

Product and Charges

All charges shown include VAT 17.5%.

broadband product charges	
broadband option	Monthly charge for 18 month contract for broadband, payment by Direct Debit
broadband when taken with talk a little	£17.49
broadband when taken with talk weekend	£17.49
broadband when taken with talk evening and weekend	£16.99
broadband when taken with talk anytime	£16.99
broadband standalone	£18.99

Note: The charges shown above exclude line rental and any talk package charges. We offer a discounted price for **broadband** to customers who take our talk product in addition to **broadband**. In these circumstances, if you cancel your talk agreement your **broadband** price will default, for the remaining period of the contract, to our 'stand alone **broadband**' price prevailing at that time.

See talk price charge information for details of all talk related charges.

Early termination charges

The following charges may apply following cancellation of **broadband** during the minimum term contract period.

1. A charge of £80 applies for cancellation following the cooling off period but before the start date of **broadband**;

This charge reflects the following costs:

- > charge for the cancellation of the order
- > cost of equipment.

If the order is stopped before costs have been incurred then no termination charges will be passed on to the customer.

2. A charge of £8 per month for the remaining term of the contract, for cancellation at any point between the **broadband** service start date and the 18th month of the contract. The maximum charge for cancellation after the service start date would be £144 (£8 per month x 18 months of contract period).

This charge reflects the following costs:

- > charge for the cancellation of the order
- > cost of equipment
- > service costs

Miscellaneous charges

Cease charge If the customer cancels the **broadband** service after the start date without migrating to a **broadband** service from another supplier, then a cease charge of £18.51 may be applied.

Non direct debit charge - £3.52 per quarter The payment method for our **broadband** service is by direct debit. However, if payment is not received by direct debit, we will make this extra charge to cover additional costs of payment processing. The charge will not be made twice if it is already being applied due to non direct debit payment for our talk service.

Engineer charge - £169.20 May be applied when a customer requests a visit by an engineer for the purpose of resolving a **broadband** fault and the fault is found to be with the customer's own equipment such as computer, wiring, and other devices that may interfere.

Abortive Visit Charge - £99.87 May be applied when no access is gained to the property at an agreed appointment time.

Search charges - £2.00 This may be applied if we are trying to contact you regarding your bill and we cannot get a reply so we need to check you have not moved.

Debt collection administration charge - £29.37 We may charge up to this amount if you do not pay your bills and we incur costs in following this up with you. This may include, for example, the cost of our time, telephone calls and postage.

Note: The above charges may vary from time to time.

Product Details

Our broadband product currently offers – up to 8Mb download speeds – unlimited usage (subject to our Acceptable Use Policy) – up to 5 email addresses – 20MB web space

Customers will receive a wireless router, two micro filters, power cable and an Ethernet cable.

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