

Entanet Broadband

customer pricing



Entanet's broadband portfolio provides a competitive choice of rate adaptive ADSL and ADSL2+ as well as fixed rate ADSL services (512Kbps, 1Mbps or 2Mbps). Our rate adaptive ADSL or ADSL2+ services are priced identically enabling you to enjoy the benefits of potentially faster speeds and greater stability for the same price as a standard ADSL connection.

The packages are available in 'Business' and 'Family' options and have been specifically designed to clearly differentiate between the needs of business and residential customers. Both options allow you to accommodate additional bandwidth needs through top-ups or per 1GB overuse charges.

Business Packages

Effective from April 2011

Our business packages meet the needs of business customers requiring generous monthly bandwidth allowances ranging from 15GB to 180GB, greater priority and business friendly bandwidth allowance times. Business packages include Elevated Best Efforts (EBE) where available, which guarantees a minimum throughput of 3Mbps over the BT network subject to line sync rate. This minimum level of service is guaranteed for 90% of the time over the busiest three hour period. Please note: the minimum download speed achieved depends upon the quality of the line. Where EBE is not available the Business package will provide an increased upload speed of up to 832Kbps through the use of MAX Premium circuits.

Product	Underlying Connection	Monthly Allowance	Price/Month (Ex VAT)
Business 15	Rate adaptive ADSL or ADSL2+	15GB	£19.75
Business 45	Rate adaptive ADSL or ADSL2+	45GB	£25.75
Business 90	Rate adaptive ADSL or ADSL2+	90GB	£36.75
Business 135	Rate adaptive ADSL or ADSL2+	135GB	£46.75
Business 180	Rate adaptive ADSL or ADSL2+	180GB	£56.75
Business 15	Fixed rate ADSL	15GB	£21.75
Business 45	Fixed rate ADSL	45GB	£27.75
Business 90	Fixed rate ADSL	90GB	£38.75
Business 135	Fixed rate ADSL	135GB	£48.75
Business 180	Fixed rate ADSL	180GB	£58.75

The monthly bandwidth allowance for Business packages is consumed between 08:00hrs and 20:00hrs Monday to Friday. Bandwidth usage outside of these time periods is uncharged. The packages receive priority over Family packages during allowance times only.

WBC based ADSL1 connections provide an uncapped upload speed but you may expect to see up to 1Mbps. Download speeds are up to 8Mbps. WBC based ADSL2+ provides an uncapped upload speed but you may expect to see up to 1Mbps and download speeds of up to 24Mbps. MAX Premium based connections provide upload speeds of up to 832Kbps and download speeds of up to 8Mbps. MAX Premium connections are only provided to customers connected to exchanges that have not yet been enabled to support WBC. Fixed rate products provide upload speeds of 256Kbps and are available in a choice of 512Kbps, 1Mbps and 2Mbps download speeds.

Upon consumption of your monthly allowance and all remaining top-up, the connection will be rate limited to 128Kbps with an additional 1GB. Upon consumption of the additional 1GB the connection will be blocked until you purchase a top-up or reach your next billing period start date.

All Entanet broadband connections include 1 IP address, 100 POP3 email boxes and 25MB webspace free of charge. A minimum contract period of 1 month applies. All prices exclude VAT unless otherwise stated and are shown in GBP. E & OE.

VAT No: GB 682 3480 23. Registered in England No. 3274237.

Contact: partnersales@enta.net
0333 101 0000
www.enta.net

Family Packages

Effective from April 2011

Our Family packages are available in a range of monthly allowance options ranging from 1GB to 120GB.

Product	Underlying Connection	Monthly Allowance	Price/Month (Inc VAT)
Family 1	Rate adaptive ADSL or ADSL2+	1GB	£14.56
Family 3	Rate adaptive ADSL or ADSL2+	3GB	£16.64
Family 30	Rate adaptive ADSL or ADSL2+	30GB	£19.78
Family 60	Rate adaptive ADSL or ADSL2+	60GB	£30.20
Family 90	Rate adaptive ADSL or ADSL2+	90GB	£40.64
Family 120	Rate adaptive ADSL or ADSL2+	120GB	£51.02
Family 1	Fixed rate ADSL	1GB	£16.64
Family 3	Fixed rate ADSL	3GB	£18.73
Family 30	Fixed rate ADSL	30GB	£21.86
Family 60	Fixed rate ADSL	60GB	£32.29
Family 90	Fixed rate ADSL	90GB	£42.73
Family 120	Fixed rate ADSL	120GB	£53.11

The monthly bandwidth allowance for Family packages is consumed between 08:00hrs to 00:00hrs Monday to Friday. Bandwidth usage outside of these times is uncharged. The packages receive priority over Business packages between 20:00hrs and 00:00hrs Monday to Friday.

WBC based ADSL1 connections provide an uncapped upload speed but you may expect to see up to 1Mbps. Download speeds are up to 8Mbps. WBC based ADSL2+ provides an uncapped upload speed but you may expect to see up to 1Mbps and download speeds of up to 24Mbps. MAX based connections provide upload speeds of up to 448Kbps and download speeds of up to 8Mbps. MAX connections are only provided to customers connected to exchanges that have not yet been enabled to support WBC. Fixed rate products provide upload speeds of 256Kbps and are available in a choice of 512Kbps, 1Mbps and 2Mbps download speeds.

Upon consumption of your monthly allowance and all remaining top-up, the connection will be rate limited to 128Kbps with an additional 1GB. Upon consumption of the additional 1GB the connection will be blocked until you purchase a top-up or reach your next billing period start date.

Overusage Options

Effective from April 2011

If you require additional bandwidth, you are able to choose to purchase additional top-ups or opt for a per 1GB overusage charge.

Top-ups are available in a choice of bandwidth options ranging from 10GB to 100GB and have no expiry date. They are only lost if you decide to cease the connection or migrate to an alternative provider or Entanet Partner. Alternatively, you can opt to pay a set fee per 1GB of overusage, setting an upper limit. As your overusage approaches your requested upper limit you will be notified by email.

Top-up*	Allowance	Price/Month (Inc VAT)
Top-up 10	10GB	£10.38
Top-up 25	25GB	£24.98
Top-up 50	50GB	£49.00
Top-up 75	75GB	£73.00
Top-up 100	100GB	£95.95
Overusage	Per 1GB	£1.31

*Upon consumption of your monthly allowance and all remaining top-up or by reaching your set upper limit of the per 1GB overusage option the connection will be rate limited to 128Kbps with an additional 1GB. Upon consumption of the additional 1GB the connection will be blocked until you purchase a top-up or reach your next billing period start date.

Additional Options

Effective from April 2011

The additional services listed below are available on both Business and Family packages. Enhanced Care provides a reduced clear time of 20 hours in the event of a fault, with Openreach engineers available 24/7. Standard Care provides a clear time of 40 hours. Elevated Best Efforts (EBE) is only available on WBC based connections and is included with all Business packages, where available. EBE guarantees a minimum throughput of 3Mbps over the BT network subject to line sync rate. This minimum level of service is guaranteed for 90% of the time over the busiest 3 hour period. Where available, Family package customers can add EBE for an additional monthly fee.

Annex M enables the customer to increase their upload speed by trading some of their download speed. Annex M also guarantees an upstream throughput of 85% of the upstream sync rate between the hours of 8am and 5pm, Monday to Friday, excluding UK public and bank holidays.

Product	Price/Month (Ex VAT)
Enhanced Care	£12.50
Elevated Best Efforts	£5.00
Annex M	£8.50

IP Addresses

Effective from April 2011

All Entanet broadband connections include 1 IP address free of charge. Additional IP addresses (NAT options) can be purchased for an additional one off charge as shown below.

NAT Option	Pricing (Ex VAT)
No NAT 8	£13.00
No NAT 16	£25.00
No NAT 32	£50.00
No NAT 64	£100.00

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Other Charges

Other important charges you should be aware of are detailed below.

Effective from April 2011

Option	Pricing (Ex VAT)
Activation	£40.00
Migration to Entanet ⁺	Free
Migration from Entanet	Free
Order Cancellation Charge ⁺⁺	£69.38
Cease ⁺⁺⁺	£24.74
End User Regrade ^{****}	£5.00
ADSL Fasttrack	£130.00
Aborted Visit Charge	£85.00

⁺Migrations are free unless from an LLU or cable provider where an activation fee applies.

⁺⁺This charge is applied where a line provision order which has already been progressed to Openreach is cancelled prior to the order delivery date.

⁺⁺⁺A cease charge will also apply where a cease results from a migration to LLU where the published migration process has not been correctly followed. For more information contact your Entanet Account Manager.

^{****}End User Regrade charges apply when an EU moves from a Business package to a Family package or vice versa. No charge applies when an EU moves between allowance bands e.g. from a Family 1 to a Family 3.

SFI2 Charges

The following charges will apply when a SFI2 visit is requested.

Effective from April 2011

SFI2 Product		Pricing
Minimum Charges	Base Module	£95.00
	Wiring Module	£50.00
Optional Charges	Equipment Module	£50.00
	Co-op Call Module	£45.00