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 360GB and include key business features such as traffic prioritisation and business friendly bandwidth allowance times.

|  |  |  |
| --- | --- | --- |
| **Product** | **Monthly**  **Allowance** | **Pricing Per Month**  **(Ex VAT)** |
| FTTP Business 15 | 15GB | £22.00 |
| FTTP Business 45 | 45GB | £32.85 |
| FTTP Business 90 | 90GB | £42.00 |
| FTTP Business 135 | 135GB | £53.85 |
| FTTP Business 180 | 180GB | £63.85 |
| FTTP Business 360 | 360GB | £127.70 |

**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.

***Family Packages***

Our Family packages are available in a range of monthly allowance options ranging from just 30GB to 90GB.

|  |  |  |
| --- | --- | --- |
| **Product** | **Monthly**  **Allowance** | **Pricing Per Month**  **(ex VAT)** |
| FTTC Family 30 | 30GB | £21.58 |
| FTTC Family 45 | 45GB | £29.16 |
| FTTC Family 90 | 90GB | £39.99 |

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

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)** |
| FTTP Upload Upgrade | 40Mbps/10Mbps | £1.25 |
| FTTP 80Mbps Upgrade | 80Mbps/20Mbps | £4.25 |

Actual throughput may vary as it is dependent upon numerous factors including the capabilities of the content server and network and also of the customer’s internal and supplier network.

***Non-Entanet PSTN Charge***

Where an FTTP connection is provided without an Entanet PSTN line to the premises, an additional monthly charge will be applied.

|  |  |
| --- | --- |
| **Product** | **Pricing Per Month**  **(ex VAT)** |
| Without Entanet PSTN | £10.00 |

***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 | £8.65 |
| Top-up 25 | 25GB | £20.82 |
| Top-up 50 | 50GB | £40.83 |
| Top-up 75 | 75GB | £60.83 |
| Top-up 100 | 100GB | £79.96 |
| Overuse | Per 1GB | £1.09 |

\*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) provides a minimum “Best Efforts” downstream throughput over the BT network (subject to line sync rate) for 90% of the time over the busiest 3 hour period.

|  |  |  |
| --- | --- | --- |
| **Product** | **Pricing Per Month**  **(Ex VAT)** | **Product** |
| Enhanced Care (FTTC only) | £12.50 | Enhanced Care (FTTC only) |
| Elevated Best Efforts | £5.80 | Elevated Best Efforts |

***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)** |
| Activation | £97.00 |
| Order Cancellation Charge† | £22.00 |
| Cease†† | £31.12 |
| Upstream Modify††† | £15.00 |
| Aborted Visit Charge | £90.00 |
| Special Fault Investigation | £165.00 |

†This charge is applied where a line provision order which has already been progressed to Openreach is cancelled prior to the order delivery date.

††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.

†††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.

There is no expedite option for FTTP.

There is no migration path from one FTTP provider to another.

There is no migration path from traditional DSL/FTTC to FTTP.