



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 ADSL Broadband, FTTC Fibre to the Cabinet (Superfast) and FTTP Fibre to the Premise (Ultrafast) 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
1.0	Chris Horne	01/04/2021		22/04/2021	New product launch
1.1	Chris Horne	25/06/2021	Self Approved	25/06/2021	Router changes
1.1	Chris Horne	08/09/2021	Self Approved	08/09/2021	12 month contract changes

TPC Version: YCUYBB0001

1 BROADBAND AND FIBRE PACKAGES

1.1 BROADBAND (ADSL)

	Your Broadband
Usage allowance	Unlimited ¹
IP Addresses	Dynamic (Static upon request)
Maximum download speed ²	24Mbps
Maximum upload speed ²	1Mbps
Call plan	Pay per call
Inclusive router	Technicolour DGA0122
Care level (Broadband)	Standard ³
Line rental	Standard Care ⁴
Minimum Period	24 Months
Monthly cost (on-net areas)	£25.00
Monthly cost (off-net areas)	£30.00
Setup fee	FREE or £30.00 for a 12 month contract

1.2 SUPERFAST (FTTC)

	Your Superfast
Usage allowance	Unlimited ¹
IP Addresses	Dynamic (Static upon request)
Maximum download speed ²	40Mbps
Maximum upload speed ²	10Mbps
Call plan	Pay per call
Inclusive router	Technicolour DGA4134
Care level (Superfast)	Standard ³
Line rental	Standard Care ⁴
Minimum Period	24 Months
Monthly cost (on-net areas)	£30.00
Monthly cost (off-net areas)	£35.00
Setup fee	FREE or £30.00 for a 12 month contract

1.3 SUPERFAST PLUS (FTTC)

	Your Superfast Plus
Usage allowance	Unlimited ¹
IP Addresses	Single Static
Maximum download speed ²	80Mbps
Maximum upload speed ²	20Mbps
Call plan	Evening and Weekend calls
Inclusive router	Technicolour DGA4134
Care level (Superfast)	Standard ³
Line rental	Standard Care ⁴
Minimum Period	24 Months
Monthly cost (on-net areas)	£35.00
Monthly cost (off-net areas)	£40.00
Setup fee	FREE or £30.00 for a 12 month contract

1.4 SUPERFAST ENHANCED (FTTC)

	Your Superfast Enhanced
Usage allowance	Unlimited ¹
IP Addresses	Single Static
Maximum download speed ²	80Mbps
Maximum upload speed ²	20Mbps
Call plan	Evening and Weekend calls
Inclusive router	Technicolour DGA4134
Care level (Superfast)	Fibre Care Enhanced ⁵
Line rental	Standard Plus Care ⁶
Minimum Period	24 Months
Monthly cost	£48.00
Setup fee	FREE or £30.00 for a 12 month contract

1.5 BROADBAND AND SUPERFAST FEATURES

1.5.1 LINE RENTAL

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

Feature	Description	Cost
Increase to High Care⁷ (Superfast Enhanced only)	Increase to 24/7 fault repair, applies to the telephone line element of the service only	£6.00 per month
Installation of new line	If you do not have a current spare analogue line, we can install a new one	£50.00 one off

1.5.1 FIBRE CARE LEVELS

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

Feature	Description	Cost
Increase to Fibre Care Plus⁸ (Superfast Enhanced only)	Increase to an 8 Hour fault response time on fibre related issues	£10.00 per month

1.5.2 CALL PACKAGES

Feature	Description	Monthly cost	
Evening and Weekend calls (a)	Make calls to any UK landline number (01, 02 or 03) for up to one hour in duration between 6pm and 8am	Your Broadband & Your Superfast	£3.00
		Your Superfast Plus & Your Superfast Enhanced	Included
Anytime calls (a)	Make calls to any UK landline number (01, 02 or 03) for up to one hour in duration.	Your Broadband & Your Superfast	£7.00
		Your Superfast Plus & Your Superfast Enhanced	£4.00
500 UK Mobile minutes (b)	500 minutes a month to any UK mobile for up to one hour in duration		£8.00
International minutes (c)	Include calls to 26 International landline destinations		£3.00

- Inclusive 01, 02, 03, Your Co-op Broadband mobile network calls free for the first 60 minutes. After exceeding 60 minutes they will be billed at 10.5p/minute to landlines and 13p/minute to mobiles, with a connection fee of 16p.
- Mobile calls are free for the duration of the bundle. After exceeding your minutes, they will be billed at 13p per minute, with a connection fee of 16p. Calls packages have an Access Charge of 9p 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

1.5.3 IP ADDRESSES (IP V4 ONLY)

Your connection will provide a dynamic IP as standard unless otherwise stated, this can be expanded for the costs below. Other variants are also allowed, and all additional requests require the completion of a justification form, contact us for further details.

Item	Cost
Single Static IP (Included with Your Superfast Plus and your Superfast Enhanced)	£1.00 per month
4 IP Addresses (/30) – 1 Usable	£3.00 per month
8 IP Addresses (/29) – 5 Usable	£6.00 per month
16 IP Addresses (/28) – 13 Usable	£12.00 per month

1.6 ULTRAFast (FTTP)

	Your Ultrafast 80
Usage allowance	Unlimited ¹
IP Addresses	Single Static
Average download speed⁹	80Mbps
Average upload speed⁹	20Mbps
Call plan	This service does not support voice calls
Inclusive router	Technicolour DGA4134
Care level (Ultrafast)	Standard ³
Minimum Period	24 Months
Monthly cost	£42.00
Setup fee	£60.00

	Your Ultrafast 300
Usage allowance	Unlimited ¹
IP Addresses	Single Static
Average download speed⁹	300Mbps
Average upload speed⁹	30Mbps
Call plan	This service does not support voice calls
Inclusive router	Technicolour DGA4134
Care level (Ultrafast)	Standard ³
Minimum Period	24 Months
Monthly cost	£58.00
Setup fee	£60.00

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	Your Ultrafast 500
Usage allowance	Unlimited ¹
IP Addresses	Single Static
Average download speed⁹	500Mbps
Average upload speed⁹	30Mbps
Call plan	This service does not support voice calls
Inclusive router	Technicolour DGA4134
Care level (Ultrafast)	Standard ³
Minimum Period	24 Months
Monthly cost	£62.00
Setup fee	£60.00

	Your Ultrafast 900
Usage allowance	Unlimited ¹
IP Addresses	Single Static
Average download speed⁹	900Mbps
Average upload speed⁹	100Mbps
Call plan	This service does not support voice calls
Inclusive router	Technicolour DGA4134
Care level (Ultrafast)	Standard ³
Minimum Period	24 Months
Monthly cost	£70.00
Setup fee	£60.00

1.6.1 IP ADDRESSES (IP V4 ONLY)

Your connection will carry a single static IP as standard, this can be expanded for the costs below, other variants are also allowed but will require the completion of a justification form, contact us for further details.

Item	Cost
Single Static IP	Included
4 IP Addresses (/30) – 1 Usable	£3.00 per month
8 IP Addresses (/29) – 5 Usable	£6.00 per month
16 IP Addresses (/28) – 13 Usable	£12.00 per month

1.6.2 FIBRE CARE LEVELS

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

Feature	Description	Cost
Increase to Fibre Care Enhanced⁵	Increase to a 20 Hour fault response time on fibre related issues. Included as standard in Your Superfast Enhanced.	£10.00 per month
Increase to Fibre Care Plus⁸	Increase to an 8 Hour fault response time on fibre related issues	£20.00 per month

2 CALLING FEATURES

2.1 GENERAL FEATURES

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
Caller Display	See who's calling – included as standard	Free
Call Waiting	Know when someone's trying to get through	£1.79
Call Sign*	Additional number with a different ring tone	£1.79
1571 extra+	Additional features to 1571 including personal message	£3.00
Call Minder+	Additional features to 1571 including personal message	£3.00
Call Minder Extra+	Up to 9 separate mailboxes	£3.57
Call Minder Premier+	Voice and fax messaging service	£5.10
Smart divert*	Call diversion with remote control	£1.79 (£6.00 set-up fee)
Subscriber Outgoing Call Barring†	Bar certain outgoing calls – customer controlled	£1.79
Subscriber Incoming Call Barring†	Bar incoming calls – customer controlled	£1.79
Outgoing calls barred*	Bar all calls except 999	£6.00 set-up fee
Incoming calls barred*	Ball all incoming calls	£6.00 set-up fee

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Feature	Description	Cost
Call Barring	Bar Premium Rate or International calls	Free

+1571 extra is available to customers on LLU and Call Minder or 1571 personal messaging is available to customers on BT exchanges (non LLU).

*not available on On-Net/LLU services.

† Subscriber controlled call barring means you can enable or disable outgoing call barring. Available with On-Net/LLU Home Phone and Broadband packages only. Otherwise the barring can be set-up by calling Customer Services.

2.2 FEATURES CHARGED PER USE

Name	Cost (pence)
Ring Back	7.5p per use
3 way calling	7.5p per use
Reminder call	7.5p per use

2.2.1 CALL FORWARDING FEATURES

Name	Function	Cost
Bypass number [†]	Separate number to bypass diversion for Smart Divert, Call Diversion or Call Barring	£1.79 per month
Admin controlled call diversion*	All calls immediately forwarded to prearranged number	£6.00 set-up fee
Change of divert to number		£6.00 set-up fee

[†] Not available on On-Net/LLU.

*The renter of the service is charged the appropriate dialled call rates for the diverted leg of the call.

2.3 CALL PRIVACY FEATURES

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

2.3.1 CALL REDIRECTION AND BT CALLER REDIRECT

Call Redirection is available following cessation or renumbering of a line when the old number is not being used as part of a new installation. It can be applied following a move to redirect incoming calls to the old number to the new premises or to an answering service that sends the message by email.

BT Caller Redirect does not forward or record the call and provides an announcement informing callers of your new number.

Name	Cost
Call Redirection – set-up charge	£18.00
Call Redirection – set-up charge for optional personal greeting message	£6.00
Call Redirection - monthly charge*	£3.00
Call Redirection - forward calls to new number	pence per minute**
BT Caller Redirect - one month's service	£5.10 per order
BT Caller Redirect - on-going (quarterly charge)	£9.00 per quarter

*includes voicemail to email

**Calls forwarded to a landline are charged at 1.8p/minute and calls forwarded to a mobile are charged at 8p/minute.

BT Caller Redirect is not available on an LLU line. Caller Redirection is not available on numbers originating from Talk Talk.

2.4 MISCELLANEOUS FEATURES

Name	Function	Cost
Number Selection	Per request per line	Free
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.

2.5 PRINTED TELEPHONE DIRECTORY

Through regulatory obligation BT Retail provides a printed telephone directory to all households and businesses in the UK. The directory, known as 'The Phone Book' is distributed annually and replacements are ordered directly from BT Retail either by telephone, (0800 833 400) or over the internet, www.shop.bt.com/page/phonebook. This service is available to all Customers.



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2.6 OPERATOR CALL CONNECTION AND ASSISTED CALLS

Except for calls from payphones, the 100 operators will connect a call on request from a customer.

Customers that require special assistance may use the 198 Special Assistance Operator to connect calls to many destinations. There is no charge for making a call to the Special Assistance Operator. The Operator service and call charges apply when the services are requested.

100 and 198 services are not available on On-Net/LLU.

Customers calling the 100 operator from payphones will receive assistance from the operator, but will not be offered onward connection (this does not apply to the 198 Operator) Operator charges are charged at standard BT rates and are published on the BT website at www.bt.com/pricing/.

2.7 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.

2.8 REVERSE CHARGE CALLS

A Reverse Charge call is paid for by the person receiving the call rather than the one making it. They can be made from ordinary or payphone lines in the United Kingdom, the Isle of Man, the Channel Islands and the Republic of Ireland.

They cannot be made to mobile, pager, Freefone, number translation service numbers (such as 0800, 0845 and 0870), or payphone numbers.

A reverse charge call can be made by dialling 100 or 0800 REVERSE (**0800 7383773**). Reverse call charges are charged standard BT rates and are published on the BT website at www.bt.com/pricing/.

On-Net/LLU lines do not support the 194 reverse call service.

2.9 TEXT MESSAGING

Available to customers on BT exchanges using telephones with the ability to send and receive text messages. The fees appear on the line rental charges at on your bill. Text messaging is not available on LLU.

Message	Cost per activation
Fixed line to mobile/another fixed line	8.1p

2.10 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.

3 OTHER SERVICE CHARGES – BROADBAND/SUPERFAST/ULTRAFAST

All costs below are one off charges unless otherwise specifically stated

Item	Cost
Set up fee for Broadband (ADSL) and Superfast (FTTC) – Minimum 24-month contract <i>(excludes any new line requirements)</i>	Free
Set up fee for Ultrafast (FTTP) – Minimum 24-month contract	£60.00
Migration fee if moving from another provider	Free
Broadband & Superfast early termination fee – within 12 months	£150.00
Broadband * Superfast early termination fee – between month 12 to 24	£53.00
Ultrafast early termination fee	Remaining contract cost*
Broadband cancellation fee – less than 2 days prior to activation	Total contract cost*
Broadband cancellation fee – 3-5 days prior to activation	£18.09
Superfast & Ultrafast cancellation fee – less than 2 days prior to activation	Total contract cost*
Superfast & Ultrafast cancellation fee – 3-5 days prior to activation	£11.25
Broadband connection expedite	£106.29
Superfast connection expedite	£196.00

*This is the total monthly fees of your chosen service for the remaining length of your agreed contract; for example, My Ultrafast 300 on a 24-month contract terminated at month 12 would be £58.00 x 12 = £770.12

3.1 ENGINEER VISITS AND CHARGES

Item	Cost
Engineer – Broadband Special Faults Investigation base charge (a)	£184.80
Special Fault Investigation equipment charge (b)	£45.60
Special Fault Investigation wiring charge (b)	£66.00
Special Fault Investigation collaborative visit	£114.00

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Item	Cost
Special Fault Investigation Line Investigation Charge – Network Module (b)	£96.00
Special Fault Investigation Line Investigation Charge – Frames Module (b)	£144.00
Special Fault Investigation abortive visit (c)	£108.00
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.

4 **EQUIPMENT**

All routers delivered by Your Co-op Broadband come preconfigured with your specific service details. Routers include 2 micro-filters and have a 24-month manufacturer's warranty.

Item	Cost (one off)
Technicolor DGA0122 wireless router	Included in all new 24-month packages £60.00 - if bought separate to a package
Technicolor DGA4134 wireless router	£110.00 - 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.

5 OTHER CHARGES – LINE SERVICES

5.1 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.

5.2 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.

5.3 INTERNAL AND EXTERNAL SHIFTS – LINE SERVICES

Item	Cost
Visit charge	£66.00
Internal or external shift	£66.00
Additional line shift	£66.00

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.

5.3.1 STANDARD STORE ITEMS

Item	Cost
Internal pack	£13.20
External pack	£19.20
Block Terminal 92A (For Redcare use)	£1.49

5.4 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	£180.00
Call-out charge per additional hour (or part)	£108.00

Sundays and Public/Bank Holidays	Cost
Call-out charge including first hour	£216.00
Call-out charge per additional hour (or part)	£144.00

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Supplementary charges are to carry out provision work outside of normal working hours, where work during normal hours is included within the normal price (e.g. connection charges). This can only be used in conjunction with a request involving normal list prices or contracted work and is in addition to these charges.

All out of hours times except Sundays and Public/Bank Holidays	Cost
Per visit	£36.00
Per additional hour (or part)	£36.00

Sundays and Public/Bank Holidays	Cost
Per visit	£72.00
Per additional hour (or part)	£72.00

6 **SERVICE NOTES:**

- Usage is unlimited, subject to a fair use policy as published on our website <https://broadband.yourcoop.coop/legal>
- 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
- Standard Care is the default Service Maintenance Level for Copper (ADSL) and Fibre (FTTC / FTTP) end user Broadband Access Services.
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.

- Clear by end of next working day + 1, Monday to Friday, excluding Public Holidays and Bank Holidays.

Example: Fault reported at any time between 00.01 – 23.59.59 on Tuesday would have a commitment time of 23.59.59 on Thursday

- Fibre Care Enhanced is an uplifted Service Maintenance Level for Copper (ADSL) and Fibre (FTTC / FTTP) Broadband Access Services.

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.



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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.

6. Clear by end of next working day, Monday to Saturday, excluding Public Holidays and Bank Holidays.

Example: Fault reported at any time between 00.01 – 23.59.59 on Tuesday would have a commitment time of 23.59.59 on Wednesday.

Standard Plus has prioritised repair with a higher percentage of targets met. Also includes Smart divert feature as standard as well as reduced costs on focused appointments and named engineers

7. Reported by 12.59 – clear by 23.59.59 same day. Reported after 13.00 – clear by 12.59.59 next day (Monday – Sunday including Public and Bank Holidays)
8. Fibre Care Premium is an uplifted Service Maintenance Level for Copper (ADSL) and Fibre (FTTC / FTTP) Broadband Access Services.

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.

9. 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.



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7 FAULT REPAIR

Your Co-op Broadband 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.

8 CANCELLATIONS

You may cancel the Service at any time up to the Commencement Date (charges may apply, see section 3). 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 Include VAT unless specifically stated.

9 DEFINITIONS

ACCESS CHARGE

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

ADSL

ADSL (Asymmetric Digital Subscriber Line) – See Broadband

ANYTIME CALLS

Includes all calls under 60 minutes to numbers beginning 01, 02 and 03, as well as mobile numbers on Your Co-op Broadband network.

BROADBAND

Our Internet Service whereby you may gain direct access to the Internet via your copper phone line using ADSL (Asymmetric Digital Subscriber Line) technology according to the package you have selected

CHARGES



Your Broadband

Pricing: *Broadband & Fibre*

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

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, mobile numbers on Your Co-op Broadband network made on Saturday, Sunday and on weekday evenings between 6pm and 8am.

FTTC/ FIBRE TO THE CABINET

See Superfast

FTTC/ FIBRE TO THE PREMISE

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).



Your Broadband Pricing: *Broadband & Fibre*

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.

OUT OF BUNDLE

Refers to any calls which are not included in any call packages, the full list of these rates can be found at <https://broadband.yourcoop.coop/help-resources/pricing/>

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.

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 NTP 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 PSTN line for Broadband services

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.

TRANSFER

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

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

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

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