even when they are using SSL Encryption. For example, all Google services run on HTTPs and would need decrypting to safely block access to unwanted web sites. Please check with other providers to make sure they offer this extremely important safeguarding service.

World Leading Cyber Security Infrastructure

Our core infrastructure uses Fortinet FortiGate Firewalls. Fortinet is a global leader in cyber security infrastructure and used by many global companies, including HSBC and Barclays. This, together with our unique anti-DDOS protection, means that no school has suffered from a DDOS attack in the last 5 years. Our primary datacentre is the infamous Canary Wharfe LD8 datacentre in London, which has second-to-none uptime and is a main European hub for access to the internet. We also have a second datacentre in London. You can rest assured we will make sure your mission critical services are running reliably 24/7/365 with an SLA of 99.95% uptime.

We are very proud of being nationally recognised for our security through the national ISPA Awards, where we have been shortlisted finalists 8 times for Best Cyber Security since 2014 and won the award 3 times. This includes being finalists/winners every year since 2017, including shortlisted finalist for 2022.

Ease of Management

We will give you access to manage and maintain filtering and firewall settings so you are in full control and do not have to rely on calling us. However, you can always ask us if you need any changes.

Customer Support

Our Customer Technical Services (CTS) Team is staffed from 08:00-18:00 Monday to Friday, excluding public holidays, with a 24x7x365 Network Operations Team available for all faults, via our standard telephone number. The team comprises 20+ Engineers, which are located in Ilkley, providing support to all our customer base. The team follow ITIL best practice guidelines.

Pricing

I have included the discount agreed for the Norfolk Education Broadband Framework, but we are never complacent on price. If you find a better price by a comparable educational ISP, then please do contact us to discuss further.

Support for Updata Early Termination Fees

We are able to offer any option as a 66 month contract with the first 6 months free of charge to support any Updata early termination fees.

Why Us?

We are passionate and fundamentally believe we are a great fit for your school because we are focused on Education and Carrier agnostic, with safeguarding at the heart of what we do. We have successfully delivered multiple projects to over 2,000 educational establishments.

Our world class filtering, security & core broadband infrastructure will help your school fearlessly embrace current and emerging cloud technologies to inspire children to want to learn.