

BUSINESS
SERVICES

PRICING DOCUMENTS

**BROADBAND
AND FIBRE
SERVICES**

Content: A full price list covering the current monthly, one off and time related charges associated to our ADSL Broadband and FTTC Fibre to the Cabinet packages. All legacy pricing can be found in a separate document.

VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason of change
<i>1.0</i>	<i>Chris Horne</i>	<i>18/06/2018</i>	<i>Fiona Ravenscroft</i>	<i>20/07/2018</i>	-
<i>2.0</i>	<i>Chris Horne</i>	<i>30/07/2018</i>	-	<i>30/07/2018</i>	<i>IP changes</i>
<i>3.0</i>	<i>Chris Horne</i>	<i>08/10/2018</i>	-	<i>08/10/2018</i>	<i>Footnote numbering</i>

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TABLE OF CONTENTS

1	Business Broadband and Fibre pricing	4
1.1	Broadband (ADSL)	4
1.2	Business Superfast (FTTC)	4
1.3	Broadband and Superfast features	5
1.3.1	Line rental	5
1.3.2	Call bundles	5
1.4	Business Ultrafast (FTTP)	6
1.5	Ultrafast Additional	6
1.5.1	Speed Boost	6
1.5.2	Off-net charges	6
2	Equipment	7
1.5.3	24 Month contracts	7
1.5.4	12 month contracts	7
3	Other service charges – Broadband/Superfast/Ultrafast	7
1.6	Engineer visits and charges – Broadband/Superfast/Ultrafast	8
4	Service notes:	9
1.7	Fault Repair	10
5	Cancellations	10
6	Definitions	11
7	Related documents	13

Business services

Pricing: *Business Broadband & Fibre*



1 BUSINESS BROADBAND AND FIBRE PRICING

1.1 BROADBAND (ADSL)

	Business Broadband Essential	Business Broadband Enhanced
Usage	Unlimited ¹	Unlimited ¹
IP Addresses	Single Static	Single Static
Maximum download speed²	24Mbps	24Mbps
Maximum upload speed²	1Mbps	1Mbps
Approximate UK availability	90%	95%
Inclusive router	Zyxel VMG1312-B10D	Zyxel VMG1312-B10D
Traffic prioritisation	No	Yes ³
ADSL Fault Response	40 Hour ⁴	8 Hour ⁵
Line rental	Business level 2 ⁶	Business level 2+ ⁷
Minimum Period	24 Months	24 Months
Monthly cost	£25.00	£55.00
Activation fee	FREE	FREE

1.2 BUSINESS SUPERFAST (FTTC)

	Business Superfast Essential	Business Superfast Enhanced
Usage	Unlimited ¹	Unlimited ¹
IP Addresses	Single Static	Single Static
Maximum download speed²	80Mbps	80Mbps
Maximum upload speed²	20Mbps	20Mbps
Inclusive router	Zyxel VMG1312-B10D	Zyxel VMG1312-B10D
Traffic prioritisation	None	Yes ²
Fibre Fault Response	40 Hour ³	8 Hour ⁴
Line rental	Business level 2 ⁶	Business level 2+ ⁶
Minimum Period	24 Months	24 Months
Monthly cost	£40.00	£65.00
Activation fee	FREE	FREE

1.3 BROADBAND AND SUPERFAST FEATURES

1.3.1 LINE RENTAL

Additional options that can be taken in regards to the line rental element of your package

Feature	Description	Cost
Remove Line rental	Use an existing analogue line for your service	-(minus) £10.00 per month
Increase to Level 3 Care⁸	I increase to 24/7 fault repair, applies to the telephone line element of the service only	+(add) £4.00 per month
Installation of new line	If you do not have a current spare analogue line we can install a new one	£50.00 one off

1.3.2 CALL BUNDLES

Feature	Description	Monthly cost
Anytime calls⁹	Make calls to any UK landline number (01, 02 or 03) for up to one hour in duration.	+(add) £5.00
500 UK Mobile minutes⁹	500 minutes a month to any UK mobiles for up to one hour in duration	+(add) £5.00
1,000 UK Mobile minutes⁹	1,000 minutes a month to any UK mobiles for up to one hour in duration	+(add) £7.50

1.3.3 IP ADDRESSES

Your connection will carry a single static IP as standard, this can be expanded for the costs below, other variants are also allowed but will require the completion of a justification form, contact us for further details.

Item	Cost
Increase to 4 Static IP's (2 usable) - ESSENTIAL ONLY	+£4.00 per month
Increase to 8 Static IP's (6 usable) - ENHANCED ONLY	+£8.00 per month

1.4 BUSINESS ULTRAFAST (FTTP)

	Business Essential Ultrafast	Business Enhanced Ultrafast
Usage	Unlimited ¹	Unlimited ¹
IP Addresses	Single Static	Single Static
Maximum download speed²	160Mbps	160Mbps
Maximum upload speed²	30Mbps	30Mbps
Inclusive router	Zyxel VMG1312-B10D	Zyxel VMG1312-B10D
Traffic prioritisation	None	Yes ³
Fibre Fault Response	40 Hour ⁴	8 Hour ⁵
Minimum Period	24 Months	24 Months
Monthly cost	£60.00	£85.00
Activation fee	£60.00	£60.00

1.5 ULTRAFAST ADDITIONALS

1.5.1 SPEED BOOST

Increase the maximum speeds on your service

Item	Cost
Boost to up to 330Mbps Download and 50Mbps Upload	+£15.00 per month

1.5.2 OFF-NET CHARGES

If your property is serviced by an exchange that has not been unbundled for multiple providers equipment (Market A regions) there are supplementary charges applicable (check with us for further details).

Item	Cost
Off-net monthly supplement	+£45.00 per month
Off-net installation supplement	+£40.00 one off

1.5.3 IP ADDRESSES

Your connection will carry a single static IP as standard, this can be expanded for the costs below, other variants are also allowed but will require the completion of a justification form, contact us for further details.

Item	Cost
Increase to 8 Static IP's (6 usable)	+£9.50 per month

Business services

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2 **EQUIPMENT**

1.5.4 24 MONTH CONTRACTS

Feature	Description	Cost
Upgrade to Zyxel VMG3925-B10B	Upgrade the standard inclusive router for an enhanced model including enhanced wireless throughput speeds.	£20.00 one off
Upgrade to Draytek 2862n	Upgrade the standard inclusive router for an enhanced larger office model with increased firewall controls, multiple VLAN configurations and increased VPN capacity (see Draytek website for full details).	£155.00 one off
No router required	Use your own equipment or purchase from a third party	-(minus) £1.00 per month

1.5.5 12 MONTH CONTRACTS

We can also offer a 12 month variant of our packages; these will be at the same monthly cost and include all the same features except the inclusion of a router. Hardware can then be purchased from us as per the costs below:

Feature	One off cost
Zyxel VMG 1312 B-10D	£40.00
Zyxel VMG3925-B10B	£65.00
Draytek 2862n	£195.00

3 **OTHER SERVICE CHARGES – BROADBAND/SUPERFAST/ULTRAFAST**

All costs below are one off charges unless otherwise specifically stated

Item	Cost
Set up fee for Broadband (ADSL) and Superfast (FTTC) – Minimum 12 month contract	Free
Set up fee for Ultrafast (FTTP) – Minimum 12 month contract	£60.00
Migration fee if moving from another provider	Free
Broadband early termination fee ¹⁰	£70.91
Superfast early termination fee ¹⁰	£85.12
Ultrafast early termination fee ¹⁰	£74.12 + Remaining contract cost*
Broadband cancellation fee – less than 2 days prior to activation	Total contract cost**
Broadband cancellation fee – 3-5 days prior to activation	£18.09
Superfast & Ultrafast cancellation fee – less than 2 days prior to activation	Total contract cost**

Business services

Pricing: *Business Broadband & Fibre*



Item	Cost
Superfast & Ultrafast cancellation fee – 3-5 days prior to activation	£11.25
Broadband connection expedite	£106.29
Superfast connection expedite	£196.00
Additional 5 fixed IP's (additional to single inclusive Static IP provided)	£10.00 per month

*This is the total monthly fees of your chosen service for the remaining length of your agreed contract; for example Essential Ultrafast on a 12 month contract terminated at month 6 would be £74.12 + (£38.00 x 6) = £302.12

**This is the total monthly fees of your chosen service for the length of your agreed contract; for example Essential Broadband on a 12 month contract would be £25.00 x 24 = £300.00

1.6 ENGINEER VISITS AND CHARGES – BROADBAND/SUPERFAST/ULTRAFAST

Item	Cost
Engineer – Broadband Special Faults Investigation base charge (a)	£154.00
Special Fault Investigation equipment charge (b)	£22.00
Special Fault Investigation wiring charge (b)	£44.00
Special Fault Investigation collaborative visit	£15.00
Special Fault Investigation Line Investigation Charge – Network Module (b)	£60.00
Special Fault Investigation Line Investigation Charge – Frames Module (b)	£120.00
Special Fault Investigation abortive visit (c)	£99.00
Time related charge	£55.00 per hour

- a) Broadband Special Faults Investigation is a service which permits The Phone Co-op to request a visit by an engineer to End User premises for the purpose of resolving certain Broadband faults. Where Openreach provides maintenance of any non-Openreach network equipment (including wiring) beyond the NTE a charge will apply. Additional charges may be incurred depending on the location of the fault
- b) Charge applies in addition to the Broadband Special Faults Investigation base charge where Openreach provides maintenance of any non-Openreach equipment (including wiring) beyond the End User NTE
- c) Applies where an Openreach engineer is unable to access the customer's site when scheduled to visit them to investigate a fault.

For all line rental related charges please refer to the Business line rental price list as per the related documents section

4 **SERVICE NOTES:**

1. Usage is unlimited, subject to a fair use policy as published on our website (see Related Documents)
2. Broadband speed is subject to a line test and factors including, but not limited to, local availability, distance from the exchange, internal and external cable quality and local equipment. We can confirm your expected line speed before activation. Please be aware that using any service on a Wi-Fi connection may significantly decrease speeds. We strongly recommend that all Wi-Fi enabled devices support IEEE 802.11n wireless standard; earlier versions will not support the speeds associated with fibre broadband
3. The data that is sent and received via your broadband connection is given priority over standard broadband traffic at key points in our supplier's network. Essential ADSL offers no traffic prioritisation and so speeds are subject to network congestion at peak times (supplier peaks times are 8am -6pm).
4. For the reporting of Broadband faults (excludes issues related to the line aspect of the service, it operates 24 hours a day, seven days a week (including UK Public and Bank holidays). The carrier will acknowledge receipt of a fault report and will clear the fault within 40 clock hours ("Requisite Period") of receipt of the fault report, excluding any allowable parked time.

For engineering visits it operates between 08:00-18:00 Monday to Saturday (excluding Regional Public and Bank Holidays)

5. Operates 24 hours a day, 7 days a week including UK Bank and Public Holidays. The carrier will clear the fault within 7 hours of receipt of the fault report, excluding any allowable parked time.

For the reporting of line related faults (excludes the broadband element of the service), 24 hours a day, seven days a week (including UK Public and Bank holidays). Out of hours engineering visits to a site may be used to complete a repair if unrestricted access is available. If Diagnostics indicate a fault and an appointment is required then the carrier will aim to fix any fault seven (7) hours from the start time of the agreed appointment slot.

Enhanced Care SLAs will not be applicable in the Highlands and Islands of Scotland.

6. Clear by end of next working day, Monday to Saturday, excluding Public Holidays and Bank Holidays.

Example: Fault reported at any time between 00.01 – 23.59.59 on Tuesday would have a commitment time of 23.59.59 on Wednesday.

7. Business level 2+ has the same fault response and SLA's as level 2 but with prioritised repair with a higher percentage of targets met. Also includes Smart divert feature as standard as well as reduced costs on focused appointments and named engineers
8. Reported by 12.59 – clear by 23.59.59 same day. Reported after 13.00 – clear by 12.59.59 next day (Monday – Sunday including Public and Bank Holidays)
9. For calls up to one hour in duration
10. Applies if you terminate your service within the agreed contract period; does not apply to existing customers moving premises, changing phone lines or billing details

1.7 FAULT REPAIR

The Phone Co-op will provide a fault repair service. Fault repair for lines is described in the Business Line Rental price list. 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 then if the engineer provides maintenance of any customer equipment (including wiring) then a charge may apply. If the visit is aborted e.g. the engineer does not gain access then the abortive visit charge will become payable.

5 CANCELLATIONS

You may cancel the Service at any time up to the Commencement Date (charges may apply, see section 1.8). For organisations and businesses with fewer than 10 registered employees you have the right to cancel within 10 working days of this date. We will accept your application under the Consumer Protection (Distance Selling) Regulations with no penalties.

If you terminate the Service within the Minimum Period 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 providing written confirmation of your request to our business services department. 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 we receive notification, although any active services can be terminated with immediate effect you will be charged for this service for the remainder of this period.

Where any service is terminated (however that may happen) you agree to pay to Us any applicable cease charges where our Third-Party Operators 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 are not part of a termination of the account, then termination terms do not apply and the current minimum period continues unless specifically agreed by both parties.

If you are upgrading from an ADSL Broadband product to a Fibre product you will be entered into a new contract and minimum period.

All prices exclude VAT unless specifically stated.

6 **DEFINITIONS**

ADSL

ADSL (Asymmetric Digital Subscriber Line) – See Broadband

BROADBAND

Our Internet Service whereby you may gain direct access to the Internet via your copper phone line using ADSL (Asymmetric Digital Subscriber Line) technology according to the package you have selected

CHARGES

The charges for services payable to The Phone Co-op

COMMENCEMENT DATE

The date upon which services are first provided the customer end user

SET UP FEE

A one off payment required for any equipment or service activations related to your chosen package

END USER

Refers to the customer who receiving the Service

EQUIPMENT

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

FTTC/ FIBRE TO THE CABINET

See Superfast

FTTC/ FIBRE TO THE PREMISE

See Ultrafast

GIGABYTE (GB)

Expression used to describe storage capacity or amount of data. One gigabyte is about 1024 Megabytes

MEGABYTE (MB)

Expression used to describe storage capacity or amount of data. One megabyte is about one million bytes/characters

MIGRATION

The process by which a customer is to move from one internet service provider to another with a minimal interruption in service.

MINIMUM PERIOD

The period of service from commencement date to contractual end date as specified by each service/package

MONTHLY DATA ALLOWANCE

The amount of data transfer usage available on your internet service without extra charge. We measure the total data transferred over your connection, both download (Receiving email, Web browsing, downloading files) and upload (sending email, file sharing).

NTE

Network Terminating Equipment. The physical point in a premise 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.

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.

SUPERFAST

Our Internet Service whereby you may gain direct access to the Internet via your phone line by using Fibre optic cables to exchange data from the nearest enabled street cabinet to your local telephone exchange. It is typically faster than a standard Broadband service that transmits exclusively down copper wires.

ULTRAFAST

Our Internet Service whereby you may gain direct access to the Internet using Fibre optic cables to exchange data from a terminated socket in your premise to your local telephone exchange. It is typically faster than a standard Broadband and Superfast services that transmit either partially or exclusively down copper wires.

US

Refers to The Phone Co-op

Business services

Pricing: *Business Broadband & Fibre*



7 **RELATED DOCUMENTS**

A list of other related documents and their locations

Document	Description	Location
Fair usage policy	Full details of our fair usage policy applied to internet services	https://www.thephone.coop/Documents/Editor/Fair_Use_Policy.pdf
Business Terms and Conditions	Full terms and conditions of service for business customers	https://www.thephone.coop/Documents/Editor/TCs_of_Service_for_Business_Customers.pdf
Privacy policy	Details of our data protection and privacy policy for our customers	https://www.thephone.coop/Documents/Editor/Privacy_Policy.pdf
Business Line Rental price list	Details of all pricing related to fixed line services	https://www.thephone.coop/Documents/Editor/Business%20Line%20Rental%20Price%20List.pdf