

BUSINESS  
SERVICES

PRICING DOCUMENTS  
**BROADBAND  
AND FIBRE  
SERVICES**

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Content: A full price list covering the current monthly, one off and time related charges associated to our ADSL Broadband, FTTC Fibre to the Cabinet (Superfast) and FTTP Fibre to the Premise (Ultrafast) packages. All legacy pricing can be found in a separate document or provided upon request.

## VERSION HISTORY

<b>Version #</b>	<b>Implemented By</b>	<b>Revision Date</b>	<b>Approved By</b>	<b>Approval Date</b>	<b>Reason of change</b>
<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 amends</i>
<i>4.0</i>	<i>Chris Horne</i>	<i>23/04/2019</i>	<i>Fiona Ravenscroft</i>	<i>29/05/2019</i>	<i>New products added</i>

**TPC Version:** TPCBUSBB0001

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# Business services

## Pricing: *Business Broadband & Fibre*



### 1 BUSINESS BROADBAND AND FIBRE PRICING

#### 1.1 BROADBAND (ADSL)

	Business Broadband Essential	Business Broadband Enhanced
Usage allowance	Unlimited <sup>1</sup>	Unlimited <sup>1</sup>
IP Addresses	Single Static	Single Static
Maximum download speed <sup>2</sup>	24Mbps	24Mbps
Maximum upload speed <sup>2</sup>	1Mbps	1Mbps
Inclusive router	Technicolour DWA0120	Draytek 2762n
Care level (Broadband)	Standard <sup>3</sup>	Enhanced <sup>4</sup>
Line rental	Business Premium <sup>5</sup>	Business High Care <sup>6</sup>
Minimum Period	24 Months	24 Months
Monthly cost	<b>£25.00</b>	<b>£45.00</b>
Activation fee	<b>FREE</b>	<b>FREE</b>

#### 1.2 BUSINESS SUPERFAST (FTTC)

	Business Superfast Essential	Business Superfast Enhanced
Usage allowance	Unlimited <sup>1</sup>	Unlimited <sup>1</sup>
IP Addresses	Single Static	Single Static
Maximum download speed <sup>2</sup>	80Mbps	80Mbps
Maximum upload speed <sup>2</sup>	20Mbps	20Mbps
Inclusive router	Technicolour DWA0120	Draytek 2762n
Care level (Superfast)	Standard <sup>3</sup>	Enhanced <sup>4</sup>
Line rental	Business Premium <sup>5</sup>	Business High Care <sup>6</sup>
Minimum Period	24 Months	24 Months
Monthly cost	<b>£35.00</b>	<b>£55.00</b>
Activation fee	<b>FREE</b>	<b>FREE</b>

# Business services

## Pricing: *Business Broadband & Fibre*



### 1.3 BROADBAND AND SUPERFAST FEATURES

#### 1.3.1 LINE RENTAL

Additional options that can be taken regarding the line rental element of your package

Feature	Description	Cost
<b>Remove Line rental</b>	Use an existing analogue line for your service (not applicable on Ultrafast)	<b>-(minus) £10.00 per month</b>
<b>Increase to Level 3 Care<sup>7</sup></b>	Increase to same day fault repair, applies to the telephone line element of the service only (Essential Broadband and Superfast only)	<b>+(add) £4.00 per month</b>
<b>Installation of new line</b>	If you do not have a current spare analogue line, we can install a new one	<b>£50.00 one off</b>

#### 1.3.2 CALL BUNDLES

Feature	Description	Monthly cost
<b>Anytime calls<sup>8</sup></b>	Make calls to any UK landline number (01, 02 or 03) for up to one hour in duration.	<b>+(add) £5.00</b>
<b>500 UK Mobile minutes<sup>8</sup></b>	500 minutes a month to any UK mobiles for up to one hour in duration	<b>+(add) £5.00</b>
<b>1,000 UK Mobile minutes<sup>8</sup></b>	1,000 minutes a month to any UK mobiles for up to one hour in duration	<b>+(add) £7.50</b>

#### 1.3.3 IP ADDRESSES

Your connection will carry a single static IP as standard unless otherwise stated, this can be expanded for the costs below. Other variants are also allowed, and all additional requests require the completion of a justification form, contact us for further details.

Item	Cost
Single Static IP	<b>Included</b>
4 IP Addresses (/30) – 1 Usable	<b>+ £2.50 per month</b>
8 IP Addresses (/29) – 5 Usable	<b>+ £5.00 per month</b>
16 IP Addresses (/28) – 13 Usable	<b>+ £10.00 per month</b>

#### 1.4 BUSINESS ULTRAFAST (FTTP)

	<b>Business Essential Ultrafast</b>	<b>Business Enhanced Ultrafast</b>
<b>Usage allowance</b>	Unlimited <sup>1</sup>	Unlimited <sup>1</sup>
<b>IP Addresses</b>	Single Static	Single Static
<b>Maximum download speed<sup>2</sup></b>	160Mbps	160Mbps
<b>Maximum upload speed<sup>2</sup></b>	30Mbps	30Mbps
<b>Inclusive router</b>	Technicolor DGA2231	Technicolor DGA2231
<b>Care level (Ultrafast)</b>	Standard <sup>3</sup>	Enhanced <sup>4</sup>
<b>Minimum Period</b>	24 Months	24 Months
<b>Monthly cost</b>	<b>£60.00</b>	<b>£80.00</b>
<b>Activation fee</b>	<b>£50.00</b>	<b>£50.00</b>

#### 1.5 ULTRAFAST ADDITIONALS

##### 1.5.1 SPEED OPTIONS

Increase or decrease the maximum speeds on your service

<b>Item</b>	<b>Cost</b>
Boost to up to 330Mbps Download and 50Mbps Upload	<b>+ £15.00 per month</b>
Lower your speeds to 80Mbps Download and 20Mbps Upload	<b>- (minus) £10.00 per month</b>
Lower your speeds to 40Mbps Download and 10Mbps Upload	<b>- (minus) £20.00 per month</b>

##### 1.5.2 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.

<b>Item</b>	<b>Cost</b>
Single Static IP	<b>Included</b>
4 IP Addresses (/30) – 1 Usable	<b>+ £2.50 per month</b>
8 IP Addresses (/29) – 5 Usable	<b>+ £5.00 per month</b>
16 IP Addresses (/28) – 13 Usable	<b>+ £10.00 per month</b>

# Business services

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## 2 EQUIPMENT

### 2.1 HARDWARE UPGRADES

Router upgrade options are for Broadband and Superfast packages only and are not available on Ultrafast services.

Wi-Fi mesh is a simple plug and play solution to boost your signal and eliminate internet dead spots in your premise. Ideal for Home workers or small offices our total Wi-Fi package can be taken with any of our standard Broadband, Superfast or Ultrafast services either as part of a 24-month contract or as a one-off purchase.

Feature	Description	Cost
<b>Upgrade to Draytek 2760n</b>	Upgrade the standard inclusive router for an enhanced model. (see Draytek website for full model details).	<b>£70.00 one off</b>
<b>Upgrade to Draytek 2862ac</b>	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 model details).	<b>Essential services £155.00 one off</b>  <b>Enhanced services £100.00 one off</b>
<b>No router required</b> (Essential Broadband & Superfast only)	Use your own equipment or purchase from a third party	<b>-(minus) £1.50 per month</b>
<b>No router required</b> (Enhanced Broadband & Superfast only)	Use your own equipment or purchase from a third party	<b>-(minus) £4.00 per month</b>
<b>Tenda MW6 Total Wi-Fi Mesh (3 pack)</b>	A set of 3 Wi-Fi extenders to boost your wireless coverage	<b>+£5.00 per month</b>

All prices are applicable if taken at the start of your contract or if you are resigning for a new contract period. Any mid contract upgrades may be subject to additional charges, contact us for further details.

### 2.2 UPFRONT PURCHASES

There is also an option to purchase a router mid contract for a single one-off cost

Item	Cost
<b>Technicolour DWA0120</b>	<b>£50.00</b>
<b>Draytek 2760n</b>	<b>£120.00</b>
<b>Draytek 2862ac</b>	<b>£210.00</b>
<b>Tenda MW6 Total Wi-Fi Mesh (3 pack)</b>	<b>£125.00</b>

All items also have a £5.00 one off delivery cost

# Business services

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### 3 VOICE-ONLY SERVICES

Voice only broadband is exclusively for use with our Unified Communications services. It is designed to be a direct connection from your voice platform to the core network to give the highest levels of call quality and support.

There is no access to the external internet and therefore cannot be used for anything other than voice traffic. Please discuss your requirements with our sales team for more information.

#### 3.1 VOICE-ONLY BROADBAND

	Essential Voice-only Broadband	Enhanced Voice-only Broadband
<b>Usage allowance</b>	Unlimited <sup>1</sup>	Unlimited <sup>1</sup>
<b>IP Addresses</b>	Single Static	Single Static
<b>Maximum download speed<sup>2</sup></b>	24Mbps	24Mbps
<b>Maximum upload speed<sup>2</sup></b>	1Mbps	1Mbps
<b>Inclusive router</b>	Draytek 2762	Draytek 2762
<b>Traffic prioritisation</b>	Secure & privately routed voice traffic	Secure & privately routed voice traffic
<b>Care level (Broadband)</b>	Standard <sup>3</sup>	Enhanced Care <sup>4</sup>
<b>Line rental</b>	Business Premium <sup>5</sup>	Business High Care <sup>6</sup>
<b>Minimum Period</b>	24 Months	24 Months
<b>Monthly cost</b>	<b>£30.00</b>	<b>£50.00</b>
<b>Activation fee</b>	<b>Free</b>	<b>Free</b>

#### 3.2 VOICE-ONLY SUPERFAST

	Essential Voice-only Superfast	Enhanced Voice-only Superfast
<b>Usage allowance</b>	Unlimited <sup>1</sup>	Unlimited <sup>1</sup>
<b>IP Addresses</b>	Single Static	Single Static
<b>Maximum download speed<sup>2</sup></b>	40Mbps	40Mbps
<b>Maximum upload speed<sup>2</sup></b>	10Mbps	10Mbps
<b>Inclusive router</b>	Draytek 2762n	Draytek 2762n
<b>Traffic prioritisation</b>	Secure & privately routed voice traffic	Secure & privately routed voice traffic
<b>Care level (Superfast)</b>	Standard <sup>3</sup>	Enhanced Care <sup>4</sup>
<b>Line rental</b>	Business Premium <sup>5</sup>	Business High Care <sup>6</sup>
<b>Minimum Period</b>	24 Months	24 Months
<b>Monthly cost</b>	<b>£50.00</b>	<b>£70.00</b>
<b>Activation fee</b>	<b>Free</b>	<b>Free</b>



### 3.2.1 LINE RENTAL (VOICE ONLY)

Additional options that can be taken regarding the line rental element of your package

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

## 4 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 24-month contract ( <i>excludes any line requirements</i> )	<b>Free</b>
Set up fee for Ultrafast (FTTP) – Minimum 24-month contract	<b>£50.00</b>
Migration fee if moving from another provider	<b>Free</b>
Broadband early termination fee <sup>9</sup>	<b>Remaining contract cost*</b>
Superfast early termination fee <sup>9</sup>	<b>Remaining contract cost*</b>
Ultrafast early termination fee <sup>9</sup>	<b>Remaining contract cost*</b>
Broadband cancellation fee – less than 2 days prior to activation	<b>Total contract cost**</b>
Broadband cancellation fee – 3-5 days prior to activation	<b>£18.09</b>
Superfast & Ultrafast cancellation fee – less than 2 days prior to activation	<b>Total contract cost**</b>
Superfast & Ultrafast cancellation fee – 3-5 days prior to activation	<b>£11.25</b>
Broadband connection expedite	<b>£106.29</b>
Superfast connection expedite	<b>£196.00</b>

\*This is the total monthly fees of your chosen service for the remaining length of your agreed contract; for example Essential Broadband on a 24 month contract terminated at month 18 would be £25.00 x 6 = £150.00

\*\*This is the total monthly fees of your chosen service for the length of your agreed contract; for example, Essential Broadband on a 24 month contract would be £25.00 x 24 = £600.00

**4.1 ENGINEER VISITS AND CHARGES – BROADBAND/SUPERFAST/ULTRAFAST**

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

- 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**

### 5 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. Standard Care is the default Service Maintenance Level for Copper (ADSL) and Fibre (FTTC / FTTP) end user Broadband Access Services.
4. Faults can be reported to The Phone Co-op Technical Support team and will be assigned and responded to within Business Working Hours; the Initial Response Target to discuss the reported Fault is 4 working hours.

If an Engineer Visit is deemed to be required, then The Phone Co-op will arrange the first available Engineer Visit appointment during Business Working Hours (except Saturdays).

The Fault Restoration Target to resolve the reported Fault or provide an appropriate workaround is 40 Clock Hours from the Fault being confirmed as received by the Internet Technical Support team, covering Monday to Friday (excluding Public & Bank Holidays), and excluding any allowable Parked Time.

5. Enhanced Care is an uplifted Service Maintenance Level for Copper (ADSL) and Fibre (FTTC / FTTP) Broadband Access Services.

Faults should be reported to The Phone Co-op Technical Support team and will be assigned and responded to within Business Working Hours; the Initial Response Target to discuss the reported Fault is 3 working hours.

If an Engineer Visit is deemed to be required, then The Phone Co-op will arrange the first available Engineer Visit appointment, covering Monday to Sunday including Public & Bank Holidays. Saturday and Sunday visits are subject to availability and not guaranteed.

The Fault Restoration Target to resolve the reported Fault or provide an appropriate workaround is 20 Clock Hours from the Fault being confirmed as received by the Technical Support team, covering Monday to Friday (excluding Public & Bank Holidays), and excluding any allowable Parked Time.

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.

Business level 2+ has 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

7. 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)
8. For calls up to one hour in duration
9. 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

## 6 **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.

## 7 **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.**

## 8 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

### **CLOCK HOURS**

The period of time elapsed following confirmation of a Fault being logged with the Internet Technical Support team, where a unique Fault reference has been provided

### **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, also referred to as the Master Socket.

### **PARKED TIME**

The period of time whereby the reported Fault is outside of the control of the Internet Technical Support team, for example waiting for the End user/Customer to complete diagnostics, on-site investigations, or when dealing with any non-Phone Co-op provided equipment or service related issues, or awaiting site visit access to be arranged.

### **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*



### 9 RELATED DOCUMENTS

A list of other related documents and their locations

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