



Your Broadband Pricing: *Broadband & Fibre*

UTILITIES
SERVICES

PRICING DOCUMENTS

**YOUR
BROADBAND**

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

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VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason of change
2.0	Lee Thomson	15/07/2024		15/07/2024	New pricing update
3.0	Sarah Kuznik	03/09/2025		03/09/2025	Updating router from Technicolor to TP-Link

TPC Version: YCUYBB0001

1 PART-FIBRE PACKAGES

1.1 SUPERFAST (FTTC)

	Your Co-op Members	Non-Members
Usage allowance	Unlimited ¹	
Maximum download speed ²	40Mbps	
Maximum upload speed ²	10Mbps	
Monthly rate	£28.00	£35.00
Setup fee	FREE or £30.00 for a 12-month contract	FREE or £30.00 for a 12-month contract

1.2 SUPERFAST PLUS (FTTC)

	Your Co-op Members	Non-Members
Usage allowance	Unlimited ¹	
Maximum download speed ²	80Mbps	
Maximum upload speed ²	20Mbps	
Monthly rate	£32.00	£40.00
Setup fee	FREE or £30.00 for a 12-month contract	FREE or £30.00 for a 12-month contract

1.3 YOUR SUPERFAST PLUS IP (SOGEA)

	Your Co-op Members	Non-Members
Usage allowance	Unlimited ¹	
Maximum download speed ²	80Mbps	
Maximum upload speed ²	20Mbps	
Monthly rate	£32.00	£40.00
Setup fee	FREE or £120.00 for a 12-month contract	FREE or £120.00 for a 12-month contract

2 ULTRAFAST (FULL-FIBRE) PACKAGES (FTTP)

2.1 YOUR ULTRAFAST 100

	Your Co-op Members	Non-Members
Usage allowance	Unlimited ¹	
Average download speed ⁹	100Mbps	
Average upload speed ⁹	20Mbps	
Monthly rate	£36.00	£45.00
Setup fee	FREE or £120.00 for a 12-month contract	FREE or £120.00 for a 12-month contract

2.2 YOUR ULTRAFAST 200

	Your Co-op Members	Non-Members
Usage allowance	Unlimited ¹	
Average download speed ⁹	200Mbps	
Average upload speed ⁹	30Mbps	
Monthly rate	£38.00	£48.00
Setup fee	FREE or £120.00 for a 12-month contract	FREE or £120.00 for a 12-month contract

2.3 YOUR ULTRAFAST 500

	Your Co-op Members	Non-Members
Usage allowance	Unlimited ¹	
Average download speed ⁹	500Mbps	
Average upload speed ⁹	75Mbps	
Monthly cost	£48.00	£60.00
Setup fee	FREE or £120.00 for a 12-month contract	FREE or £120.00 for a 12-month contract

2.4 YOUR ULTRAFAST 900

	Your Co-op Members	Non-Members
Usage allowance	Unlimited ¹	
Average download speed ⁹	900Mbps	
Average upload speed ⁹	100Mbps	
Monthly cost	£52.00	£65.00
Setup fee	FREE or £120.00 for a 12-month contract	FREE or £120.00 for a 12-month contract

3 OUT OF CONTRACT

All Monthly costs shown in Sections 1 and 2 will increase by £3.00 per month after the initial contract term expires and are subject to any adjustments as defined in Section 11 of our full terms and conditions found at: <https://broadband.yourcoop.coop/legal>

4 MEMBERS FIRST

Your Co-op members receive up to 20% off standard non-member monthly prices. Member pricing can be secured as a discount via use of a promo code at checkout, and we reserve the right to remove the discount if proof of membership is not provided within three months of services going live.

5 VULNERABLE CUSTOMERS AND PHONE CALLS

When you take our Superfast Plus IP or Ultrafast services, we are connecting you to one of the new generation of internet services that doesn't support phone calls by default. If you take one of these services without subscribing to Digital Voice you will lose your phone number, and won't be able to make or receive any calls, including to Emergency Services, unless you have a second phone line or a mobile.

With one of our Digital Voice packages your call service will use your broadband connection. This means you need to connect your phone to your router – all of the phone sockets in your home, including extension sockets, will stop working. Because routers need to be plugged in to connect, in the event of a power cut your Digital Voice service will stop working, so we recommend you have a mobile to make calls in emergencies.

As these services do not support any analogue services such as alarms, including telecare devices, please check with your hardware supplier regarding compatibility.

6 ADDITIONAL FEATURES

6.1 LINE RENTAL – SUPERFAST/SUPERFAST PLUS ONLY

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

Feature	Description	Cost
Installation of new line	If you do not have a current spare analogue line, we can install a new one	£60.00 one off

6.2 FIBRE CARE LEVELS – ULTRAFAST/SUPERFAST PLUS IP ONLY

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

Feature	Description	Cost
Standard care	40 Hour fault response time on fibre related issues	Inclusive
Increase to Fibre Care Enhanced⁴	Increase to a 20 Hour fault response time on fibre related issues	£10.00 per month
Increase to Fibre Care Plus⁵	Increase to an 8 Hour fault response time on fibre related issues	£20.00 per month

6.3 CALL PACKAGES

Feature	Description	Monthly cost
Digital Voice (a)	Add a call service to Your Superfast Plus IP or Ultrafast connection	£3.00 / £5.50
Evening and Weekend calls (b)	Make calls to any UK landline or Mobile number (01, 02 or 03) for up to one hour in duration between 6pm and 8am	£8.00
Anytime calls (b)	Make calls to any UK landline or Mobile number (01, 02 or 03) for up to one hour in duration.	£10.00

International minutes (c)	Include calls to 26 International landline destinations	£5.00
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- Digital Voice is the inclusion of a VoIP service that runs over the broadband connection. If ordered with a connection it is £3 a month. If ordered later and added to an existing connection it is £5.50 a month.
- Inclusive 01, 02, 03 & UK mobile network calls free for the first 60 minutes. After exceeding 60 minutes they will be billed at 14p/minute to landlines and 14p/minute to mobiles, with a connection fee of 18p. Calls packages have an Access Charge of 11p per minute, charged per minute, for calls to Service Numbers
- For calls up to 1 hour in duration to landlines in the following destinations: Australia, Austria, Belgium, Canada, Canary, Islands, Cyprus, Czech Republic, Denmark, France, Germany, Gibraltar, Greece, Hong Kong, Hungary, Ireland, Italy, Netherlands, New Zealand, Norway, Poland, Portugal, South Africa, Spain, Sweden, Switzerland, and USA

This bundle can only be taken in conjunction with Evening & Weekends or Anytime calls

6.4 YOUR WI-FI PLUS

Wi-Fi service upgrade, see <https://broadband.yourcoop.coop/broadband/wifiplus/> for more details:

Feature	Description	Cost
Wi-Fi Plus	Boost the speed and coverage with our Premium Wi-Fi 6 router and extenders	£7.50 per month

6.5 SETUP FEES – ULTRAFast/SUPERFAST PLUS IP

Install type	Description	Cost
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.	£0.00 for a 24-month contract or £120.00 on a 12-month contract
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	£50.00 on a 24-month contract or £170.00 on a 12-month contract

7 CALLING FEATURES

7.1 GENERAL FEATURES – YOUR SUPERFAST/SUPERFAST PLUS

Feature	Description	Cost
Withhold	Withhold your number	Free
1571	Simple messaging service	Free
1571 with personal messaging	Messaging service and add your own answering message	£1.20
Call Diversion	Diverts calls to another phone	£1.79

Feature	Description	Cost
Caller Display	See who's calling – included as standard	Free
1571 extra	Additional features to 1571 including personal message	£3.00
Subscriber Outgoing Call Barring	Bar certain outgoing calls – customer controlled	£1.79
Subscriber Incoming Call Barring	Bar incoming calls – customer controlled	£1.79
Call Barring	Bar Premium Rate or International calls	Free

7.2 CALL PRIVACY FEATURES – YOUR SUPERFAST/SUPERFAST PLUS

Name	Function	Cost (per month)
Choose to Refuse	Stop calls from selected numbers	FREE
Anonymous Call Rejection	Stops calls from people who withhold their number	£1.79

7.3 MISCELLANEOUS FEATURES – YOUR SUPERFAST/SUPERFAST PLUS

Name	Function	Cost
Nuisance Calls Service (NCS)	Request for NCS assistance (charge per request)	£168.00

In the event of nuisance or malicious calls, Your Co-op Broadband will advise on appropriate action to resolve the issue. Given suspicion of a criminal offence or if further investigation is required to establish the source, then the customer may choose to forward the case to the NCS.

7.4 SPECIAL ASSISTANCE DIRECTORY ENQUIRIES

Customers can register to use the Blind & Disabled Services by ringing 195. It is a free service. Customers who wish to apply for this service should contact the Free Directory Enquiry Registration Team on the free Helpline number 0800 587 0195 (open Mon - Fri (09:00 - 17:00)).

Once registered, you will be able to use the service by dialling and furnishing the Operator with your pin number.

7.5 TEXT DIRECT

Text Direct is the service that allows people using textphones to make calls to someone using a standard voice phone. An operator helps translate the call between the text and voice users. The customer is charged for the call.

There are no additional charges incurred against the Text Direct conveyancing or the Relay Operator. The fees appear on the line rental charges on your bill. Due to the amount of time required to make a call via a text phone (consider how long it would take to type a telephone conversations), an automatic discount of 60% is applied on any text call made via the Text Direct Service.

7.6 GENERAL FEATURES – ULTRAFast/SUPERFAST PLUS IP

Feature	Description	Cost
Withhold	Withhold your number	Free
Voicemail	Simple messaging service	Free
Anonymous Call Reject	Stop calls from people who have withheld their number.	£1.20
Call Diversion	Diverts calls to another phone	£1.79
Caller Display	See who's calling	Free
Call Waiting	Know when someone's trying to get through	Free
Outgoing calls barred	Bar all calls except 999	£6.00 set-up fee
Call Barring	Bar Premium Rate or International calls	Free

8 OTHER SERVICE CHARGES – SUPERFAST/ULTRAFast/SUPERFAST PLUS IP

Item	Cost (one off)
Migration fee if moving from another provider	Free
Cancellation fee – less than 2 days prior to activation	Total contract cost*
Cancellation fee – 3-5 days prior to activation	£24.00
Broadband connection expedites	£132.00
Superfast/Superfast Plus IP/Ultrafast connection expedites	£240.00
Changes to existing orders	£75.00 per instance
Ultrafast to Superfast Plus IP/Superfast (Plus) downgrade	£100.00

*This is the total monthly fees of your chosen service for the remaining length of your agreed contract; for example, My Ultrafast 100 on a £36.00 per month 24-month contract would be £36.00 x 24 = £864.00

8.1 EARLY TERMINATION FEES

Our contracts are for 24 months, but it is possible to opt for a 12 month contract if you only need a temporary connection or don't want to be tied down. If you cancel your service before the end of the agreed contract period we will need to charge you an early termination fee. This is to cover the cost of breaking the agreement with our suppliers.

8.1.1 SUPERFAST AND SUPERFAST PLUS EARLY TERMINATIONS

Item	Cost (one off)
Early termination fee – within 12 months	£150.00
Early termination fee – between month 12 to 24	£53.00

8.1.2 SUPERFAST PLUS IP AND ULTRAFAST EARLY TERMINATIONS

Item	Cost (one off) with 24m contract	Cost (one off) with 12m contract
Early termination fee – within 6 months	£720.00	£150.00
Early termination fee – between month 7 & 12	£540.00	
Early termination fee – between month 13 & 18	£330.00	N/A
Early termination fee – between month 19 & 24	£120.00	

8.2 ENGINEER VISITS AND CHARGES

Item	Cost
Engineer – Broadband Special Faults Investigation base charge (a)	£240.00
Special Fault Investigation equipment charge (b)	£84.00
Special Fault Investigation wiring charge (b)	£84.00
Special Fault Investigation abortive visit (c)	£120.00
Time related charge	£66.00 per hour

- a) Broadband Special Faults Investigation is a service which permits Your Co-op Broadband 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.

9 EQUIPMENT

All routers delivered by Your Co-op Broadband come preconfigured with your specific service details and any additional items required for your physical connection.

Item	Cost (one off)
TP-Link VR1210V-V2 wireless router (Standard)	Included in all new 24-month packages £75.00 - if bought separate to a package
TP-Link VX230v wireless router (Premium)	+£25.00 to upgrade on all packages or free with Wi-Fi Plus £90.00 - if bought separate to a package
Additional Micro-filters	£6.00
Unused pre-paid returns bag (a)	£10.80

- a) If you are already using a router that we sent to you for free on a previous Broadband (ADSL) service and you upgrade to Superfast or Ultrafast Broadband, you will need a new router. We will send you instructions and a bag to return the old router. If you do not

return it according to the instructions provided, there will be a charge equal to the price of that router and the cost of the router returns bag.

10 OUT OF BUNDLE CALL CHARGES

Call rates for any calls made on Pay Per Call or outside of any call packages.

10.1 UK CALLS

Destination	Cost (ppm unless stated)
Connection charge (pence per call)	18p
Access Charge (for service numbers)	11p
UK Local & National (all times)	14p
03xx (National Non-geographic/G21)	14p
Service Numbers (084x, 087x, 09 & 118)	Access charge of 11p plus provider's service charge
UK Mobile numbers (excludes Lyca & Virgin)	14p
Virgin Mobile (FW10)	6.15p
Lycamobile (FW7)	16.38p

10.2 INTERNATIONAL CALL ZONES

Countries listed in **bold** are included in the International Calls Add On

Calling zone	Included destinations
Zone 1	Albania, Andorra, Austria, Belgium , Bulgaria, Croatia, Cyprus, Czech Republic, Denmark , Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary , Iceland, Ireland, Italy , Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal , Romania, San Marino, Serbia & Montenegro, Slovak Republic, Slovenia, Spain, Sweden, Switzerland , Ukraine
Zone 2	Canada, USA
Zone 3	American Samoa, Australia , Christmas Island, Indonesia, Malaysia, New Zealand , Palau, Singapore, Thailand
Zone 4	Argentina, Belize, Bolivia, Brazil, Chile, Colombia, Costa Rica, Easter Island, Ecuador, El Salvador, French Antilles, French Guiana, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Martinique, Mexico, Netherlands Antilles, Nicaragua, Panama, Paraguay, Peru, St. Pierre & Miquelon, Suriname, Uruguay, Venezuela
Zone 5	Armenia, Bangladesh, Belarus, Bosnia & Herzegovina, Cambodia, China, Fiji, French Polynesia, Hong Kong , Japan, Kazakhstan, Laos, Macao, Macedonia, Marshall Islands, Micronesia, New Caledonia, North Korea, Philippines, Russia, South Korea, Taiwan, Tokelau, Tonga, Tuvalu, Vietnam
Zone 6	Anguilla, Antigua & Barbuda, Bahamas, Barbados, Bermuda, British Virgin Islands, Cayman Islands, Cook Islands, Dominica, Dominican Republic, Grenada, Guam, Jamaica, Kiribati, Midway Island, Moldova, Montserrat, Nevis, Northern Marine Islands, Papua New Guinea, Puerto Rico, St Kitts & Nevis, St Lucia, St Vincent & The Grenadines, Trinidad & Tobago, Turks & Caicos Islands, U.S. Virgin Islands, Vanuatu
Zone 7	Afghanistan, Algeria, Angola, Aruba, Azerbaijan, Bahrain, Benin, Bhutan, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde Islands, Central

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Calling zone	Included destinations
	African Republic, Chad, Comoros, Congo, Congo(Democratic Republic of), Djibouti, Egypt, Equatorial Guinea, Eritrea, Ethiopia, Faroe Islands, Gabonese Republic, Gambia, Georgia, Ghana, Greenland, Guinea, Guinea Bissau, India, Iran, Iraq, Israel, Cote d'Ivoire (Ivory Coast), Jordan, Kenya, Kuwait, Kyrgyz Republic, Lebanon, Lesotho, Liberia, Libya, Madagascar, Malawi, Mali Republic, Mauritania, Mauritius, Mayotte Island, Mongolia, Morocco, Mozambique, Myanmar, Namibia, Nepal, Niger, Nigeria, Oman, Pakistan, Qatar, Reunion Island, Rwanda, Saudi Arabia, Senegal, Seychelles Republic, Sierra Leone, Somalia, South Africa , Sri Lanka, Sudan, Swaziland, Syria, Tajikistan, Tanzania, Togolese Republic, Tunisia, Turkey, Turkmenistan, Uganda, United Arab Emirates, Uzbekistan, Yemen, Zambia, Zimbabwe
Zone 8	Antarctica, Cuba, Diego Garcia, East Timor, Falkland Islands, Maldives Islands, Nauru, Niue Island, Sao Tome & Principe, Solomon Islands, St Helena

10.3 INTERNATIONAL CALL RATES

Destination	Cost (ppm unless stated)
Zone 1, 2 & 3	9p
Zone 4	27p
Zone 5	45p
Zone 6 & 7	55p
Zone 8	90p

10.4 OTHER DESTINATIONS

Destination	Cost (ppm unless stated)
Inmarsat A	604.8p
Inmarsat B	387.6p
Inmarsat B High speed data	969.6p
Euro mobile satellite	222p
Inmarsat M	403.2p
Inmarsat M High speed data	720p
Skyphone	582p
Iridium	360p
Thuraya Mobile Satellite	360p with a 180p minimum charge
International directory enquiries (DI)	153.19p with a 153.19p minimum charge

10.5 SPECIAL RATE NUMBERS

Destination	Cost (ppm unless stated)		
	Daytime	Evening	Weekend
c - Messaging & Personal Numbers	12.8p	7.4p	3.9p
d - Personal Numbers	17.1p	10.1p	10.1p
e - Personal Numbers	5p		
f - Personal Numbers & Mobile	45.8p	30.5p	15.3p
fm10 - Mobiles	19.2p	15.0p	6.4p
fm11 - Mobiles	14.3p	13.8p	13.7p
fm12 - Mobiles	11.4p	6.5p	3.4p
fm14 - Mobiles	11.6p	6.5p	3.4p
fm15 - Mobiles	13.7p	13.5p	0.6p
fw1 - WiFi	15.8p	15.8p	7.7p
fw10 - WiFi	4.8p	4.3p	6.2p

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Destination	Cost (ppm unless stated)		
	Daytime	Evening	Weekend
fw12 - WiFi	15.0p	14.8p	14.8p
fw2 - WiFi	11.2p	7.8p	5.7p
fw3 - WiFi	16.7p	13.3p	6.7p
fw4 - WiFi	16.2p	9.9p	5p
fw5 - WiFi	15.1p	12.2p	6.8p
fw6 - WiFi	13.2p	10.6p	6.4p
fw7 - WiFi	16.4p	16.4p	16.4p
fw8 - WiFi	19.2p	15p	6.4p
fw9 - WiFi	16.8p		
j - Personal Numbers	32.7p	22.5p	10.7p
k - Personal Numbers	38.3p	25.5p	12.8p
pn1 - Personal Numbers	28.8p	19.2p	9.6p
pn10 - Personal Numbers	35.0p	36.6p	37.1p
pn11 - Personal Numbers	39.8p	29.6p	29.6p
pn12 - Personal Numbers	26.6p	28.1p	28.5p
pn13 - Personal Numbers	39.5p	41.1p	41.4p
pn14 - Personal Numbers	30.1p		
pn15 - Personal Numbers	13.3p		
pn16 - Personal Numbers	12.0p	14.0p	14.4p
pn17 - Personal Numbers	13.4p	14.9p	15.5p
pn18 - Personal Numbers	14.2p	16.1p	16.5p
pn19 - Personal Numbers	8.2p	9.6p	10p
pn2 - Personal Numbers	51.8p	52.6p	52.7p
pn20 - Personal Numbers	23.3p	24.6p	25.2p
pn21 - Personal Numbers	39.4p	40.8p	41.2p
pn22 - Personal Numbers	3.9p	1.5p	1p
pn3 - Personal Numbers	50p	40.8p	41.3p
pn4 - Personal Numbers	25.4p	26.9p	27.2p
pn5 - Personal Numbers	17.4	17.4p	17.4p
pn6 - Personal Numbers	18.7p	20.3p	20.7p
pn8 - Personal Numbers	20.8p		
pn9 - Personal Numbers	24p		
r - Pagers & Voice Messaging	8.1	4p	3p

10.6 FIXED FEE CALLS

Destination	Cost (single fixed charge unless stated)		
	Daytime	Evening	Weekend
fm11 - Mobiles	14.3p	13.8p	13.7p
fm12 - Mobiles	11.4p	6.5p	3.4p
fm14 - Mobiles	11.6p	6.5p	3.4p
fm15 - Mobiles	13.7p	13.5p	0.6p
pn7 - Personal Numbers	51.1p fixed fee with an additional 4ppm rate	51.1p fixed fee with an additional 1ppm rate	

11 OTHER CHARGES – LINE SERVICES

11.1 ENGINEER VISITS AND CHARGES – LINE SERVICES

Item	Cost
Call-out charge for line faults (if fault not with the service) including 1st hour	£120.00
Call-out per hour (or part) thereafter	£54.00
Aborted visit charge	£108.00

Call-out charges are raised to cover time spent by the engineer repairing faults where this work is not covered by Line Rental, and for providing or rearranging services, customer-owned wiring or equipment. Items of small stores will be charged separately, utilising the standard stores where appropriate. Non-standard items will be charged on a per occasion basis.

Charges for new lines usually include an engineer's visit to a customer's premises.

Call-out charges will not apply if the customer cancels the appointment before the engineer has arrived at the premises. However, should an engineer visit a customer's premises at a time pre-arranged with the customer and is unable to carry out work because the customer is either unready or absent then an aborted visit charge will apply as indicated in the Fault Repair Service price list above.

The Call-out charge will be charged for the following:

- Repairing faults where this work is not covered under the terms of the Line Rental service (see definitions).
- Providing or rearranging services where standard charges are not available.
- Internal and external shifts including change in line termination.
- A fault is found not to be with any Line Rental service or equipment. In particular this covers the situation where no fault is found, or the fault is found to be on non-Phone Co-op equipment, or is due to theft, loss or removal of equipment, or in the case of customer owned or rented equipment fault caused by external or environmental factors (e.g. lightning, electrical surges, floods or damp).
- Where work is done outside of the times of the customer's maintenance agreement or for provision outside the times of a normal working day.

11.2 PROVISION AND REARRANGEMENT WORK – LINE SERVICES

Call-out charges apply where a work is requested to be carried out at the premises involving the provision or rearrangement of equipment, wiring, network or services.

Where a customer requires extra engineering work as part of an installation such as extension wiring then standard additional hourly costs apply. If the work is a separate appointment, the call out charges apply.

11.3 INTERNAL AND EXTERNAL SHIFTS – LINE SERVICES

Item	Cost
Internal or external shift	£120.00
Additional line shift	£60.00
Additional line shift expedites (per appointment)	£120.00

If the order is split between two buildings on one site, the work is treated as two jobs but only one incurs the call-out charge whilst the second is charged as 1 hours' work per line. If the order is split between two sites, then two visit charges apply.

The external shift or rearrangement to a different building on a customer's premises attract normal connection charges.

Change of network termination equipment will incur a call-out charge.

11.3.1 STANDARD STORE ITEMS

Item	Cost
Internal pack	£13.20
External pack	£24.00

11.4 OUT OF HOURS ENGINEER WORK

The minimum charge period for repair work out of hours is 1 hour. The minimum charge period for provision or rearrangement work out of hours is 3 hours. This can only be used in conjunction with a provide or change request involving normal list prices and is in addition to these charges.

Timescale charges will not apply if the customer cancels the appointment before the engineer has arrived at the premises. Once the engineer has arrived at the premises, the visit charge only will apply if the work is cancelled or postponed by the customer, or if the appointment is not kept by the customer.

All out of hours times except Sundays and Public/Bank Holidays	Cost
Call-out charge including first hour	£140.00
Call-out charge per additional hour (or part)	£75.00

Sundays and Public/Bank Holidays	Cost
Call-out charge including first hour	£160.00
Call-out charge per additional hour (or part)	£100.00

12 SERVICE NOTES:

- Usage is unlimited, subject to a fair use policy as published on our website <https://broadband.yourcoop.coop/legal>

2. Connection speed is subject to a line test and factors including, but not limited to, local availability, distance from the exchange / cabinet, 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

We will always offer the best speed possible on the line.

Download speeds can vary and the actual download speed will fall within a range. This is an indication of the speed that lines like this have achieved for this broadband service.

The actual speed is dependent on several factors e.g.

- The chosen product option/package
- The length of your telephone line to your local Telephone exchange
- The quality of the internal telephone wiring in your home or business
- Whether you are connected by Wi-Fi or by a physical wire
- The number and applications of devices using the connection at the same time
- Time of day - speeds can be lower at peak times (evenings and weekends)
- The speed of the websites you're downloading information from
- The age of your computer/connected devices

In the first 10 days the speed may go up and down as we test the line's reliability for the most stable speed. The broadband router should be left on during this time.

3. Faults can be reported to Your Co-op Broadband 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 Broadband 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.

4. Faults should be reported to Your Co-op Broadband 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 Broadband 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.

5. Faults should be reported to Your Co-op Broadband 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 Broadband 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.

13 FAULT REPAIR

Your Co-op Broadband will provide a fault repair service. 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.

14 CANCELLATIONS

You may cancel the Service at any time up to the Commencement Date (charges may apply, see section 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 the early termination fee (see section 8.1).

After the Minimum Period, you may end this Agreement at any time. If you wish to migrate your services to another provider your charges will end when your new service starts. If you wish to cancel your service, please give us 30 days notice.

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 Include VAT unless specifically stated.

15 DEFINITIONS

ACCESS CHARGE

A per minute rate applied to your call when you dial Service Numbers.

ADSL

ADSL (Asymmetric Digital Subscriber Line)

ANYTIME CALLS

Includes all calls under 60 minutes to numbers beginning 01, 02 and 03, as well as UK mobile numbers.

CHARGES

The charges for services payable to Your Co-op Broadband

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 to you

SET UP FEE



Your Broadband Pricing: *Broadband & Fibre*

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

EVENING & WEEKEND CALLS

Includes all calls under 60 minutes to numbers beginning 01, 02, 03 and UK mobile numbers made on Saturday, Sunday and on weekday evenings between 6pm and 8am.

FTTC/ FIBRE TO THE CABINET

See Superfast

FTTP/ FIBRE TO THE PREMISES

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

LINE RENTAL

Line Rental covers the provision, repair and maintenance of the exchange line up to the Network Termination Point (NTP). It does not cover the replacement of internal or external wiring damaged accidentally or maliciously or due to factors within the customer premises (such as damp).

LLU

Local Loop Unbundling (LLU) is the process where the incumbent operators (BT and Kingston in the UK) make their local network (the copper cables that run from customers' premises to the telephone exchange) available to other companies to offer line and broadband packages.

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 FTTP.

OUT OF BUNDLE

Refers to any calls which are not included in any call packages

PARKED TIME



Your Broadband Pricing: *Broadband & Fibre*

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-Your Co-op Broadband 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.

RESTART

A restart is where a previous service has been stopped and no network wiring up to the NTE is required to start the service.

SERVICE

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

SERVICE NUMBERS

Telephone numbers beginning 084, 087, 09 and 118.

SET-UP FEE

A one-off payment required in order to activate your telephone line for Broadband services

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 Plus IP

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.

SUPERFAST PLUS IP

Our Internet Service whereby you may gain direct access to the Internet by using Fibre optic cables to exchange data from the nearest enabled street cabinet to your local telephone exchange. This service does not have any analogue voice or dial tone elements and calls are provided over VoIP, if selected

TRANSFER

A Transfer is where Your Co-op Broadband takes over the service at a site where it already exists also referred to as a migration.

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 Your Co-op Broadband or Your Co-op

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 Plus IP packages.

All our full terms and conditions can be found on our website at:

<https://broadband.yourcoop.coop/legal>