

Charges Schedule for BT Business Broadband Access Service

BT Business Total Broadband price terms

The prices set out in this Charges Schedule do not include offer terms. Prices exclude VAT except where it says otherwise.

BT Business Total Broadband

	Option 1 (usage allowance of ten gigabytes)	Option 2	Option 3	Broadband Network	Broadband Network (Premium)
24 months	£15.00** per month £12.50*** per month	£25.00* per month £20.00*** per month	£30.00* per month £27.50*** per month	£58.50 per month	£90.00 per month
12 months	£20.00* per month £17.50*** per month	£30.00* per month £25.00*** per month	£45.00 per month £42.50*** per month	£65.00 per month	£100.00 per month

* Available since 2nd February 2009 for those customers that sign a new contract for BT Business Total Broadband Option 1, Option 2 and Option 3 in accordance with the following terms:

http://business.bt.com/pdf/BTBTB_rental_reductions.pdf

** Available since 13/09/09

*** Rental charges applicable where customers place an order online via bt.com for provisioning of a new line and are located in a qualifying geographical area (being an area in which BT is one of 4 or more operators)

BT Business Total Broadband Fibre

	Fibre	Fibre Plus
24 months	£30.00 per month	£45.00 per month
12 months	£35.00 per month	£50.00 per month
Engineer Install Charge	£75.00	£75.00

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Wireless and Fixed Routers

	Option 1 (usage allowance of ten gigabytes)	Option 2	Option 3	Broadband Network and Broadband Network (Premium)	Fibre and Fibre Plus
BT Business Hub	£59(online) £79(offline)	No extra charge	No extra charge	No extra charge	N/A
BT Voyager 220V	£49	No extra charge	N/A	N/A	N/A
BT Micro	N/A	N/A	No extra charge	N/A	N/A
BT Business Hub: Fibre	N/A	N/A	N/A	N/A	No extra charge

Usage allowance

With Option 1 there is a monthly usage allowance of 10GB each month. If the Customer occasionally exceeds this limit a small excess charge will appear on the Customer's next bill and BT will advise the Customer by sending an email to the Customer's primary email account.

Band 1	10.1GB - 12.9GB	£4
Band 2	13.0GB - 15.9GB	£8
Band 3	16GB - 19.9GB	£12
Band 4	Over 20GB	£25

Abortive Visit Charge

BT reserves the right to raise an abortive visit charge of £100 in the following cases:-

- When a BT engineer attends an incorrect address as provided by the Customer
- When a BT engineer arrives to carry out the installation at the address provided by the Customer but the Customer no longer wants the installation completed
- When entry is refused at the Site, or no access can be gained at the appointed time agreed between BT and the Customer
- If the engineer attends on Site and finds that the location and/or environment provided by the Customer for the BT Equipment and/or Customer Equipment is not suitable
- If the Customer provides BT with less than 24 hours notice of an amendment to, or cancellation of its order.

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Late Payment Fee

A charge for late payment may be raised when the Customer fails to settle its bill by the due date. Charges are set out in the BT Price List <http://www.bt.com/pricing> Section 15 Part 12 Subpart 2 (Business charge is applicable).

Downgrade charge

If the Customer changes its service to a lower priced BT Business Total Broadband Service the Customer will be charged a downgrade fee of £75. The following charges will also apply:

From	To (2 year resign)	Charge for CPE	Engineer Install
Single/Option 2	Basic (Option 1)	£49	N/A
Single/Option 3	Basic (Option 1) or Unlimited (Option 2)	£49	N/A
Network/Premium	Basic (Option 1) or Unlimited (Option 2)	£49	N/A
Network/Network Premium	Fibre or Fibre Plus	N/A	£75
Fibre Plus	Fibre	N/A	N/A

Ceasing Service Charge

If the Customer ceases its service outside of the Minimum Period and does not request and use a migration access code to move to another service provider, the Customer will have to pay a charge of £22.00. The Customer will not have to pay this charge if the Customer is moving premises and BT is unable to provide the Service at the new premises.

Cancellation Charges

The Customer may cancel the Contract or the Service at any time before BT provides the Service. The Customer may be charged a cancellation fee of £15 in addition to an abortive visit charge, if applicable.

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