

Our broadband services provide you with a high quality, reliable connection in a choice of monthly allowance and underlying connectivity options to meet varying customer requirements. Choose from a rate adaptive ADSL connection for speeds of up to 8Mbps\* or where available\*\*, an ADSL2+ connection providing you with greater stability and potentially faster speeds\* at no additional cost. Alternatively, you can opt for a fixed rate service in a choice of three speeds; 512Kbps, 1Mbps or 2Mbps.

\*The actual speed achieved depends upon the distance from the exchange and the quality of connection.

\*\*ADSL2+ is only available to customers connected to 21C enabled exchanges. To find out if ADSL2+ is available to you please contact us.

Our 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 180GB and include key business features such as traffic prioritisation and business friendly bandwidth allowance times. All Business packages include either Elevated Best Efforts (EBE) where available, or provide an increased upload speed of up to 832Kbps. EBE is available where BT exchanges have been WBC\*\*\* enabled and guarantees minimum throughput of 3Mbps 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	Underlying Connection	Monthly Allowance	Pricing Per Month (Ex VAT)
Business 15	Rate adaptive ADSL or ADSL2+	15GB	£19.75
Business 45	Rate adaptive ADSL or ADSL2+	45GB	£25.75
Business 90	Rate adaptive ADSL or ADSL2+	90GB	£36.75
Business 135	Rate adaptive ADSL or ADSL2+	135GB	£46.75
Business 180	Rate adaptive ADSL or ADSL2+	180GB	£56.75
Business 15	Fixed rate ADSL	15GB	£21.75
Business 45	Fixed rate ADSL	45GB	£27.75
Business 90	Fixed rate ADSL	90GB	£38.75
Business 135	Fixed rate ADSL	135GB	£48.75
Business 180	Fixed rate ADSL	180GB	£58.75

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 traffic prioritisation during allowance times only.

\*\*\*WBC (Wholesale Broadband Connect) is a national broadband aggregation and transport service that is the basis for BT's 21<sup>st</sup> Century Network. The rollout of WBC enabled exchanges is continuing throughout the UK and is expected to be completed by 2012. New services such as ADSL2+ and EBE are only available on WBC based connections.

### Family Packages

Our Family packages are available in a range of monthly allowance options ranging from just 1GB to 120GB.

Product	Underlying Connection	Monthly Allowance	Pricing Per Month (Inc VAT)
Family 1	Rate adaptive ADSL or ADSL2+	1GB	£13.95
Family 3	Rate adaptive ADSL or ADSL2+	3GB	£15.95
Family 30	Rate adaptive ADSL or ADSL2+	30GB	£18.95
Family 60	Rate adaptive ADSL or ADSL2+	60GB	£28.95
Family 90	Rate adaptive ADSL or ADSL2+	90GB	£38.95
Family120	Rate adaptive ADSL or ADSL2+	120GB	£48.90
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Family 1	Fixed rate ADSL	1GB	£15.95
Family 3	Fixed rate ADSL	3GB	£17.95
Family 30	Fixed rate ADSL	30GB	£20.95
Family 60	Fixed rate ADSL	60GB	£30.95
Family 90	Fixed rate ADSL	90GB	£40.95
Family120	Fixed rate ADSL	120GB	£50.90

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 prioritisation between 20:00hrs and 00:00hrs Monday to Friday only.

### Overusage Options

You can choose between two flexible overusage 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.

Overusage****	Allowance	Pricing (Inc VAT)
Top-up 10	10GB	£9.95
Top-up 25	25GB	£23.95
Top-up 50	50GB	£46.95
Top-up 75	75GB	£69.95
Top-up 100	100GB	£91.95
Overusage	Per 1GB	£1.25

\*\*\*\*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 fix time of 20hours in the event of a fault, with Openreach engineers available 24/7. Standard Care provides a fix time of 40 hours. Customers must have 24/7 access to their premises to be able to take advantage of the 20hr fix time.

Elevated Best Efforts (EBE) guarantees minimum throughput of 3Mbps over the BT network subject to line sync rate. Standard Best Efforts guarantees minimum throughput of 2Mbps. These minimum levels of service are guaranteed for 90% of the time over the busiest 3 hour period. Where EBE is available it is included as standard on Business packages. However Family package customers with WBC based connections are able to add EBE to their service for an additional monthly fee. Contact us to find out more.

Product	Pricing Per Month (Ex VAT)
Enhanced Care	£12.50
Elevated Best Efforts	£5.00

### **Other Charges**

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

Option	Pricing (Ex VAT)
Activation	£40.00
Migration <sup>†</sup>	Free
Cease	Free
Re-grade <sup>††</sup>	£5.00

<sup>†</sup> Migrations are free unless from an LLU or cable provider where an activation fee applies.

<sup>††</sup> A re-grade charge applies when you move from a Business package to a Family package or vice versa. No charge applies when you move between allowance bands e.g. From a Family 1 to a Family 3.

### **Speed of connection**

WBC based ADSL1 connections provide an uncapped upload speed but customers may expect to see up to 1Mbps. Download speeds are up to 8Mbps. WBC based ADSL2+ connections provide an uncapped upload speed but customers may expect to see up to 1Mbps. Download speeds are up to 24Mbps. MAX based connections provide upload speeds of up to 448Kbps and download speeds of up to 8Mbps. MAX Premium based connections provide upload speeds of up to 832Kbps and download speeds of up to 8Mbps. MAX and MAX Premium connections are provided to customers connected to exchanges that have not yet been enabled to support WBC. Fixed rate products provide upload speeds of 256Kbps and download speeds of 512Kbps, 1Mbps or 2Mbps.