



Broadband Prices – Effective March 2014

Monthly Prices:

ADSL Max (up to 8Mb Download):

Home Max (≤ 400Kb/s upload, 5 to 1 contention)	£ 40.00
Business Max (≤ 800Kb/s up, 2½ to 1 contention)	£ 80.00

ADSL 2+ (up to 24Mb/s):

Home (≤ 1.2Mb/s upload, 5 to 1 contention)	£ 80.00
Business (≤ 2.5Mb/s upload, 2½ to 1 contention)	£ 100.00

FTTC (up to 80Mb/s/20Mb/s)(12m contract)

Home: Capped at 400Gb/m	£ 100.00
Business Uncapped	£ 120.00

One off charges:

ADSL/ADSL2+ Install Charge	£60.00
FTTC Install Charge	£85.00
ADSL Migration Fee from another ISP	£15.00
Upgrade / Downgrade of existing DSL line	£10.00
Cease charge (plus any remaining term)	£30.00

Definitions

- **Contention Ratio:** This is the number of ADSL lines that share the bandwidth. So if you have a 1Mb home connection, you are sharing it with up to 50 other people (with some ISP's), so although your peak bandwidth is 1Mb/s (1024Kb/s), it might be as low as 20Kb/s. Our ADSL lines have a very low contention ratio, which is why in comparison to other ISP's, they look more expensive.
- **Traffic / Download Limits:** Some ISP's limit their users to a monthly download quota. In some cases this can be as low as 1GB, which is the same as saying your connection can only be used at full speed for less than 2½ hours a month. Our ADSL lines have no download limits.

All prices exclude VAT. Each ADSL connection requires a BT telephone line (which can also be used for a fax machine or modem). Service charged monthly by Direct Debit. Repairs to ADSL lines can take up to three working days (set by BT). The speed of an ADSL max line is not guaranteed, but is as fast as the signal quality of the line will allow, up to the service maximum.

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