

Charges Schedule for BT Business Broadband Access Service

1. BROADBAND ACCESS SERVICE CHARGES

The charges for the Service will vary according to the BT Business Broadband service option and Minimum Period selected by the Customer, and are set out in 1.1 to 1.3 below as follows:

- 1.1 BT Business Broadband Office, Option 2 and Broadband Advance;
- 1.2 BT Business Total Broadband Fibre; and
- 1.3 BT Business Total Broadband Network.

Charges for a BT Business Hub (a wireless or fixed router that is compatible with the Service), where that is required, together with any other additional charges that may apply from time to time are set out in section 2.

1.1 BT Business Broadband Office and Broadband Advance

| Contract Minimum Period | Broadband Office | | Option 2¹ | Broadband Advance | |
|--|---|--------------------------|-----------------------------|---|--------------------------|
| | Office (monthly usage allowance of ten gigabytes, 10 GB) | Office Unlimited | | Advance (monthly usage allowance of fifty gigabytes, 50GB) | Advance Support |
| 12 months | £16.00 per month* | £20.00 per month* | £25.00 per month* | £23.00 per month* | £42.00 per month* |
| | £19.00 per month | £23.00 per month | £30.00 per month | £28.00 per month | £45.00 per month |
| 24 months | £11.00 per month* | £15.00 per month* | £20.00 per month* | £18.00 per month* | £25.00 per month* |
| | £14.00 per month | £18.00 per month | £25.00 per month | £23.00 per month | £28.00 per month |

¹Available only to existing Option 2 customers for resign purposes, and to customers in contract at 30th October 2010 for re-grade purposes as set out in 2.8 below. Not available for new orders.

* Rental charge applying where the Customer is located in a qualifying geographical area (being an area in which BT is one of 4 or more service providers).

1.2 BT Business Total Broadband Fibre

| Contract Minimum Period | Fibre | Fibre Plus |
|------------------------------------|-------------------------|-------------------------|
| 12 months | £35.00 per month | £50.00 per month |
| 24 months | £30.00 per month | £45.00 per month |

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1.3. BT Business Total Broadband Network

| Contract Minimum Period | Network | Network Premium |
|--------------------------------|-------------------------|--------------------------|
| 12 months | £65.00 per month | £100.00 per month |
| 24 months | £58.50 per month | £90.00 per month |

2. ADDITIONAL CHARGES

2.1 BT Business Hub

Where the Customer requires a BT Business Hub to be provided as part of the Service, the additional charges set out in the table below will apply.

| | Office and Office Unlimited | Advance, Advance Support and Option 2 | Fibre and Fibre Plus | Network and Network Premium |
|--|---|--|-----------------------------|------------------------------------|
| BT Business Hub: Wireless/Fibre Enabled | £59(order placed online) £79(order placed offline) | No extra charge | No extra charge | No extra charge |
| BT Business Hub: Fixed | £49 | No extra charge | Not Available | Not Available |

Upon invitation from BT, Customers ordering Broadband Advance and Advance Support may be provided with the option to receive one static IP address free of charge in lieu of a hub.

2.2 Static IP

| | Office | Office Unlimited, Option 2, Advance and Advance Support | Fibre and Network | Fibre Plus and Network Premium |
|---------------------------------|----------------------|--|--------------------------|---------------------------------------|
| 1 static IP address | £5 per month | Free of charge* £5 per month | £5 per month | £5 per month |
| 5 static IP addresses | £10 per month | £5 per month | £5 per month | £5 per month |
| 13 static IP addresses** | £20 per month | £15 per month | £15 per month | £15 per month |

* Applies to eligible Broadband Advance and Advance Support customers that opt to receive static IP in lieu of a hub.

** Only available to order offline.

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2.3 Usage charges

As shown in 1.1, Broadband Office is provided with a monthly usage allowance of 10GB, and Broadband Advance is provided with a monthly usage allowance of 50GB. If the Customer occasionally exceeds the applicable usage limit an excess charge as set out in the tables below will appear on the Customer's next bill and BT will advise the Customer by sending an email to the Customer's primary email account.

Office

| | | | | | |
|---------------|-----------------|-----|---------------|-----------------|--------|
| Band 1 | 10.1GB - 12.9GB | £6 | Band 2 | 13.0GB - 15.9GB | £12 |
| Band 3 | 16GB - 19.9GB | £18 | Band 4 | Over 20GB | £37.50 |

Advance

| | | | | | |
|---------------|----------------|-----|---------------|---------------|--------|
| Band 1 | 50.1 – 54.9GB | £6 | Band 2 | 55.0 – 59.9GB | £12 |
| Band 3 | 60.0 to 64.9GB | £18 | Band 4 | Over 65GB | £37.50 |

2.4 Help Desk Charges

In the event that a Broadband Office customer contacts BT via telephone in respect of any issues relating to the Service, the Customer will be directed to a helpdesk. Calls to the helpdesk will be charged at national rates as set out in the BT Price List.

2.5 Abortive Visit Charge

The abortive visit charge referred to in paragraph 4.9 of the Service Schedule is £100.

2.6 Tech Head™ Enhance Charges

BT will raise a charge of £25 per 30 minutes or part thereof, where BT agrees to provide support for the removal of Malware,

2.7 Late Payment Charge

Charges for late payment are set out in the BT Price List <http://www.bt.com/pricing> Section 15 Part 12 Subpart 2 (Business charge is applicable).

2.8 Re-grade charge

The Customer may re-grade between the BT Business broadband services set out in the table below subject to:

- (a) committing to a new Minimum Period for the service the Customer has re-graded to; and
- (b) payment of a charge of £75.

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| Regrade From | To |
|--|---------------------|
| Office Unlimited, Option 2, Single, Option 3, Share, Advance, Advance Support, Network, Network Premium, Fibre or Fibre Plus | Office |
| Option 2, Single, Option 3, Share, Advance, Advance Support, Network, Network Premium, Fibre or Fibre Plus | Office Unlimited |
| Option 3, Share, Network, Network Premium, Fibre or Fibre Plus | Option 2 or Advance |
| Advance Support | Advance |
| Fibre Plus | Fibre |
| Option 1 or Lite (where contracted for on a Minimum Period of 24 months) | Option 2 |

2.9 Ceasing Service Charge

If the Customer ceases the Service and does not request and use a migration access code to move to another service provider, the Customer will pay a charge of £30.00.

2.10 Cancellation Charges

If the Customer cancels the Contract or the Service at any time before BT provides the Service, a cancellation fee of £15 in addition to an abortive visit charge (if applicable) and a charge for BT Equipment (if applicable) will be made. The BT Equipment charge will be determined by reference to the column for Office and Office Unlimited in table in 2.1 above, regardless of the service option ordered.

2.11 Early Termination Charges

The termination charges referred to in clause 6.5 of the Conditions are any subscription, rental, and any other recurring charges (including inclusive usage charges) for any remaining part of the Minimum Period.

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