



Charges Schedule for BT Business Broadband Access Service

1. BROADBAND ACCESS SERVICE CHARGES

The charges for the Service will vary according to the BT Business Broadband service option and Minimum Period selected by the Customer, and are set out in 1.1 to 1.3 below as follows:

- 1.1 BT Business Total Broadband Office, Option 2 and Broadband Advance;
- 1.2 BT Infinity for business; and
- 1.3 BT Business Total Broadband Network.

Charges for a BT Business Hub (a wireless or fixed router that is compatible with the Service), where that is required, together with any other additional charges that may apply from time to time are set out in section 2.

1.1 BT Business Total Broadband Office and Broadband Advance

Contract Minimum Period	Broadband Office		Option 2¹	Broadband Advance		
	Office (monthly usage allowance of ten gigabytes, 10 GB)	Office Unlimited		Advance (monthly usage allowance of fifty gigabytes, 50GB)	Advance Support (unlimited usage)	Advance Support (Fibre) (unlimited usage)
12 months	£16.00 per month*	£20.00 per month*	£26.25 per month*	£23.00 per month*	£42.00 per month*	£42.00 per month
	£19.00 per month	£23.00 per month	£31.50 per month	£28.00 per month	£45.00 per month	
24 months	£11.00 per month*	£15.00 per month*	£21.00 per month*	£18.00 per month*	£25.00 per month*	£25.00 per month
	£14.00 per month	£18.00 per month	£26.25 per month	£23.00 per month	£28.00 per month	

¹Available only to existing Option 2 customers for resign purposes, and to customers in contract at 30th October 2010 for re-grade purposes as set out in 2.8 below. Not available for new orders.

*Rental charge applying where the Customer is located in a qualifying geographical area (being an area in which BT is one of 4 or more service providers).

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1.2 BT Infinity for business

Contract Minimum Period	Option 1*		Option 2	
	Advance (monthly usage allowance of one hundred gigabytes, 100GB)	Advance Support (unlimited usage)	Advance (monthly usage allowance of one hundred gigabytes, 100GB)	Advance Support (unlimited usage)
12 months	£45.00 per month	£52.50 per month	£52.50 per month	£57.50 per month
24 months	£30.00 per month	£35.00 per month	£35.00 per month	£40.00 per month

*Previously known as Option 2

1.3. BT Business Total Broadband Network

Contract Minimum Period	Network	Network Premium
12 months	£65.00 per month	£100.00 per month
24 months	£58.50 per month	£90.00 per month

2. ADDITIONAL CHARGES

2.1 BT Business Hub

Where the Customer requires a BT Business Hub to be provided as part of the Service, the additional charges set out in the table below will apply.

	BT Business Total Broadband Office and Office Unlimited	BT Business Total Broadband Advance, Advance Support, Advance Support (Fibre) and Option 2	BT Infinity for business Options 1 and 2, Advance and Advance Support	BT Business Total Broadband Network and Network Premium
BT Business Hub: Wireless/Fibre Enabled	£59 (order placed online)	No extra charge	No extra charge	No extra charge
BT Business Hub 3*	£79 (order placed offline)			
Hub Delivery	£6	£6	£6	£6

*Requires a BT Falcon IP telephone for use with BT Broadband Voice. BT Broadband Voice is provided under a separate contract subject to BT's Conditions for Business Broadband Voice Service. The BT Falcon IP telephone may be purchased separately from BT subject to BT's Conditions of Sale, or rented as part of the BT Broadband Voice Service.

Upon invitation from BT, Customers ordering BT Business Total Broadband Advance and BT Business Total Broadband Advance Support may be provided with the option to receive one static IP address free of charge in lieu of a hub.

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2.2 Static IP

	BT Business Total Broadband Office	BT Business Total Broadband Office Unlimited, Option 2, Advance, Advance Support and Advance Support (Fibre)	BT Infinity for business Options 1 and 2, Advance and Advance Support	BT Business Total Broadband Network and Network Premium
1 static IP address	£5 per month	Free of charge* £5 per month	£5 per month	£5 per month
5 static IP addresses	£10 per month	£5 per month	£5 per month	£5 per month
13 static IP addresses**	£20 per month	£15 per month	£15 per month	£15 per month

* Applies to eligible BT Business Total Broadband Advance and BT Business Total Broadband Advance Support customers that opt to receive static IP in lieu of a hub. Not available to BT Infinity for business customers.

** Only available to order offline.

2.3 Usage charges

As shown in section 1, BT Business Total Broadband Office is provided with a monthly usage allowance of 10GB, BT Business Total Broadband Advance with a monthly usage allowance of 50GB and BT Infinity for business Advance with a monthly usage allowance of 100GB. If the Customer occasionally exceeds the applicable usage limit an excess charge as set out in the tables below 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.

BT Business Total Broadband Office

Band 1	10.1GB - 12.9GB	£6	Band 2	13.0GB - 15.9GB	£12
Band 3	16GB - 19.9GB	£18	Band 4	Over 20GB	£37.50

BT Business Total Broadband Advance

Band 1	50.1 – 54.9GB	£6	Band 2	55.0 – 59.9GB	£12
Band 3	60.0 to 64.9GB	£18	Band 4	Over 65GB	£37.50

BT Infinity for business Advance

Band 1	100.1 – 104.9GB	£6	Band 2	105.0 – 109.9GB	£12
Band 3	110.0 to 114.9GB	£18	Band 4	Over 115GB	£37.50

2.4 Excess Construction Charges

The excess construction charges referred to in paragraph 4.9 of the Service Schedule will be calculated by reference to section 45 of the BT Price List.

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2.5 Help Desk Charges

In the event that a Broadband Office customer contacts BT via telephone in respect of any issues relating to the Service, the Customer will be directed to a helpdesk. Calls to the helpdesk will be charged at national rates as set out in the BT Price List.

2.6 Fault Attendance Charges

The charge referred to in clause 2.9 of the Conditions and paragraphs 2.7 of the Service Schedule and 4.3 of the Customer Service Guarantee – Annex is £149. Additional charges may apply if BT agrees to work outside the hours of 8am to 5pm, and for any replacement parts that may need to be provided.

2.7 Abortive Visit Charge

The abortive visit charge referred to in paragraph 4.12 of the Service Schedule is £100.

2.8 BT Tech Head™ Charges

BT will raise a charge of £25 per 30 minutes or part thereof, where BT agrees to provide support for the removal of Malware,

2.9 Late Payment Charge

Charges for late payment, including any charges for dishonoured payments, are set out in Section 15 of the BT Price List.

2.10 Re-grade charge

The Customer may re-grade between the BT Business broadband services set out in the table below subject to:

- (a) committing to a new Minimum Period for the service the Customer has re-graded to; and
- (b) payment of a charge of £75.

Regrade From	To
BT Business Total Broadband: Office Unlimited, Option 2, Single, Option 3, Share, Advance, Advance Support, Network, Network Premium; BT Infinity for business: Option 1 Advance, Option 1 Advance Support, Option 2 Advance, Option 2 Advance Support	Office
BT Business Total Broadband: Option 2, Single, Option 3, Share, Advance, Advance Support, Network, Network Premium; BT Infinity for business: Option 1 Advance, Option 1 Advance Support, Option 2 Advance, Option 2 Advance Support	Office Unlimited
BT Business Total Broadband Option 3, Share, Network, Network Premium; BT Infinity for business: Option 1 Advance, Option 1 Advance Support, Option 2 Advance, Option 2 Advance Support	Option 2 or BT Business Total Broadband Advance
BT Business Total Broadband Advance Support	BT Business Total Broadband Advance
BT Business Total Broadband: Network or Network Premium	BT Infinity for business: Option 1 Advance or Advance Support, Option 2

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	Advance or Advance Support
BT Infinity for business Option 1 Advance, Option 2 Advance, Option 2 Advance Support	BT Business Total Broadband Advance Support
BT Infinity for business Option 1 Advance Support, Option 2 Advance, Option 2 Advance Support	BT Infinity for business Option 1 Advance
Option 1 or Lite (where contracted for on a Minimum Period of 24 months)	Option 2

2.11 Ceasing Service Charge

If the Customer ceases the Service and does not request and use a migration access code to move to another service provider, the Customer will pay a charge of £25.00.

2.12 Cancellation Charges

If the Customer cancels the Contract or the Service at any time before BT provides the Service, a cancellation fee of £15 in addition to an abortive visit charge (if applicable) and a charge for a BT Business Hub (if applicable) will be made. The BT Business Hub charge will be determined by reference to the column for Office and Office Unlimited in table 2.1 above, regardless of the service option ordered.

2.13 Early Termination Charges

The termination charges referred to in clause 6.5 of the Conditions are any subscription, rental, and any other recurring charges (including inclusive usage charges) for any remaining part of the Minimum Period.