

Broadband Service Options

Broadband options are add-on features for broadband services. Items which are listed “Included” come as standard with the broadband order. Other items are extra add-ons which enhance the service.

BT Wholesale		
Care Level (£ pm)*	FTTP	SOGEA
Basic – Level 1 (72 Working Hours)	N/A	
Standard – Level 2 (40 Working Hours)	Included	
Enhanced – Level 3 (20 Clock Hours)	£12.99	
Premium – Level 4 (8 Clock Hours)	£16.99	
Traffic Priority (£ pm)*	FTTP	SOGEA
Standard	Included	
Elevated**	£4.95	
Vodafone		
Care Level (£ pm)*	FTTP	SOGEA
Basic – Level 1 (72 Working Hours)	N/A	Included
Standard – Level 2 (40 Working Hours)	Included	1.00
Enhanced – Level 3 (20 Clock Hours)	£7.95	
Premium – Level 4 (8 Clock Hours)	£12.50	

Sky Business		
Care Level (£ pm)*	FTTP	SOGEA
Standard – Level 2 (Clear by 23:59 next day, Monday to Friday),	Included	
Enhanced – Level 3 (Report 13.00, clear by 23:59 same day)	£7.95	
Premium – Level 4 (Clear within six hours, any time of day)	£12.50	

** Not available on 24 month & 36 month terms

- Faulty Router Replacements in or out of Warranty: 48-72 Hours (subject to stock availability & T&C's apply)
- All SLA are subject to change as per Carrier /Supplier policies
- Carrier will acknowledge & clear the fault within the specified times stated above, excludes any parked time.
- Engineer appointments to site are available 08:00-1800 Monday to Friday.
- Fault logging is available Monday to Friday office hours.
- All SLA/Care Levels are Working Hours and not Clock Hours.
- Sky Care Levels use Openreach Target Times

Legacy Broadband Service Options

BT Wholesale		
Care Level (£ pm)**	FTTC/GFAST	ADSL2+
Basic – Level 1 (72 Working Hours)	N/A	
Standard – Level 2 (40 Working Hours)	Included	
Enhanced – Level 3 (20 Clock Hours)	12.00	
Premium – Level 4 (8 Clock Hours)	16.00	
Traffic Priority (£ pm)**	FTTC/GFAST	ADSL2+
Standard	Included	
Elevated	4.50	3.50

PXC (TTB)		
Care Level (£ pm)**	FTTC/GFAST	ADSL2
Basic – Level 1 (72 Working Hours)	N/A	
Standard – Level 2 (40 Working Hours)	Included	
Enhanced – Level 3 (20 Clock Hours)	11.00	
Premium – Level 4 (8 Clock Hours)	N/A	

** Please refer to the product handbook for further details regarding the SLA.