

Connect Broadband and Voice Miscellaneous Charges

Tariffs stated in this Price List are applicable to the following service product sets:

- Connect Broadband Fibre Residential
- Connect Broadband Fibre Business
- Connect Broadband Fibre Business Complete
- Connect Broadband ADSL Residential
- Connect Broadband ADSL Business (Connect Broadband Plus)
- EA Connect Broadband Business Fibre
- EA Connect Broadband Fibre Residential Packages
- EA Connect Business Voice
- Wholesale Line Rental
- Connect Business Voice

Tariff Structure

Product Category	Additional One off Requirements	Operative Date	Until	One-Off Charge	Monthly Rental Charge
				Ex VAT	Ex VAT
Broadband and Voice	Temporary Suspension / Resumption charge (applicable per event on instructions received to temporarily suspend or to resume service to a previously temporarily suspended service)	01/09/23	14/08/24	£9.00	
		15/08/24		£0.00	
	Cancellation charge – 2 or more working days after order placed	01/09/23		£6.00	
	Missed Appointment Charge			£100.00	
Broadband Only	Replacement Router			£80.00	
	Router Delivery Charge where applicable			£5.41	
	Expedite Category 1* & 2*			£250.00	
	Expedite Category 3* & 4*			£450.00	
	Expedite Other*			P.O.A.	
	Business Only Same Day Fix 5 Days per Week SLA ^{1 2}	01/08/21	14/07/22		£25.50
		15/07/22			£6.00
	Business Only Same Day Fix 7 Days per Week SLA ^{1 3}	01/08/21	14/07/22		£42.50
15/07/22				£8.00	

* Subject to feasibility.

Category 1 - Services are in a roll-out area where a splitter is allocated and the property is tubed, with no splicing and cabling required.

Category 2 - Jointing required to liven up fibre at CSP/CTU, install also required.

Category 3 - Cable required from PMC to CSP/CTU, jointing to liven up the fibre, install also required

Category 4 - Civils required to lay ducting, cable required from PMC to CSP/CTU, jointing to liven up the fibre, install also required

¹ Excluding network outages, telephony faults or faults that require ongoing monitoring, working days are Monday to Friday and exclude bank holidays

² Same day fix for faults reported before 1200 Monday to Friday

³ Same day fix for faults reported before 1200 Monday to Sunday