

# Price List .....Wired Services

W3Z Service	Contention	Upload (Kbps)	Download (Mbps)	Price (£ inc.VAT)	Term (months)	Activation* (£ inc.VAT)	Inclusive bandwidth (GB)**
Home Lite	n/a	Up to 448	Up to 8Mb	22.33	12	47	2
Home 2000	50:1	256	Up to 2Mb	31.73	12	47	30
Home Max	n/a	Up to 448	Up to 8Mb	31.73	12	47	30

W3Z Service	Contention	Upload (Kbps)	Download (Mbps)	Price (£ ex.VAT)	Term (months)	Activation (£ ex.VAT)	Enhanced Care*** (£ ex.VAT)
Business Starter	20:1	256	0.5Mb	39	12	40	10
Business Network	20:1	256	1Mb	54	12	40	10
Enterprise Network	20:1	256	2Mb	76	12	40	10
SDSL 500	10:1	512	0.5Mb	180	12	315	30
SDSL 1000	10:1	1024	1Mb	240	12	315	30
SDSL 2000	10:1	2048	2Mb	300	12	315	30
Uncontended ADSL 500	1:1	256	0.5Mb	215	12	55	10
Uncontended ADSL 1000	1:1	256	1Mb	319	12	55	10
Uncontended ADSL 2000	1:1	256	2Mb	495	12	55	10
Uncontended SDSL 500	1:1	512	0.5Mb	425	12	395	30
Uncontended SDSL 1000	1:1	1024	1Mb	440	12	395	30
Uncontended SDSL 2000	1:1	2048	2Mb	650	12	395	30

All of our broadband services include as many personal email accounts as you require including SMTP, POP3, IMAP & SSL Webmail, free technical support, and a free Static IP Address.

\*New activations take 5 working days. Migrations are free & take 3 working days with no downtime. There are no cancellation fees for migrations away. Upgrades are free of charge, downgrades are charged at £15 (inc VAT). Upgrades/Downgrades usually take 24 hrs but please allow up to 5 working days.

\*\*Additional bandwidth is charged at £1 per GB (including VAT).

\*\*\*Enhanced Care offers a 20 clock hour clear within BT Wholesale, a 3 hour response time, and is supported by an improved Service Level Guarantee. Out of hours engineering visits to site may be used to complete a repair if unrestricted access is available.

Standard Care offers a 40 clock hour clear within BT Wholesale, but no guaranteed response time, and is supported by a Service Level Guarantee. No out of hours engineering visits are scheduled under Broadband Standard Care which is a no cost, standard care level.