



Business Price List

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1. General Information

The Price Lists below detail our current Business products. For Consumer or Legacy pricing please see our website.

The product prices detailed below list the standard price of our products. We may have offered you discounted pricing, which can be confirmed in your Invoice, accessible using the customer portal. For further information please contact our Customer Services team.

All prices listed below are shown without VAT.

Please also see our Acceptable Use and Traffic Management policies as these for part of your agreement with us.

1.1. Technology

We provide our services using ADSL, ADSL 2+, FTTC, and FTTP technologies. We aim to provide you with the fastest stable speed your service can support.

The maximum speeds available for each technology are shown in the table below:

Technology	Downstream Synchronisation rate	Upstream Synchronisation rate
ADSL	8 Mbps	448 Kbps
ADSL2+	24 Mbps	1 Mbps
FTTC/FTTP 40:10	40 Mbps	10 Mbps
FTTC/FTTP 80:20	80 Mbps	20 Mbps
G.FAST/FTTP 160:30	160 Mbps	30 Mbps
G.FAST/FTTP 330:50	330 Mbps	50 Mbps

2. Broadband Price List

2.1. Fault Fix Times

We are unable to offer Service Guarantees or SLAs on our broadband services.

Our standard offering aligns with BT's Maintenance Category 5.

Faults can be reported to us using the customer portal 24 hours a day, 7 days a week. We will investigate faults during our normal opening hours.

Where we have to report a fault to our supplier, they aim to fix faults within 40 hours, excluding any allowable park time.

Allowable park time is time where our supplier is not actively working to resolve the fault and includes items like time spent waiting for an engineer's visit, or where a fault has been passed to you for a retest.

When an engineer's visit is required, we are able to book appointments between 8AM and 6PM Monday to Saturday, excluding Public and Bank Holidays. Appointment availability can vary and we are unable to guarantee that your preferred time will be available.

2.2. Ancillary and Administrative Charges

Charges levied per hour or part thereof are rounded to the next full hour. There is a minimum charge of 1 hour.

Charges levied per GB or part thereof are rounded to the next full GB.

Item	Unit Price
Change of ownership	£0.00
Copy Invoice Business Charge	£5.00
Copy Invoice (Old) Business Charge	£2.00
Business Account Reconciliation Fee	£10.00
Fee for Paper Bill	£0.86
Voice/PSTN Missed Appointment Charge	£100.00
Voice Engineering Visit (per hour or part thereof)	£105.73
Broadband Aborted/Missed Visit Charge	£130.00
BT Openreach Engineering Visit - Business	£200.00

ADSL Fast Tracking Order Charge	£150.00
Extra Usage Charge (per GB or part thereof)	£1.06
Managed Installation Cost	£140.00

2.3. Business Product Prices

For Fibre services, the names Fibre Broadband and Business Broadband are used interchangeably.

Where Managed Install is selected you will be charged an initial fee calculated as the Managed Installation Cost plus the Setup Price.

ADSL/2+ indicates the service may be delivered using ADSL or ADSL2+ subject to availability and line conditions.

Product	Contract Length	Setup Price	Unit Price	Technology	Usage
Business Broadband Essential	12 Months	£0.00	£14.00	ADSL/2+	10
Business Broadband Essential	Monthly	£40.00	£14.00	ADSL/2+	10
Business Broadband	12 Months	£0.00	£30.00	ADSL/2+	Unmetered
Business Broadband	Monthly	£40.00	£30.00	ADSL/2+	Unmetered
Fibre Broadband	12 Months	£0.00	£27.50	FTTC 40:10	50
Fibre Broadband	Monthly	£80.00	£27.50	FTTC 40:10	50
Fibre Broadband	12 Months	£0.00	£45.00	FTTC 80:20	Unmetered
Fibre Broadband	Monthly	£80.00	£45.00	FTTC 80:20	Unmetered
Business Broadband	Monthly	£49.00	£65.00	G.FAST 160:30	100
Business Broadband	12 Months	£0.00	£65.00	G.FAST 160:30	100
Business Broadband	24 Months	£0.00	£65.00	G.FAST 160:30	100
Business Broadband	Monthly	£49.00	£75.00	G.FAST 160:30	Unmetered
Business Broadband	12 Months	£0.00	£75.00	G.FAST 160:30	Unmetered
Business Broadband	24 Months	£0.00	£75.00	G.FAST 160:30	Unmetered
Business Broadband	Monthly	£49.00	£75.00	G.FAST 330:50	100
Business Broadband	12 Months	£0.00	£75.00	G.FAST 330:50	100
Business Broadband	24 Months	£0.00	£75.00	G.FAST 330:50	100
Business Broadband	Monthly	£49.00	£85.00	G.FAST 330:50	Unmetered
Business Broadband	12 Months	£0.00	£85.00	G.FAST 330:50	Unmetered
Business Broadband	24 Months	£0.00	£85.00	G.FAST 330:50	Unmetered
Direct FTTP	12 Months	£100.00	£39.00	FTTP 40:10	100
Direct FTTP	12 Months	£100.00	£42.00	FTTP 40:10	Unmetered
Direct FTTP	12 Months	£100.00	£42.00	FTTP 80:20	100
Direct FTTP	12 Months	£100.00	£45.00	FTTP 80:20	Unmetered
Direct FTTP	12 Months	£100.00	£57.00	FTTP 160:30	100
Direct FTTP	12 Months	£100.00	£65.00	FTTP 160:30	Unmetered
Direct FTTP	12 Months	£100.00	£130.00	FTTP 330:50	100
Direct FTTP	12 Months	£100.00	£150.00	FTTP 330:50	Unmetered

2.4. Bonded DSL Pricing

All bonded DSL services are offer with a 12 month contract

	Setup Cost - 1 Month Contract	Setup Cost - 12 Month Contract	Monthly - 50GB	Monthly - 100GB	Monthly - 200GB	Monthly - Unmetered
2 Bonded Lines	£250	£100	£90	£100	£110	£120
3 Bonded Lines	£375	£150	£125	£135	£145	£155
4 Bonded Lines	£500	£200	£160	£170	£180	£190

3. PSTN Price List

3.1. Fault Fix Times

Our standard service offering is:

No Engineer Visit Required

Fault reported Monday to Friday – Fixed by 23:59 on second working day

Fault reported Saturday or Sunday – Fixed by 23:59 on second working day after the first working day of the week

Engineer Visit Required

Fixed by 23:59 on the date of the arranged appointment

Please note: Monday to Friday classed as working days

3.2. Prices

Product	Contract Length	Setup Price	Unit Price
Voice Line rental	12 Months	£99*	£18.00
Call Package – Talkmore Business**	1 Month	£0.00	£3.5
Call Package – Unmetered Anytime**	1 Month	£0.00	£5.10
Call Package – Evenings and Weekends**	1 Month	£0.00	£4.25
Call Package – 1000 anytime minutes**	1 Month	£0.00	£3.50
Data Only Line Rental***	12 Months	£99*	£11.50
Feature Pack 0/Included features	1 Month	£0.00	£0.00
Feature Pack 1**	1 Month	£0.00	£4.17
Feature Pack 2**	1 Month	£0.00	£5.83
Feature Pack 3**	1 Month	£0.00	£3.74

* Setup price is only applicable for new circuit installations

** These items are only available with PSTN Voice

*** Data only service are provided with all calls barred, except those to emergency services (999 and 112)

Feature Pack 0	Feature Pack 1	Feature Pack 2	Feature Pack 3
Caller Display	Ring Back	Reminder Call	Call Sign*

1471	Call Waiting	Call Divert	Anonymous Caller Reject*
Voicemail*	Call Barring	Voicemail Plus *	Three way Calling
Withhold Number*			

*These features can be toggled on or off through the portal

3.3. Evening and Weekend timings

	Period Start	Period Finish
Daytime	08:00	17:59
Evening	18:00	07:59
Weekend	18:00 Friday	07:59 Monday

3.4. Cancellation of Orders

If you cancel an order beyond the Point of No Return, the following will apply:

Order Type	Point of No Return (PONR)	Fee
New Connection	Customer Committed Date > 4pm	£99.00
Transfer of Line	Customer Committed Date > 4pm	£15.00

3.5. Standard Business Call Rates

[Business Calls](#) (1.2Mb)

Thank you

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