

## **Business Broadband Price List**

Last updated May 1<sup>st</sup> 2010

Prices exclude VAT. Minimum Period for Broadband is 12 months unless otherwise stated.

### **Definitions**

*Set up Fee:* A one off payment required in order to activate your PSTN line for Broadband services.

*Migration:* The Process by which customers to move seamlessly from one broadband service provider to another with minimal interruption in service.

*Service:* includes but not limited to calls, call packages, Internet Services, line rental or mobile Services provided by The Phone Co-op in accordance with the Terms and Conditions.

*Broadband:* means Our Internet Service whereby you may gain direct high speed access to the Internet via your phone line using ADSL (Asymmetric Digital Subscriber Line) technology according to the package You have selected.

*Minimum Period:* means in respect of each Service the first 12 months of the Service from the Commencement Date.

*Commencement Date:* means the date upon which Services are first provided to the customer.

*Charges:* means the charges for Services payable to The Phone Co-op.

*Equipment:* means the hardware which is required to access any of the Services. Your equipment may be recommended or supplied by The Phone Co-op or you may purchase the equipment from an alternative supplier.

*Monthly Data Allowance* means the amount of data usage available on your broadband service without extra charge. We measure the total data transferred over your broadband connection, both download (receiving email, web browsing, downloading files) and upload (sending email, file sharing).

*NTE:* Network Terminating Equipment. The physical point in a premises that provides access to the public telephone network.

*PSTN:* Public Switched Telephone Network is the international term for a public telephone service, which carries analogue voice signals between connections.

*Megabyte (MB):* Expression used to describe storage capacity or amount of data. One megabyte is about one million of bytes/characters.

*Gigabyte (GB):* Expression used to describe storage capacity or amount of data. One gigabyte is about 1000 millions of bytes/characters.

## Services

Service Name	Usage Allowance GB	Price (£)
Small Business 10	10	19.00
Small Business 20	20	25.00
Small Business 50	50	39.00
Premium Business 10	10	29.00
Premium Business 20	20	39.00
Premium Business 50	50	59.00
Premium Business 100	100	79.00
Small Business Saver 10	10	19.00
Small Business Saver 20	20	25.00
Small Business Saver 50*	50	39.00
Premium Business Saver 10	10	29.00
Premium Business Saver 20	20	39.00
Premium Business Saver 50*	50	59.00
Premium Business Saver 100*	100	79.00

\* These packages have downstream rates of up to 24Mbps with an upstream rate of 1024 kbps. All other Saver packages offer downstream rates of up to 8Mbps with an upstream rate of 1024 kbps.

Small Business Packages offer up to 8Mbps downstream and 448 kbps upstream.

Premium Business Packages offer up to 8Mbps downstream and 832kbps upstream.

Small Business Packages include 1 free static IP Address. Premium Business Packages include up to 4 free static IP Addresses.

Saver Packages do not include a free static IP Addresses. These can be purchased for just £0.50 per month.

Saver Packages are only available in enabled areas. Please contact Business Sales to see if our Business Saver packages are available in your area.

All connections are subject to traffic shaping to maintain a high quality of service Peer 2 Peer (P2P) traffic is shaped so that it does not adversely affect non P2P Internet traffic. Shaped packets are slowed down, which means that transfer/streams will still work, but do so more slowly. Our

network is constantly monitoring traffic levels, so the busier the network becomes, the more shaping is applied to P2P.

## Equipment

Equipment	Price (£)
ZyXel P660R-61C 1 Port Ethernet	29.78
ZyXel 660H 4 Port Ethernet Router/Hub	46.59
ZyXel 660HW Wireless 4 Port Ethernet Router/Hub	43.94
ZyXel Prestige 660HW-D1 Wireless Router	76.00
Additional ADSL Micro filter	5.00 each

All equipment shipped by The Phone Co-op comes preconfigured with service details. Routers include 1 micro-filter and have a 12 month warranty.

## Other Service Charges

Item	Price (£)
Set up fee for all services on 12 month contract	Free
Set up fee for contracts shorter than 12 months	35.00
Migration fee if moving from another provider	Free
Cease Charge (a)	24.74
Cancellation Fee – less than 2 days prior to activation	34.85
Cancellation Fee – 3 – 5 days prior to activation	15.20
Additional data usage charge	0.128p per MB
Upgrade fee	Free
Static IP Address for Small Business Saver	0.50 per month
Engineer – Broadband Special Faults Investigation <sup>(b)</sup>	144.00
Engineer Charge – Abortive Visit <sup>(c)</sup>	50.00

(a) This does not apply to existing customers moving premises, changing phone lines or billing details.

(b) Broadband Special Faults Investigation is an optional service which permits customers to request a visit by an engineer to End User premises for the purpose of resolving certain Broadband faults. Where BT provides maintenance of any non-BT Network equipment (including wiring) beyond the End User NTE a charge will apply.

(c) Applies where a BT engineer is unable to access the customer's site when scheduled to visit them to investigate a fault.

## **Fault Repair**

The Phone Co-op will provide a fault repair service. The service is free and operates during working hours 0900-1700 hours Monday to Friday excluding Public and Bank Holidays. Where a fault is reported out of normal working hours, the fault will be treated as if it has been reported at the beginning of the next working day. We will aim to respond to a fault report received before 1700 hours on one working day by the end of the next working day. We aim to respond to requests by email within 48 hours.

We will provide advice by telephone including, where appropriate, tests and checks to be carried out and, where possible, carry out diagnostic checks from our premises. If this does not diagnose or clear the fault we will arrange for an engineer to visit the customer premises.

Where the customer requests a visit by an engineer to the customer's premises to investigate a broadband fault, if the engineer provides maintenance of any customer equipment (including wiring) then a charge may apply. The charge is £144.00.

If the visit is aborted e.g. the engineer does not gain any access then the abortive visit charge of £50.00 will become payable.

## **Cancellations**

You may cancel the Service at any time up to the Commencement Date. You have the right to cancel within 8 working days from the date. We accept your application under the Consumer Protection (Distance Selling) Regulations.

If you terminate the Service within the minimum period (where applicable) then you must immediately pay for the rest of the charges due in the minimum period.

After the Minimum Period, You may end this Agreement by giving thirty days notice by calling or in writing to Our Business Sales. You acknowledge that termination of Your account will only be valid if You notify Us in this manner. The end date of all Services will be thirty days after the day we receive notification and you will be charged for Services during this period.

Where any Service is terminated (however that may happen) you agree to pay to Us any cease charge (as posted on Our Website from time to time) where Our Third Party Operator levies such a fee against us.

If you are changing your Service such as re-grading your broadband, ending a calling feature or changing tariff, and is not part of a termination of the account, then termination terms do not apply and the current minimum period continues.