

**BUSINESS
SOLUTIONS**

PRICING DOCUMENTS

**BROADBAND AND
FIBRE SERVICES**

Content: A full price list covering the current monthly, one off and time related charges associated to our broadband packages. All legacy pricing can be found in a separate document or provided upon request.

VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason of change
1.0	Chris Horne	18/06/2018	Fiona Ravenscroft	20/07/2018	-
2.0	Chris Horne	30/07/2018	-	30/07/2018	IP changes
3.0	Chris Horne	08/10/2018	-	08/10/2018	Footnote numbering amends
4.0	Chris Horne	23/04/2019	Fiona Ravenscroft		New products added
5.0	Chris Horne	25/02/2021	-	25/02/2021	Hardware changes
6.0	Dan Rayner	06/07/2021	Unpublished		Pricing alignment, routers upgraded and branding
7.0	Dan Rayner	04/08/2021			Split bundles to be modular
8.0	Dan Rayner	04/10/2021			Added new Draytek range and SoGEA products
9.0	Dan Rayner	30/05/2022			Changes to SoGEA activation
10.0	Dan Rayner	01/07/2022			Added CPI Clause
11.0	Dan Rayner	01/02/2023			Router Price Increase
12.0	Dan Rayner	17/08/2023	Chris Horne	17/08/2023	Pricing changes / WLR Stop Sell

TPC Version: TPCBUSBB0001

TABLE OF CONTENTS

Business Broadband and Fibre pricing	4
1.1 Business Ultrafast (FTTP)	4
1.2 Superfast IP (SoGEA)	4
1.3 Broadband care level	4
1.3.1 Charge information	4
1.4 Digital Voice	4
1.5 IP Addresses	5
1.6 Equipment	5
1.7 Setup Fees – Ultrafast/SuperFast IP	5
1.8 Other service charges – Fibre	5
1.9 Engineer visits and charges – Broadband and Fibre	6
1.10 Popular calling destinations	6
1.11 Service notes:	7
Speeds	7
Fault Repair	7
Cancellations	8
1.12 Definitions	9
Related documents	10

BUSINESS BROADBAND AND FIBRE PRICING

All services include an unlimited usage allowance¹.

1.1 BUSINESS ULTRAFAST (FTTP)

Product	Price	Average Download Speed	Average Upload speed	Equipment
Ultrafast 100	£35.83	100Mbps	20Mbps	Technicolor DGA0122
Ultrafast 200	£38.33	200Mbps	30Mbps	Technicolor DGA0122
Ultrafast 500	£47.50	500Mbps	70Mbps	Technicolor DGA0122
Ultrafast 900	£51.67	900Mbps	100Mbps	Technicolor DGA0122

1.2 SUPERFAST IP (SOGEA)

Product	Price	Max Download Speed	Max Upload speed	Equipment
Superfast IP	£32.50	80Mbps	20Mbps	Technicolor DGA0122

* Superfast IP cannot be provided where Ultrafast is available

1.3 BROADBAND CARE LEVEL

Product	Description	Price
Standard care ²	Target response time, 3 working hours. 40-hour fix.	Included as standard
Enhanced Care ³	Target response time, 3 working hours. 20-hour fix.	£8.33
Critical Care ⁴	Target response time, 1 working hour. 8-hour fix.	£16.67

1.3.1 CHARGE INFORMATION

Prices are based on a minimum contract period of 24 months for all broadband services.

All rates shown in Sections 1.1 & 1.2 will increase by a further £2.50 per month after the initial contract term expires.

The monthly price for your services is subject to increase from 1st March each year by the Consumer Price Index rate of inflation published by the Office for National Statistics in January of that year plus 3.9%. Other prices, content and terms may also change during your contract. See our CPI Plus 3.9% Guide for further details and our full terms and conditions located here: <https://broadband.yourcoop.coop/legal/>

1.4 DIGITAL VOICE

Our Digital Phone product offers business-grade features in a simple and easy-to-use package. A list of these features can be found on our V-Call price sheet. Prices are based on a minimum contract of 24 months.

Product	Price	Activation	Calls	Equipment
Digital Phone	£9.95	£9.95	Unlimited*	Yealink W73
Additional User (each)	£8.95	£0.00	Unlimited*	Yealink W73
Desktop App (each)	+ £1.50	£0.00	n/a	n/a
Mobile App only	- £3.00	£0.00	n/a	Removes Yealink W73 from the order

* Inclusive 01, 02, 03 & UK mobile network calls. The unlimited call allowance is subject to a fair use policy of 2,500 minutes per license per monthly bill cycle.

1.5 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 completing a justification form, contact us for further details.

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

1.6 EQUIPMENT

Item	Cost
No router discount	- £1.25 per month
Technicolor DGA0122	Included
Technicolor DGA4134	+ £41.67 one-off
Wi-Fi Plus (24-months) *	+ £6.25 per month

All items also have a £9.95 one-off delivery cost

* See <https://broadband.yourcoop.coop/broadband/wifiplus/> for more details

1.7 SETUP FEES – ULTRAFAST/SUPERFAST IP

Install Type	Description	24-month contract price
No visit	Applicable for migrations where compatible NTE or ONT already exists. Only applicable on manual transfers of like for like services, for all other provides please see Standard or Premium below	Free
Standard	Up to 10 meters internal wiring to add NTE/ ONT within 1m of closest 13A power adapter.	£50.00
Premium	Up to 30 meters internal wiring to add NTE/ ONT within 1m of 13A power adapter. Best suited over “Standard” for business/home office sites or when a specific location is required for the NTE	£83.33

1.8 OTHER SERVICE CHARGES – FIBRE

All costs below are a one-off charge unless otherwise specifically stated

Item	Cost
Migration fee if moving from another provider	Free
Fibre cancellation fee – less than 2 days prior to activation	Total contract cost**
Fibre cancellation fee – 3-5 days prior to activation	£12.13
Fibre connection expedite	£199.92

*This is the total monthly fees of your chosen service for the remaining length of your agreed contract; for example, Ultrafast 100 on a 24-month contract terminated at month 18 would be £35.83 x 6 = £214.98

**This is the total monthly fees of your chosen service for the total length of your agreed contract; for example Ultrafast 100 on a 24 month contract would be £35.83 x 24 = £859.92

1.9 ENGINEER VISITS AND CHARGES – BROADBAND AND FIBRE

Item	Cost
Engineer –Special Faults Investigation base charge (a)	£157.94
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)	£77.50
Time related charge	£131.40 first hour £65.25 each additional hour

- Special Faults Investigation is a service which permits Your Co-op Business Solutions 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
- 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
- Applies where an Openreach engineer is unable to access the customer's site when scheduled to visit them to investigate a fault.

For all legacy charges please refer to the Business line rental price list which is available upon request

1.10 POPULAR CALLING DESTINATIONS

Europe	Price	America	Price
Belgium	2.9 ppm	Brazil	8 ppm
Denmark	7 ppm	Canada	5 ppm
Finland	8 ppm	USA	3.4 ppm
France	3.3 ppm	South Asia	
Germany	3.3 ppm	India	4.7 ppm
Greece	1.5 ppm	Pakistan	15 ppm
Ireland	3.3 ppm	Far East & Australia	
Italy	1.5 ppm	Australia	2.6 ppm
Netherlands	5 ppm	Hong Kong	4.2 ppm
Poland	1.5 ppm	Japan	6.6 ppm
Spain	1.5 ppm	New Zealand	7 ppm
Sweden	2.5 ppm	Saudi Arabia	15.9 ppm
Switzerland	2.6 ppm	Africa	
Special Numbers		Nigeria	32.9 ppm
084x, 087x, 09x & 118 Numbers	Access charge of 11ppm plus provider's service charge + 2p connection charge	South Africa	25 ppm

*Full call rates are available on request.

1.11 SERVICE NOTES:

1. Usage is unlimited, subject to a fair use policy as published on our website (see Related Documents)
2. Standard Care is the default Service Maintenance Level for FTTP & SOGEA end user Broadband Access Services.
Faults can be reported to Your Co-op Business Solutions 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 Your Co-op Business Solutions 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.
3. Enhanced Care is an uplifted Service Maintenance Level for FTTP / SOGEA Broadband Access Services.
Faults should be reported to Your Co-op Business Solutions 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 Your Co-op Business Solutions 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 Internet Technical Support team, covering Monday to Friday (excluding Public & Bank Holidays), and excluding any allowable Parked Time.
4. Critical Care is an uplifted Service Maintenance Level for FTTP & SOGEA Broadband Access Services.
Faults should be reported to Your Co-op Business Solutions 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 Your Co-op Business Solutions 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 8 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.
5. 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

SPEEDS

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

FAULT REPAIR

Your Co-op Business Solutions 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.

CANCELLATIONS

You may cancel the Service at any time up to the Commencement Date (charges may apply, see section 1.9). 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.

1.12 DEFINITIONS

CHARGES

The charges for services payable to Your Co-op Business Solutions

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

DIGITAL VOICE

See VoIP

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 Your Co-op Business Solutions or you may purchase the equipment from an alternative supplier

FTTP/ FIBRE TO THE PREMISE

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.

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.

ONT

Optical Network Terminal. The physical point in a premise that provides access to full fibre network services such as SOGEA and FTTP

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.

SERVICE

Includes but not limited to; calls, call packages, Internet Services, line rental or mobile services provided by Your Co-op Business Solutions in accordance with the Terms and Conditions.

SET UP FEE

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

SOGEA

Single Order Generic Ethernet Access. This is a service which is delivered in the same manner as Superfast/FTTC with the exception being that it does not carry analogue traffic and therefore does not support dial tone services such as traditional voice. This is the service used to provide Your Superfast IP

SUPERFAST IP

See SOGEA

ULTRAFast

See FTTP

US

Refers to Your Co-op Business Solutions

VOIP

Voice Over IP. This is a method of making telephone calls over an internet connection using a digital signal rather than a traditional copper phone line that uses analogue signalling. VoIP is most commonly used on services which do not require analogue lines such as our Ultrafast (FTTP) and Your Superfast IP packages.

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://broadband.yourcoop.coop/legal/
Business Terms and Conditions	Full terms and conditions of service for business customers	https://broadband.yourcoop.coop/legal/
Privacy policy	Details of our data protection and privacy policy for our customers	https://broadband.yourcoop.coop/legal/privacy-policy/