

Customer Pricing

Copper Broadband

Our broadband portfolio provides a competitive choice of rate adaptive 21CN ADSL and ADSL2+ products. Our rate adaptive ADSL or ADSL2+ services are priced identically enabling you to enjoy the benefits of potentially faster speeds and greater stability for the same price as a standard ADSL connection.

The packages are available in 'Business' and 'Family' options and have been specifically designed to clearly differentiate between the needs of business and residential customers. Both options allow you to accommodate additional bandwidth needs through top-ups or per 1GB overuse charges.

Business Packages

Our business packages meet the needs of business customers requiring generous monthly bandwidth allowances ranging from 15GB to 180GB or unlimited and business friendly bandwidth allowance times. Business packages, with the exception of unlimited, include Elevated Best Efforts (EBE) where available, which guarantees a minimum throughput of 3Mbps over the BT network subject to line sync rate. This minimum level of service is guaranteed for 90% of the time over the busiest 3 hour period. Please note: the minimum download speed achieved depends upon the quality of the line.

Product	Underlying Connection	Monthly Allowance	Price/Month (Ex.VAT)
Business 15	Rate adaptive ADSL or ADSL2+	15GB	£19.75
Business 45	Rate adaptive ADSL or ADSL2+	45GB	£25.75
Business Unlimited**	Rate adaptive ADSL or ADSL2+ 12 month minimum contract applies	Unlimited	£33.99
Business 90	Rate adaptive ADSL or ADSL2+	90GB	£36.75
Business 135	Rate adaptive ADSL or ADSL2+	135GB	£46.75
Business 180	Rate adaptive ADSL or ADSL2+	180GB	£56.75

The monthly bandwidth allowance for Business packages is consumed between 08:00hrs and 20:00hrs Monday to Friday. Bandwidth usage outside of these time periods is uncharged.

WBC based ADSL1 connections provide an uncapped upload speed but you may expect to see up to 1Mbps. Download speeds are up to 8Mbps. WBC based ADSL2+ provides an uncapped upload speed but you may expect to see up to 1Mbps and download speeds of up to 24Mbps.

Upon consumption of your monthly allowance and all remaining top-up, the connection will be rate limited to 128Kbps with an additional 1GB. Upon consumption of the additional 1GB the connection will be blocked until you purchase a top-up or reach your next billing period start date.

** Available from WBC Exchanges Only.

Family Packages

Our Family packages are available in a range of monthly allowance options from 1GB to unlimited.

Product	Underlying Connection	Monthly Allowance	Pricing per month (Inc. VAT)
Family 1	Rate adaptive ADSL or ADSL2+	1GB	£14.56
Family 3	Rate adaptive ADSL or ADSL2+	3GB	£16.64
Family 30	Rate adaptive ADSL or ADSL2+	30GB	£19.78
Family Unlimited	Rate adaptive ADSL or ADSL2+ 12month minimum contract applies	Unlimited	£23.99
Family 60	Rate adaptive ADSL or ADSL2+	60GB	£30.20
Family 90	Rate adaptive ADSL or ADSL2+	90GB	£40.64
Family 120	Rate adaptive ADSL or ADSL2+	120GB	£51.02

The monthly bandwidth allowance for Family packages is consumed between 08:00hrs to 00:00hrs Monday to Friday. Bandwidth usage outside of these times is uncharged.

WBC based ADSL1 connections provide an uncapped upload speed but you may expect to see up to 1Mbps. Download speeds are up to 8Mbps. WBC based ADSL2+ provides an uncapped upload speed but you may expect to see up to 1Mbps and download speeds of up to 24Mbps.

Upon consumption of your monthly allowance and all remaining top-up, the connection will be rate limited to 128Kbps with an additional 1GB. Upon consumption of the additional 1GB the connection will be blocked until you purchase a top-up or reach your next billing period start date.

** Available from WBC Exchanges Only.

Overusage Option

Customers requiring additional bandwidth are able to choose to purchase additional top-ups or opt for a per 1GB overusage charge.

Top-ups are available in a choice of bandwidth options ranging from 10GB to 100GB and have no expiry date. They are only lost if the customer ceases the connection or migrates to an alternative provider or CityFibre Partner. Alternatively, the customer can opt to pay a set fee per 1GB of overusage, setting an upper limit at the point of order. As the customer's overusage approaches their requested upper limit they will be notified by email.

Top-up**	Allowance	Price (Inc.VAT)	Price (Ex. VAT)
Top-up 10	10GB	£10.38	£8.65
Top-up 25	25GB	£24.98	£20.82
Top-up 50	50GB	£49.00	£40.83
Top-up 75	75GB	£73.00	£60.83
Top-up 100	100GB	£95.95	£79.96
Overusage	Per 1GB	£1.31	£1.09

*Upon consumption of your monthly allowance and all remaining top-up or by reaching your set upper limit of the per 1GB overusage option the connection will be rate limited to 128Kbps with an additional 1GB. Upon consumption of the additional 1GB the connection will be blocked until you purchase a top-up or reach your next billing period start date.

Additional Options

The additional services listed below are available on both Business and Family packages. Enhanced Care provides a reduced clear time of 20 hours in the event of a fault, with Openreach engineers available 24/7. Standard Care provides a clear time of 40 hours. Elevated Best Efforts (EBE) is only available on WBC based connections and is included with all Business packages, where available, with the exception of unlimited. EBE guarantees a minimum throughput of 3Mbps over the BT network subject to line sync rate. This minimum level of service is guaranteed for 90% of the time over the busiest 3 hour period. Where available.

Family package customers can add EBE for an additional monthly fee. Annex M enables the customer to increase their upload speed by trading some of their download speed. Annex M also guarantees an upstream throughput of 85% of the upstream sync rate between the hours of 8am and 5pm, Monday to Friday, excluding UK public and bank holidays.

Product	Price*(Inc. VAT) per month	Price*(Ex. VAT) per month
Enhanced Care	£15.00	£12.50
Elevated Best Efforts	£6.00	£5.00
Annex M	£10.20	£8.50

IP Addresses

All broadband connections include 1IP address free of charge. Additional IP addresses (NAT options) can be purchased for an additional one off charge as shown below.

Product	Pricing (Inc.VAT)	Pricing (Ex.VAT)
Not NAT 8	£15.60	£13.00

Other Charges

Other Important charges you should be aware of are detailed below.

Option	Pricing (Inc. VAT)	Pricing (Ex. VAT)
Activation	£48.00	£40.00
Migration to CityFibre+	Free	Free
Migration from CityFibre	Free	Free
Order Cancellation Charge++	£83.26	£69.38
Cease+++	£37.34	£31.12
20 to 21CN Migration	£13.20	£11.00
ADSL Fasttrack	£156.00	£130.00
Aborted Visit Charge	£108.00	£90.00
Amend Order++++	£24.00	£20.00

+Migrations are free unless from an LLU or cable provider where an activation fee applies.

++This charge is applied where a line provision order which has already been progressed to Openreach is cancelled prior to the order delivery date.

+++A cease charge will also apply where a cease results from a migration to LLU.

++++This charge applies where there is any change to the submitted order details, including appointment date, up to 21:00hrs the day before the appointment (after that no change can be made, and the Aborted Visit Charge will apply instead).

SF12 Charges

The following charges will apply when a SF12 visit is requested.

SF12 Product		Pricing (Ex.VAT)
Minimum Charges	Base Module	£140.00
Optional Charges	Wiring Module	£40.00
Optional Charges	Equipment Module	£20.00