

BT wholesale

SECTION 44. WHOLESALE BROADBAND SERVICES

Part 8. BT IPstream Connect

Product Information Operative Date 31.07.2008.

IPstream Connect is a wholesale broadband access product that provides service from the End User (EU) premises to 10 handover nodes. Detailed information is contained within the IPstream Connect Product Handbook and the IPstream Connect Terms and Conditions.

Conditions IPstream Connect operates under Conditions for IPstream Connect Service. Operative Date 31.07.2008

Notes Operative Date 31.07.2008

1. All Prices are exclusive of VAT
2. Prices should be read in conjunction with the Product Service Schedule and the Product Handbook.
3. Months refer to Calendar Months.
4. If the Service is Ceased within the Minimum Period, the balance of the outstanding rental and any other applicable charges will be charged.
5. IPstream Connect is not eligible for the Broadband Discount Scheme.
6. The term 'node' is also known as 'Point of Service Interconnect'.

List of Sub Parts

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Sub Part 1: BT IPstream Connect Prices

| IPstream Connect Communication Provider (CP) Handover | Operative Date | Connection (£) | Rental (£ per annum) | Minimum Term / Comments |
|--|-----------------------|-----------------------|-----------------------------|---|
| CP Handover Charge - National Coverage | 31.07.2008 | 0.00 | 330,000.00 | Apply from Operational Effective Date with a twelve months minimum term, paid annually in advance |
| Combined IPstream Connect & WBC | 31.07.2008 | 0.00 | 330,000.00 | Apply from Operational Effective Date with a twelve months minimum term, paid annually in advance |

| IPstream Connect Interconnect Links | Operative Date | Connection (£) | Rental (£ per annum) | Minimum Commitments / Comments |
|--|-----------------------|-----------------------|-----------------------------|---|
| 21C Interconnect Link 1G bit/s | 31.07.2008 | 0.00 | 11,175.88 | Twelve months minimum term, paid monthly in advance |
| 20C Interconnect Link 1G bit/s | 31.07.2008 | 0.00 | 11,175.88 | Twelve months minimum term, paid monthly in advance |
| 21C Interconnect Link 10G bit/s | 31.07.2008 | 0.00 | 111,758.80 | Twelve months minimum term, paid monthly in advance |
| 20C Interconnect Link 10 G bit/s | 31.10.2009 | 0.00 | 111,758.80 | Twelve months minimum term, paid monthly in advance |

Note 1: BT reserves the right to charge for Excess Construction Charges.

| IPstream Connect Contracted Bandwidth (b/w) | Connection (£) | Rental (£ per month) | Operative Date: 02/04/2009 Minimum Commitments / Comments |
|--|-----------------------|-----------------------------|---|
| Contracted bandwidth per Mbit/s per node | 0.00 | 122.64 | <ul style="list-style-type: none"> • Three months minimum term. If a CP increases its Contracted Bandwidth the minimum term is reset and the revised charge will apply from the date the Contracted Bandwidth is increased. If a CP reduces Contracted Bandwidth within an existing minimum term the reduced charge and new minimum term will apply from the expiry of the current minimum term. • Minimum Bandwidth Requirement (in total across all 10 nodes) that must be in service at all times is 1 Gbit/s. • The Contracted Bandwidth is measured on a per node basis per month and is paid monthly in advance. |
| Additional Charges for bandwidth utilised above the Contracted Bandwidth per node Price per Mbit/s During stability period Up to 15% > 15% Any other time | 0.00 0.00 | 122.64 180.00 | <p>Bandwidth utilised above the Contracted Bandwidth per node is paid monthly in arrears.</p> <p>Price for whole month for the first 15% of bandwidth above the Contracted Bandwidth. Price for whole month for any additional bandwidth above the 15% threshold</p> |

| | | | |
|----------|------|--------|---|
| up to 5% | 0.00 | 122.64 | Price for whole month for the first 5% of bandwidth above the Contracted Bandwidth. |
| > 5% | 0.00 | 180.00 | Price for whole month for any additional bandwidth above the 5% threshold. |

Note

- For information on Contracted Bandwidth during the Transition period please refer to the IPstream Connect Transfer guide.
- If BT makes a change to the network which increases or decreases the number of a CP's end users at a node by 1% or more in a month, the following terms will apply to the CP's Contracted Bandwidth:

- if the number of the CP's End Users increases by more than 1% at a node in the month, all bandwidth above the Contracted Bandwidth at that node will be charged at the Contracted Bandwidth rate in the month the change occurred and in the succeeding month
- if the number of the CP's End Users decreases by more than 1% at the node in a month, the CP will be able reduce its Contracted Bandwidth at that node in that month, and any pre-existing term on the Contracted Bandwidth at the node will be maintained (ie it will not be reset).

| IPstream Connect End User Access | Operative Date | Connection (£) | Cease (£) | Rental (£ per month) | IPstream Connect EU bandwidth charge per month (£) | IPstream Connect Rebate per EU per month ¹ | Minimum Commitments |
|---|----------------|----------------|-----------|----------------------|--|---|---|
| IPstream Connect Max | 01.01.2010 | 38.00 | 22.00 | 6.43 | 0.465 | 0.00 | One month minimum term, paid monthly in advance |
| IPstream Connect Max Premium | 01.01.2010 | 38.00 | 22.00 | 10.43 | 0.465 | 0.00 | One month minimum term, paid monthly in advance |
| IPstream Connect Home 500, 1000, 2000 | 01.11.2009 | 38.00 | 22.00 | 8.01 | 0.465 | 0.00 | One month minimum term, paid monthly in advance |
| IPstream Connect Office 500, 1000, 2000 | 01.11.2009 | 38.00 | 22.00 | 12.21 | 0.465 | 0.00 | One month minimum term, paid monthly in advance |
| IPstream Connect Symmetric 250, 500, 1000, 2000 | 31.07.2008 | 315.00 | 0.00 | 80.50 | 0.00 | 0.00 | Twelve months minimum term, paid monthly in advance |

Note:

1. The IPstream Connect Rebate Scheme will be withdrawn with effect from 1st December 2008.

Sub Part 2: BT IPstream Connect End User Transfer Charges

| Transfer From | Operative Date | Charge (£) | Comments |
|---|-----------------------|-------------------|---------------------------------------|
| IPstream to IPstream Connect same CP bulk transfer | 31.07.2008 | 0.00 | Charge per EU |
| IPstream to IPstream Connect change of CP bulk transfer | 31.07.2008 | 0.00 | Charge per EU |
| IPstream Connect to IPstream Connect change of CP bulk transfer | 31.07.2008 | 0.00 | Charge per EU |
| Singleton EU transfer, same CP or change of CP, with or without a change of product and speed between IPstream, IPstream Connect and Datastream | 04.12.2009 | 11.00 | Charge per EU in arrears (see Note 4) |

Notes :

1. For End User Transfers between Customers, the Minimum Period of service will be carried over to the new Customer.
2. For customers currently on LLU who wish to take up this product, the New Provide process must be followed.
3. The transfer charging and process for IPstream Connect to WBC and vice versa is subject to further assessment.
4. A special offer will apply whereby same CP migrations from any Datastream ADSL End User Access product to any IPstream Connect ADSL End User Access product ordered during the period 4 December 2009 to 25 March 2010 (for completion by 31 March 2010) will benefit from a reduced migration Charge. The charge for qualifying migrations will be £5.50. To qualify migration orders must be submitted between 4 December 2009 and 25 March 2010 (in order to be completed by 31 March 2010). Customers will be charged the full migration charge on the next invoice. The reduced migration charge will be reflected as a credit on the subsequent invoice and will show as a one line entry for the total credit. Migrations are only eligible under this offer if there is no change of Service Provider.

Sub Part 3: BT IPstream Connect End User Regrade Charges

| TO Operative Date: 31.07.2008 | IPstream Connect Home 500 | IPstream Connect Home 1000 | IPstream Connect Home 2000 | IPstream Connect Office 500 | IPstream Connect Office 1000 | IPstream Connect Office 2000 | IPstream Connect Max | IPstream Connect Max Premium |
|--|--|---|---|--|---|---|-------------------------------------|---|
| FROM | | | | | | | | |
| IPstream Connect Home 500 | | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 0.00 | 0.00 |
| IPstream Connect Home 1000 | 5.00 | | 5.00 | 5.00 | 5.00 | 5.00 | 0.00 | 0.00 |
| IPstream Connect Home 2000 | 5.00 | 5.00 | | 5.00 | 5.00 | 5.00 | 0.00 | 0.00 |
| IPstream Connect Office 500 | 5.00 | 5.00 | 5.00 | | 5.00 | 5.00 | 0.00 | 0.00 |
| IPstream Connect Office 1000 | 5.00 | 5.00 | 5.00 | 5.00 | | 5.00 | 0.00 | 0.00 |
| IPstream Connect Office 2000 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | | 0.00 | 0.00 |
| IPstream Connect Max | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | | 5.00 |
| IPstream Connect Max Premium | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | |

| IPstream Connect Symmetric Regrade Charges | Operative Date | Charge (£) |
|---|-----------------------|-------------------|
| IPstream Symmetric EUA Speed Re-grade | 31.07.2008 | 100.00 |

Where a customer re-grades their existing BT IPstream Connect (ADSL) product to an IPstream Connect Symmetric product, any remaining term on the BT IPstream Connect (ADSL) product will be waived. As part of the regrade the full connection charge for the Symmetric product will also be applied.

Sub Part 4: BT IPstream Connect Symmetric Products - Additional Connection Charge

For lines where a new Metallic Pair is required (those that have no spare copper available), customers will be informed of any additional charges.

| IPstream Connect Symmetric Additional Connection Charges Categorisation | Operative Date | Additional Connection Charge (£) |
|--|-----------------------|---|
| New Line, minor network intervention | 31.07.2008 | 300.00 |
| New Line, major network intervention | 31.07.2008 | 500.00 |
| New Line, Small network build < 50 man hours | 31.07.2008 | 800.00 |

Sub Part 5: BT IPstream Connect Advanced Services Charges

Description Operative Date 31.07.2008

BT IPstream Connect - Advanced Services is a functionality of BT IPstream Connect and consists of:

1. Downstream Quality Of Service (QOS):- this provides the Customer with an ability to request assured rate downstream sessions to individual end users.
2. End User Speed Control - provides the Customer with an ability to limit the maximum downstream throughput available for use by an individual end user through BT's IPstream Connect network.

Availability Operative Date 31.07.2008

BT IPstream Connect - Advanced Services is not available on IPstream Connect Symmetric. Downstream QOS is not available to Exchange Activate lines.

Service Establishment and QOS enablement Operative Date 31.07.2008

Customers must complete a Service Establishment process before they can start using BT IPstream Connect - Advanced Service. Additionally Downstream QOS Customers must complete the QOS Enablement Process. These are set out in the Conditions for BT IPstream Connect.

Customers must opt in to BT IPstream Connect - Advanced Services using an Advanced Services Customer Requirements Form (AS-CRF).

The Customer may enable individual End Users for BT IPstream Connect - Advanced Services by following the process set out in the BT IPstream Connect - Advanced Services Handbook.

Advanced Services Pricing Information

| IPstream Connect Advanced Services | Operative Date | End User Speed Control and Downstream QOS¹ Charge (£) |
|---|-----------------------|---|
| Enablement Charge (One off) per end user ² | 31.07.2008 | 2.00 |

| IPstream Connect Advanced Services | Operative Date | Downstream QOS Charge (£) |
|---|-----------------------|----------------------------------|
| QOS session Initiation Charge per session initiated | 31.07.2008 | 0.04 |
| QOS session charging per 100kbps per minute. ³ | 31.07.2008 | 0002222 |

Note 1: There are no transaction charges for End User Speed Control.

Note 2: The enablement fee will be charged for each end user migrated from the trial service to the launched service, and for each End User enabled thereafter.

Note 3: These charges will be in addition to the IPstream Connect Contracted bandwidth charges.

Example of QOS charging:

An End User Session of 90 minutes at 1.5 Mbit/s would cost

4p (session initiation) + (0.02222pence x 90 minutes x 15 multiples of 100Kbit/s) = 34p

Advanced Services Early Termination Charge Operative Date: 31.07.2008

There are no early termination charges for BT IPstream Connect - Advanced Services.

Advanced Services Order Cancellation Operative Date: 31.07.2008

There are no order cancellation charges for BT IPstream Connect - Advanced Services.

Conditions Operative Date 31.07.2008

BT IPstream Connect - Advanced Services operates under the Conditions for BT IPstream Connect Service.

Sub Part 6: BT IPstream Connect Fast Track Expedite ADSL & SDSL

Operative Date 31.07.2008

Service Delivery

- For asymmetric End User Access options: Expedite orders can be placed by Customers for requesting a revised date that is earlier than the original ODD provided by BT and the specified date is within the first working day and the third working day after the date of order acceptance.
- For symmetric End User Access Services: Expedite orders can be placed by Customers for requesting a revised date that is earlier than the original ODD provided by BT and the specified date is within the third working day and the ninth working day after the date of order acceptance.
- This request can be made after receipt of the service delivery date (Original Delivery Date – ODD) which is notified via the gateway.

Availability See IPstream Connect ADSL & SDSL Handbook for further information.

Pricing Information

The Fast Track Expedite Charge is in addition to the End User Access connection charge. The charge is only raised if the revised delivery date is met.

| IPstream Connect | Operative Date | Charge (£) |
|--------------------------|-----------------------|-------------------|
| Fast Track Expedite ADSL | 31.07.2008 | 100.00 |
| Fast Track Expedite SDSL | 31.07.2008 | 140.00 |

Sub Part 7: BT IPstream Connect Special Faults Investigation ADSL & SDSL

Broadband Special Faults Investigation is an end-to end maintenance service to investigate faults that have not been revealed through initial fault testing. SFI includes an Engineering visit to the End Users premises to check both the BT network and the End User's installation (including wiring and equipment). A charge applies to the activity carried out at the End User's premises on the installation beyond the network terminating point (NTP) of the end-user's NTE

Availability See IPstream Connect ADSL & SDSL Handbook for further information.

Pricing Information A charge will be raised for specific Broadband SFI clear codes as set out in the IPstream Connect Handbook.

| IPstream Connect Special Faults Investigation | Operative Date | Charge (£) |
|--|-----------------------|-------------------|
| Special Faults Investigation ADSL & SDSL | 31.07.2008 | 144.00 |

Sub Part 8: BT IPstream Connect Ancillary Charges

Internal shifts

For IPstream Connect (ADSL) - Internal shifts of exchange line wiring apply where a Customer requests the main socket (linebox). To be moved to another location within the same building. Shifting or provision of extension wiring is covered in Section [6](#) Part [1](#).

For IPstream Connect Symmetric - An internal shift of an IPstream Connect Symmetric End User Line ordered by a customer will be priced according to the 'shifts of business exchange lines', refer to Section 1. Part [12](#)

Abortive visit charge

| IPstream Connect Abortive visit charge | Operative Date | Charge (£) |
|---|-----------------------|-------------------|
| Abortive visit charge per attendance (ADSL or SDSL) | 31.07.2008 | 85.00 |

Reworking Charge

A reworking charge will apply when a BT Engineer at an End User site has to make good any existing non-BT installed wiring to make it fit for installation. Work will only be undertaken with the consent of the End User and charges will be raised against the End User. BT Network timescale rates will apply as per Section [15](#) of the BT Price List.

Administration Charge

Where order details received from the Customer are illegible, materially incomplete, or incorrect, BT reserves the right to charge the Customer.

| Administration Charge | Operative Date | Charge (£) |
|--|-----------------------|-------------------|
| Minimum charge | 31.07.2008 | 46.00 |
| Subsequent Hourly charge or part thereof | 31.07.2008 | 23.00 |

Charges for infrastructure over and above standard requirements are given in Section [45](#) Part [1](#) These charges include work on internal trunking & traywork; breaking through walls; additional poles, ducts and cables; radio charges and miscellaneous non-standard or specially requested items.

Cancellation Charges

| IPstream Connect ADSL Working days before Original Delivery Date | Operative Date | Charge (£) |
|---|-----------------------|-------------------|
| ODD-2 at 16.00 or later | 01.11.2009 | 66.00 |
| Prior to ODD -2 at 16:00 | 01.11.09 | 16.17 |

| IPstream Connect Symmetric Working days before Original Order Date (ODD) | Operative | Charge (£) |
|---|------------------|-------------------|
| 3 days or less | 31.07.2008 | 310.00 |
| 4-5 days | 31.07.2008 | 24.00 |

Cancellation charges will be charged if the customer cancels any part of an order prior to the **Original Order Date (ODD)**, or at any time after the **ODD** has been passed (i.e. in the event of re-appointments). A one-off charge, per service cancelled will apply.

The full cost of any additional work, e.g. Provision of a Metallic Path Facility (MPF) which has been specifically incurred for the order by the time of cancellation, will be recovered in addition to the cancellation charge.

The customer may also incur an Abortive Visit Charge (AVC) if one or more site visits have been conducted prior to a cancellation of an order.

Cancellation Charges for Handover and Interconnect Links

Charges will be raised if a Customer cancels an Interconnect Link order before the Operational Effective Date (OED), as defined within the Conditions of Service. The charges will be calculated on the number of working days between the date the Customer requests the cancellation and the OED. The Customer must give the cancellation date in writing. The cancellation charge will be expressed as a percentage of the Rental charge as shown in the Cancellation charge table.

Cancellation charges will be raised only if a confirmed order has been received from the Customer. In the event that BT fails to meet the OED and the Customer decides to cancel the order, a charge will not be

raised.

If the Customer requests amendments to the OED and subsequently cancels the order before a revised OED is agreed by BT, the cancellation charge will be calculated from the date the Customer notified BT of the first amendment.

The full cost of any additional work, e.g. duct that is separately identified on the contract, and which has been specifically incurred for the order by the time of cancellation, will be recovered in addition to the cancellation charge

| Working days before Operational Effective Date (OED) | Operative Date | % of Rental Charge |
|---|-----------------------|---------------------------|
| 10 or less days | 31-07-08 | 90% |
| 10 - 25 | 31-07-08 | 75% |
| 25 -35 | 31-07-08 | 60% |
| 35 - 45 | 31-07-08 | 30% |

Broadband Standard Care Operative Date:31.07.2008

Broadband Standard care is available on BT IPstream Connect ADSL and BT IPstream Connect Symmetric products within tariff.

Enhanced Care Charges Operative Date:31.07.2008

Broadband Enhanced Care is available, for an additional charge, on BT IPstream Connect End User Access products.

| IPstream Connect | Operative | Charge Per Annum (£) |
|--|------------------|-----------------------------|
| IPstream Connect Symmetric Enhanced Care | 31.07.2008 | 300.00 |
| IPstream Connect (ADSL) Enhanced Care | 31.07.2008 | 82.80 |

Pre-engagement Testing Facility

The Pre-engagement Testing facility is something that a Customer may wish to undertake. It allows one site to be completed early to allow under specific circumstances a CP to undertake a number of test of the IPstream Connect end to end service. This single site testing is prior to the full IPstream Connect service and network are established.

| IPstream Connect | Operative | Charge (£) |
|--|------------------|-------------------|
| Pre- testing Engagement testing | 27.02.2009 | 4641.00 |

