

## Fibre Broadband Pricing

Our fibre broadband packages clearly differentiate between the needs of business and residential customers and are easily identified as Business or Family packages. Both options allow you to accommodate additional bandwidth needs through top-ups and per 1GB overuse options.

### Business Packages

Our business packages range from 15GB to unlimited and include key business features such as traffic prioritisation and business friendly bandwidth allowance times.

Product	Monthly Allowance	Pricing Per Month (Ex VAT)
FTTC Business 15	15GB	£26.90
FTTC Business 45	45GB	£38.11
FTTC Business Unlimited**	Unlimited	£48.68
FTTC Business 90	90GB	£46.75

**This pricing includes an upload speed of up to 2Mbps and a download speed of up to 40Mbps.**

The monthly bandwidth allowance for Business packages is consumed between 08:00hrs to 20:00hrs Monday to Friday. Bandwidth usage outside of these time periods is uncharged. The packages receive priority during allowance times only.

\*\* Available from WBC Exchanges only. Not available for FTTP.

### Family Packages

Our Family packages are available in a range of monthly allowance options ranging from just 30GB to unlimited.

Product	Monthly Allowance	Pricing Per Month (ex VAT)
FTTC Family 30	30GB	£26.68
FTTC Family Unlimited**	Unlimited	£32.46
FTTC Family 45	45GB	£35.27
FTTC Family 90	90GB	£45.61

**This pricing includes an upload speed of up to 2Mbps and a download speed of up to 40Mbps.**

\*\* Available from WBC Exchanges only. Not available for FTTP.

The monthly bandwidth allowance for Family packages is consumed between 08:00hrs to 00:00hrs Monday to Friday. Bandwidth usage outside of these times is uncharged. The packages receive traffic priority between 20:00hrs and 00:00hrs Monday to Friday only.

## FTTC Upgrade Options

The standard FTTC based services shown above include an upload speed of up to 2Mbps and a download speed of up to 40Mbps. To increase your connection speeds the following charges apply.

Product	Profile (up to downstream/ up to upstream)	Pricing Per Month (ex VAT)
FTTC Upload Upgrade	40Mbps/10Mbps	£1.62
FTTC 80Mbps Upgrade	80Mbps/20Mbps	£4.22

## Overuse Options

You can choose between two flexible overuse options; either purchase additional pre-pay top-ups as and when you need them or post-pay on a per 1GB basis, setting a maximum limit. Top-ups do not expire unless you cease the connection or move to an alternative provider and range from 10GB to 100GB.

Overuse****	Allowance	Pricing (ex VAT)
Top-up 10	10GB	£10.45
Top-up 25	25GB	£25.28
Top-up 50	50GB	£49.38
Top-up 75	75GB	£73.48
Top-up 100	100GB	£96.37
Overuse	Per 1GB	£1.15

\*\*\*\*Upon consumption of the customer's monthly allowance and all remaining top-up the connection will be rate limited to 128Kbps with an additional 1GB. Upon consumption of the additional 1GB the connection will be blocked until the customer purchases a top-up or reaches their next billing period start date. Upon reaching the pre-set limit for per 1GB usage the connection will be blocked until the start of the customers next billing period.

## Additional Options

The additional services listed below are available to both Business and Family customers. Enhanced Care provides a reduced clear time of 20hours in the event of a fault, with Openreach engineers available 24/7. Standard Care provides a clear time of 40 hours. Customers must have 24/7 access to their premises to be able to take advantage of the 20hr clear time.

Elevated Best Efforts (EBE) guarantees a minimum throughput of 16Mbps over the BT network subject to line sync rate\*\*\*\*\*. This minimum level of service is guaranteed for 90% of the time over the busiest 3 hour period.

Product	Pricing Per Month (Ex VAT)
Enhanced Care (FTTC only)	£13.60
Elevated Best Efforts	£6.23

\*\*\*\*\*16Mbps minimum is guaranteed where service synchronises above 15Mbps. Services which sync between 5 and 15Mbps are guaranteed at least 80% of the value of their BRAS profile for 90% of the time over the busiest 3 hour period.

## IP Addresses

All broadband connections include 1 IP address free of charge. Additional IP addresses (NAT options) can be purchased for an additional one off charge as shown below.

NAT Option	Pricing (Ex VAT)
No NAT 8	£13.00

## Other Charges

Other important charges you should be aware of are detailed below.

Option	Pricing (Ex VAT)
Self-install activation: <b>no</b> engineer visit; the end user fits VDSL filters to all extensions and provides their own VDSL modem or modem/router.	£0.00
Self-install activation <b>with</b> engineer visit; the engineer attends to uplift any wiring, including fitting a service specific faceplate but the end user provides their own VDSL modem or modem/router.	£52.00
Migration (Fibre to FTTC)	£0.00
Migration (Standard broadband to FTTC)	£0.00
Order Cancellation/Amendment Charge <sup>†</sup>	£22.00
Reverse Migration (FTTC to standard broadband)	£42.00
Cease <sup>††</sup>	£31.12
Upstream Modify <sup>†††</sup>	£15.00
Fasttrack	£196.00
Aborted Visit Charge	£90.00
Special Fault Investigation	£165.00

<sup>†</sup>This charge is applied where a line provision order which has already been progressed to Openreach is cancelled prior to the order delivery date or when an amendment is made to the order or scheduled engineer visit. The charge is also applied where, in a Simultaneous Provide scenario, either a PSTN order with the correct Linked Order Reference Number is not placed within the timescales required by Openreach; or a PSTN order is placed but then cancelled, leading to the cancellation of the broadband order.

<sup>††</sup>A cease charge will also apply where a cease results from a migration to LLU where the published migration process has not been correctly followed.

<sup>†††</sup>This charge applies when the upstream speed is modified from 2Mbps to 10Mbps, the downstream speed is modified from 40Mbps to 80Mbps or vice versa.