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SUB PART 1: GENERAL DESCRIPTION

Please note this information should be read in conjunction with the relevant Conditions of Service and BT IPstream & IPstream Max Product Handbook for more details

Product Information

For more product related details, please refer to the BT IPstream & IPstream Max Product Handbooks

Charging Information

The BT IPstream Service has three charging options; a Standard Charging option, a Capacity Charging option or Usage Based Charging. By default, Standard Charging will apply. A Customer may opt for Capacity Charging, Standard Charging or Usage Based Charging in accordance with the ordering process described in the Handbook relating to the BT IPstream Service. When a Customer opts into a charging option, it is not permissible to change to another option within 3 months of the date the chosen charging option starts to apply.

If a customer has applied for one of the charging options, those prices will apply to all of the components of their BT IPstream Service. It is not permissible for a Customer to mix Capacity Charging, Standard Charging, or Usage Based Charging

It is not permissible for one Customer's End Users to be connected to another Customer's BT Central/BT Central Plus utilising the Limited Service Selection (LSS) capability of BT IPstream where the BT Central/BT Central Plus is charged on a different Charging option.

If the Service is ceased within the Minimum Period, the balance of the outstanding rental and any other applicable charges will be charged.

Notes

1. The term "Customers" refers to Independent Service Providers, Other Licensed Operators and Business Customers
2. The term "End Users" refers to the Clients
3. All prices are exclusive of VAT
4. Prices should be read in conjunction with the BT IPstream Customer Handbook
5. Months refer to Calendar Months

SUB PART 2: BT IPSTREAM HOME, OFFICE IPSTREAM MAX AND BT IPSTREAM MAX PREMIUM**Connection and Rental Charges**

The following connection and rental charges apply to BT IPstream Home, Office, BT IPstream Max and Max Premium. Please refer to the notes for further information. BT IPstream Max and Max Premium are not supported by Standard Charging.

Operative Date 01.01.2010	Standard, Capacity and Usage Based Charging Connection Charge (£)	End User Cease Charge¹	Standard Charging Annual Rental (£)	Capacity Charging Annual Rental (£)	Usage Based Charging Annual Rental (£)
Services					
BT IPstream Home 250	38.00	Note 1	155.23	105.73	105.73
BT IPstream Home 500	38.00	Note 1	165.13	105.73	105.73
BT IPstream Home 1000	38.00	Note 1	297.13	105.73	105.73
BT IPstream Home 2000	38.00	Note 1	495.13	105.73	105.73
BT IPstream Max	38.00	Note 1	N/A	77.16	77.16
BT IPstream Office 500	38.00	Note 1	259.78	161.17	161.17
BT IPstream Office 1000	38.00	Note 1	417.78	161.17	161.17
BT IPstream Office 2000	38.00	Note 1	733.66	161.17	161.17
BT IPstream Max Premium	38.00	Note 1	N/A	125.16	125.16

- ¹ A cease charge applies for each end user access. Please refer to Section 44 Part 3 'Broadband Ancillary Charges', Sub Part 1 'Broadband Asymmetric Ancillary Charges End User Cease Charges'
- ² Charges will be independent of distance from the BT Serving node to the End User premises.
- ³ Minimum period of 1 month applies to all BT IPstream Office, Home and BT IPstream Max Premium products. If the Customer requests the termination of an End User Access within the minimum period, the Customer shall pay BT the outstanding one month rental.
- ⁴ The customer will be able to opt for monthly or quarterly billing intervals. Charges will be calculated pro-rata at the billing interval
- ⁵ Rental charges will be raised in advance at the Customer billing interval

Discount Scheme

Please see Section 44 Part 5 for details of the Broadband Discount Scheme

End User Migrations

For End User Migrations from one Service Provider to an alternative Service Provider without change of product, please see Section [44](#) Part [3](#) 'Broadband Ancillary Charges', Sub Part titled 'Broadband Services - End User Migration Charges'

Early termination

If the Customer requests the termination of End User Access within the minimum period the Customer shall pay BT any applicable rental charges for the remainder of the minimum period.

Cancellation and Miscellaneous Charges

For End User Access Cancellation Charges and Miscellaneous Charges, refer to Broadband Ancillary Charges Section [44](#) Part 3

Service Level Options

This product is available with Broadband Standard Care within tariff or with Broadband Enhanced Care for an additional charge. See Section [44](#) Part [4](#) of the BT Price List.

Service Level Guarantee

Service Level Guarantees apply to the End User Access (EUA) elements for this service as defined in Section [44](#) Part [4](#)

SUB PART 3: BT IPSTREAM RE-GRADE OPTIONS**Description**

Customers can request re-grades between ADSL BT IPstream End User products as detailed below e.g. from BT IPstream Home 500 to BT IPstream Office 2000. Where a regrade option is available it is listed with its appropriate charge in the pricing tables within this sub part.

Product rentals will be recalculated as appropriate following the re-grade of service including any pre-paid rental charges. Re-grades are allowed at any time including during the minimum period. A new minimum period will be applied starting from the activation date of the re-graded service. BT will not charge the Customer any outstanding minimum period rental.

Where a Customer requests a BT IPstream (ADSL) re-grade to a BT Broadband Symmetric product, full connection charges will apply for the BT Broadband Symmetric product. BT will not charge the Customer any outstanding minimum period rental for the original service. Please refer to relevant sub part within this Part and Section [44](#) Part [2](#) for details of BT Broadband Symmetric connection charges

Note: Where a change of Service Provider is required in addition to a re-grade, the 'Service Provider Migration' order type can be used, which allows the new product to be defined as part of the migration process. Please refer to Section [44](#) Part [3](#) 'Broadband Services - End User Migration Charges' for further information.

BT IPstream Max and BT IPstream Max Premium products are only available with Capacity and Usage Based Charging options, Standard Charging is not supported.

Operative Date 01.01.2008	REGRADE TO		
REGRADE FROM	BT IPstream Max (£)	BT IPstream Max Premium (£)	BT IPstream Home 250*, 500, 1000, 2000 Products (£)
BT IPstream Home/ Office 250*, 500, 1000 and 2000 Products	0.00	0.00	5.00
BT IPstream Max	NA	5.00	5.00
BT IPstream Max Premium	5.00	NA	5.00

* Product only available with BT IPstream Home

SUB PART 4: BT IPSTREAM SYMMETRIC PRODUCTS**Product Information**

The BT IPstream Symmetric portfolio is an Internet Protocol (IP) connectivity product that offers semi-permanent virtual circuits between large numbers of End Users, distributed over national areas, and a BT Central. IP connections are delivered to End Users over a new Metallic Pair using Symmetric High bit rate Digital Subscriber Line (SHDSL) technology.

Symmetric End User Access connection charges assume an existing BT Metallic Pair is available (i.e. spare pair). If not, additional charges for installation of a new BT Metallic pair will apply.

Notes

1. Each End User connection will have a connection charge and a rental charge
2. A minimum contract period of 1 year applies to each End User connection
3. Symmetric End User Access (EUA) refers to the physical network between the DSLAM and the End User's site
4. The product is available with Broadband Standard Care within tariff or with Broadband Symmetric Enhanced Care for an additional charge. Refer to Section 44 Part 3 Sub Part 2.6 'BT Broadband Symmetric Enhanced Care'

Connection Charge and Rental Charge**Operative Charge 01.11.2005**

Product	Standard, Capacity and Usage Based Connection Charge (£)	Standard Charging Annual Rental (£)	Capacity Charging Annual Rental (£)	Usage Based Charging Annual Rental (£)
BT IPstream Symmetric End User Access 250	315.00	1,008.00	966.00	966.00
BT IPstream Symmetric End User Access 500	315.00	1,176.00	966.00	966.00
BT IPstream Symmetric End User Access 1000	315.00	1,764.00	966.00	966.00
BT IPstream Symmetric End User Access 2000	315.00	2,100.00	966.00	966.00

BT IPstream Symmetric Products Additional Information

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

Operative Date 08.09.2003	Additional Connection Charges Categorisation	Additional Connection Charge (£)
Product		
BT IPstream Symmetric End User Access	New Line, minor network intervention	300.00
BT IPstream Symmetric End User Access	New Line, major network intervention	500.00
BT IPstream Symmetric End User Access	New Line, Small network build < 50 man hours	800.00

BT IPstream Symmetric Technical/Geographic Constraints

DSL carried services are subject to technical limitations including reach of BT's network infrastructure and the geographic location of the End User's premises. In some cases, this prevents service being available to some End Users. For further information, refer to BT IPstream Symmetric Customer Handbook and applicable Supplier Information Notes at www.sinet.bt.com.

Billing Frequency

Charges are annual charges as stated in the BT Price List and will be calculated and applied pro-rata on a monthly or quarterly basis predetermined by the Customer. Rental charges will be raised in advance at the billing interval.

Symmetric End User Access (EUA) Early Termination Charge

In accordance with the Conditions for BT IPstream Symmetric product, if the Customer terminates the Symmetric End User Access (EUA) contract within the minimum period, the Customer shall pay BT any applicable rental charges for the remainder of the minimum period.

Symmetric End User Access (EUA) Order Cancellation

For Symmetric End User Access Cancellation Charges refer to Section 44. Part [3](#) Sub-Part 'BT Broadband Symmetric Cancellation Charge'.

Service Level Guarantee

Service Level Guarantees apply to the End User Access (EUA) elements for this service as defined in Section [44](#) Part [4](#)

SUB PART 5: BT CENTRAL

Product and Pricing Information

For more product related details, please refer to the BT IPstream & IPstream Max Product Handbook and applicable Supplier Information Notes at www.sinet.bt.com.

It is not permissible for one Customer's End Users to be connected to another Customer's BT Central/BT Central Plus utilising the Limited Service Selection (LSS) capability of BT IPstream where the BT Central/BT Central Plus is charged on a different Charging option.

Connection and Rental Charges

The following connection and rental charges apply to the BT Central service

Operative Date 01.12.2008	Standard, Capacity and Usage Based Charging Connection Charge (£)	Standard Charging Annual Rental (£)	Capacity Charging Annual Rental (£)	Usage Based Charging Annual Rental (£)
Services Circuit bandwidth (transmission rate):				
BT Central 512 Kbit/s Withdrawn from new supply from 01.04.2002	N/A	5,000.00	5,624.00	5,000.00
BT Central 1 Mbit/s Withdrawn from new supply from 01.04.2002	N/A	5,500.00	6,592.00	5,500.00
BT Central 2 Mbit/s	3,000.00	9,000.00	11,184.00	9,000.00
BT Central 4 Mbit/s Withdrawn from new supply from 01.04.2002	N/A	11,500.00	16,336.00	11,500.00
BT Central 4 Mbit/s SHD Resilience Withdrawn from new supply from 01.04.2002	N/A	15,000.00	19,836.00	15,000.00
BT Central 10 Mbit/s	14,000.00	17,000.00	28,856.00	17,000.00
BT Central 10 Mbit/s SDH Resilience	16,000.00	20,000.00	31,856.00	20,000.00
BT Central 34 Mbit/s	14,000.00	21,000.00	60,000.00	21,000.00
BT Central 34 Mbit/s SDH Resilience	16,000.00	24,000.00	63,000.00	24,000.00
BT Central 100 Mbit/s Withdrawn from new supply from 01.04.2002	N/A	30,000.00	162,600.00	30,000.00
BT Central 155 Mbit/s	50,000.00	45,000.00	241,560.00	45,000.00
BT Central 155 Mbit/s L2TP Passthrough	50,000.00	45,000.00	221,280.00	45,000.00
BT Central 622 Mbit/s L2TP Passthrough	175,000.00	160,000.00	1,028,920.00	160,000.00
BT Central 622 Mbit/s LNSv1 Withdrawn from new supply from 20.10.2005	N/A	160,000.00	1,130,320.00	160,000.00
Per km charge above 40 kilometres (for all transmission rates except BT Central 622 Mbit/s L2TP)	N/A	2,000	2,000.00	2,000.00

Notes:

1. Rental charges for BT Central links are calculated as a straight line distance between the Customers sited NTE and a BT Broadband network Point of Presence (PoPs). All distances will be rounded to the nearest kilometre. A list of these PoPs are available on BT's ADSL web site at www.btwholesale.com, or other such web site or URL as BT may advise
2. Where a Customer NTE is more than 40 radial kilometres from the network Point of Presence a fixed additional charge will be made for each additional kilometre. This is not applicable to 622 Mbit/s BT Centrals.
3. A minimum period of 1 year applies to all BT Centrals
4. The Customer will be able to opt for monthly or quarterly billing intervals. Charges will be calculated pro-rata at the billing interval.
5. Rental charges will be raised in advance at the Customers billing interval.

SUB PART 5.1: BT CENTRAL 622 MBIT/S BANDWIDTH OPTIONS

The following annual rental charges apply to the BT Central 622 Mbit/s L2TP service according to charging options:

Operative Date 01.12.2008	Standard Charging Annual Rental (£)	Capacity Charging Annual Rental (£)	Usage Based Charging Annual Rental (£)
Service Bandwidth Option:			
BT Central 622 Mbit/s L2TP Flexing increment 0, 0M Mbit/s	N/A	160,000.00	N/A
BT Central 622 Mbit/s L2TP Flexing increment 1, 155 Mbit/s	40,000.00	376,840.00	40,000.00
BT Central 622 Mbit/s L2TP Flexing increment 2, 310 Mbit/s	80,000.00	593,680.00	80,000.00
BT Central 622 Mbit/s L2TP Flexing increment 3, 465 Mbit/s	120,000.00	810,520.00	120,000.00
BT Central 622 Mbit/s L2TP Flexing increment 4, 622 Mbit/s	160,000.00	1,028,920.00	160,000.00

End User Bandwidth Rental – Capacity Charging and Usage Based Charging

Customers will be charged the following per End User Bandwidth Rental Charge

Operative Date 01.01.2010	Rental Per End User Per Month (£)
Bandwidth Rental Charge	0.865

The charge will be calculated on the Customer's total number of IPstream End User Accesses in place on the first day of each month and will be applied to that month's bill (e.g. the charge for the total number of End User Accesses calculated on 1st September will be applied to a customer's September bill). If the number of end users increases during the month no additional end user bandwidth charges will be raised for that month, nor will refunds be made if the number of end users decreases during the month.

Usage Based Charging - BT Central Usage per Kbit/s (Kilobit Per Second) Charge

Under the Usage Based Charging option, in addition to the annual rental for the BT Central, a usage charge (as specified below) will be applied against bandwidth used over a specified period (monthly or quarterly) as measured on the Customer's BT Centrals.

If a Customer has more than one BT Central, the total bandwidth used on all BT Centrals will be measured and billed based on the Usage Charge below.

For full details, please refer to the Handbook relating to the BT IPstream Service and IPstream Max Handbook.

Service	Operative Date	BT Central Usage Charge Per Kbit/s per month (£)
Usage Charge Per Kbit/s per month	01.12.2008	0.2665

BT Central 622 Mbit/s L2TP Flexing Bandwidth Rental Charges - Standard Charging and Usage Based Charging

For BT Central 622 Mbit/s L2TP with an Operational Service Date on or after 20-08-2007, a Customer can initially order any one of the four bandwidth increments listed below (in the Bandwidth Reset Option section), subject to the following minimum bandwidth flex up requirement:

- At least 155 Mbit/s – 1st-3rd month
- At least 310 Mbit/s – 4th-6th month

Customers must order 155 Mbit/s as a minimum. If the Customer has not arranged activation of the appropriate minimum bandwidth required of 310 Mbit/s by the end of the third month, BT will activate the applicable minimum bandwidth and charge the appropriate rental.

If at the end of this 12 month period the Customer has not requested the activation of the fourth 622 Mbit/s increment, BT will activate all remaining increments and the full BT Central 622 Mbit/s L2TP rental will be charged. Flexing bandwidth down is not permitted. However, following the expiry of the minimum term, a Customer can utilise the Bandwidth Reset Option if required.

Bandwidth Reset Option for Standard and Usage Based Charging

Following the expiry of the applicable minimum period on a BT Central 622 Mbit/s L2TP, a Customer may request a bandwidth reset to either the 465 Mbit/s or 310 Mbit/s increment on that Central.

The rental charge applied will be appropriate to the bandwidth increment enabled and will commence from the Operational Service Date of the bandwidth reset.

The Customer must flex the BT Central 622 Mbit/s L2TP bandwidth back up to enable all increments within 6 months of the Operational Service Date of the bandwidth reset.

If at the end of this 6 month period the Customer has not requested the reactivation of the fourth 622 Mbit/s increment, BT will reactivate all remaining increments and the full 622 Mbit/s rental will be charged. Flexing the bandwidth down is not permitted and a request for further use of the Bandwidth Reset Option on the same BT Central 622 Mbit/s L2TP will not be accepted within 18 months of the Operational Service Date of the previous bandwidth reset.

BT Central Bandwidth Out of Service Option for Centrals below 622Mbit/s and 622Mbit/s Centrals – Capacity Charging

For Centrals below 622Mbit/s, customers on the following Centrals on Capacity Charging: 2 Mbit/s, 10 Mbit/s, 34 Mbit/s, 34 Mbit/s SDH Resilience, 155 Mbit/s and 155M L2TP Passthrough can take out of service usable Central capacity without ceasing. This means that the usable bandwidth of any of the foregoing Centrals can be set to 0 Mbit/s.

For 622Mbit/s Centrals, customers may opt to take out of service usable Central capacity. This means that you can utilise bandwidth increments of 155 Mbit/s, 310 Mbit/s, 465Mbit/s of the central or request that the usable bandwidth be set to 0 Mbit/s.

Whilst out of service each Central will be charged at Standard Charging Rates (see Standard Charging for pricing information)

A customer must always maintain a minimum of 1 Central in operation at all times.

Each customer may submit a maximum of 8 requests in any 12 month period. This period commences when the first request is submitted.

Each request may include any number of Centrals, and any combination of taking out of service and reinstatement.

Service	Operative Date	Single Payment Charge Per Request (£)
Bandwidth Out of Service Option	01.01.2008	500.00

SUB PART 5.2: RE-GRADE BETWEEN BT CENTRAL OPTIONS

1. Where a Customer requests a BT Central re-grade, an additional single payment charge will be made.
2. Circuit Rentals will be recalculated as appropriate following the re-grade of service. Re-grades are allowed at any time including during the minimum period. In all re-grade cases a new minimum period will apply starting from the activation of the re-graded service.
3. Any pre-paid rental charges will be refunded to the Customer following any re-grade of service to a lower data rate.
4. For a Customer to re-grade to a higher data rate BT Central service during the minimum period, the Customer will not have to pay BT any outstanding minimum period rental charges for the original service.
5. For a Customer to re-grade to a lower data rate BT Central service during the minimum period, the Customer will incur a one off charge of the difference between the new and old annual rentals.
6. For a Customer to re-grade between Band D (155Mbit/s L2TP) and Band C (100Mbit/s, 155Mbit/s), during the minimum period, the Customer will not have to pay BT any outstanding minimum period rental charges for the original service.
7. Where a Customer requests a BT Central re-grade between the bands, it will be treated as a cease and re-provide in that the standard provisioning lead time shall apply.

Where a Customer requests a BT Central re-grade, the customer shall be required to pay the appropriate connection fee, as set out in this table:

Operative Date 07.01.2004	REGRADE TO (£)					
REGRADE FROM ↓	Band A (512kbit/s, 1Mbit/s, 2Mbit/s) ¹	Band B1 (4Mbit/s, 10Mbit/s, 34Mbit/s) ¹	Band B2 (4Mbit/s, 10Mbit/s, 34Mbit/s SDH Resilience) ¹	Band C (100Mbit/s, 155Mbit/s) ¹	Band D (155M L2TP)	Band E (622Mbit/s L2TP Passthrough)
Band A (512kbit/s, 1Mbit/s, 2Mbit/s)	1,000	12,000	14,000	Note 2	Note 2	Note 2
Band B1 (4Mbit/s, 10Mbit/s, 34Mbit/s)	Note 2	1,500	4,000	35,000	35,000	Note 2
Band B2 (4Mbit/s, 10Mbit/s, 34Mbit/s SDH Resilience)	Note 2	Note 2	1,500	35,000	35,000	Note 2
Band C (100Mbit/s, 155Mbit/s)	Note 2	Note 2	Note 2	6,000	35,000	Note 2
Band D (155M L2TP)	Note 2	Note 2	Note 2	35,000	-	Note 2
Band E (622Mbit/s L2TP Passthrough)	Note 2	Note 2	Note 2	Note 2	Note 2	-

¹ The following Centrals have been removed from future supply: 1Mbit/s, 4Mbit/s, 4Mbit/s SDH Resilience and 100Mbit/s

² The full Connection Charge applies to the new Central, as set out earlier in this Sub Part.

Shift Charges for BT Centrals

For BT Central external shifts, rentals for the new connection will be re-calculated, if appropriate, following the shift.

Type of Shift	Shift Charge
Internal shifts (See Note 1)	Network timescale rates apply (see BT Price List Section 15)
External shift	Full service connection charges apply

Where a Customer requests a BT Central re-grade to or from a Band and an Internal Shift, only the standard re-grade charge between bands will apply.

BT Central Shifts (Internal & External) are allowed at any time including during the minimum period. In all shift cases the minimum term period will remain the same with the start and end dates derived from the original provision date.

Where a Customer requests a BT Central re-grade to or from a Band and an External Shift, the External Shift charges will apply.

Where a Customer requests a BT Central re-grade within a Band and an Internal Shift, the standard re-grade charge within a Band and the Internal shift charges will both apply.

Where a Customer requests a BT Central re-grade within a Band and an External Shift, the External Shift charges will apply.

A request for a BT Central shift within the same building will be classified as an External Shift where the process requires the repositioning of the Fibre Network and/or the Add-drop Multiplexer (ADM).

SUB PART 6: BT CENTRAL PLUS

Product Description

For product description and restrictions on availability of Central Plus options, please refer to the BT IPstream & IPstream Max Product Handbook.

Other Conditions

1. Each BT Central Plus and BT Central Plus Static IP service will have a connection and annual rental charge.
2. In the event of cancellation prior to provision, pre-provision cancellation charges will be raised and will continue to be assessed against the full connection charge. Any SLG payments due will also be calculated against the full connection charge.

BT Pricing Information

It is not permissible for End Users on Capacity Charging to be connected to another Customer's BT Central/BT Central Plus utilising the Limited Service Selection (LSS) capability of BT IPstream where the BT Central/BT Central Plus is charged at Standard Charging.

BT Central Plus is only available with Standard and Capacity Charging options; Usage Based Charging is not supported.

Connection and Rental Charges

The following charges apply to the BT Central Plus service for Standard and Capacity Charging

Operative Date 01.12.2008	Standard Charging Connection Charge (£)	Standard Charging Annual Rental (£)	Capacity Charging Connection Charge (£)	Capacity Charging Annual Rental (£)
Services Circuit bandwidth (transmission rate):				
BT Central Plus per 5000 ports	£30,000.00	£55,500.00	-	-
BT Central Plus- Access (100Mbit/s)	-	-	£15,000.00	£156,000.00
BT Central Plus – Internet (100Mbit/s)	-	-	£15,000.00	£36,300.00
BT Central Plus Static IP per 5000 ports	-	-	£24,000.00	£48,000.00

Notes

1. A minimum period of 1 year applies to the BT Central Plus service.
2. The Customer will be able to opt for monthly or quarterly billing intervals. Charges will be calculated pro-rata at the billing interval.
3. Rental charges will be raised in advance at the Customers billing interval.

End User Bandwidth Rental – Capacity Charging

Customers will be charged the following End User Bandwidth Rental Charge.

Operative Date 01.01.2010	Rental Per End User Per Month (£)
Bandwidth Rental Charge	0.865

The charge will be calculated on the Customer's total number of IPstream End User Accesses in place on the first day of each month and will be applied to that month's bill (e.g. the charge for the total number of End User Accesses calculated on 1st September will be applied to a customer's September bill). If the number of end users increases during the month no additional end user bandwidth charges will be raised for that month, nor will refunds be made if the number of end users decreases during the month.

Access Capacity – Bandwidth Out of Service Option – Capacity Charging

1. Customers may take out of service block(s) of Central Plus Access Capacity without ceasing. This means that a block of 100M will be set to 0M.
2. Customers are required to have in service a minimum of 1Gbps of Central Plus Access capacity
3. No rental charge will apply to each block taken out of service, until it is reinstated.
4. Each customer may submit a maximum of 8 requests in any 12 month period. This period commences when the first request is submitted.
5. Each request may include any number of blocks, and any combination of taking out of service and reinstatement
6. Internet Access Capacity is excluded from the Bandwidth out of Service Option.

Service	Operative Date	Single Payment Charge per Request (£)
Bandwidth Out of Service Option	01.01.2008	500.00

BT Central Plus Service: Provision & Cease Options - Standard Charging

The provisioned BT Central Plus service can be expanded or reduced by adding or removing blocks of 5000 ports. This is achieved by raising a provision or cease order on a BT Central Plus Customer Requirement Form. For further information, please refer to the BT IPstream Customer Handbook

SUB PART 6.1: RE-GRADE OPTIONS TO AND FROM BT CENTRAL PLUS

A Customer re-grading from a BT Central in Bands A to D to a BT Central Plus during the minimum period of the BT Central will not have to pay BT any outstanding minimum period rental charges for the BT Central.

A Customer re-grading from a BT Central in Band E to a BT Central Plus during the minimum period of the BT Central will incur a one off charge of the difference between the new annual rental of the BT Central Plus and old annual rental of the BT Central.

A Customer re-grading to a BT Central in Bands A to D from a BT Central Plus during the minimum period of the BT Central Plus will incur a one off charge of the difference between the new annual rental of the BT Central and old annual rental of the BT Central Plus.

A Customer re-grading to a BT Central in Band E from a BT Central Plus during the minimum period of the BT Central Plus will not have to pay BT any outstanding minimum period rental charges for the BT Central Plus.

Any rental paid in advance in relation to a BT Central or BT Central Plus that is being re-graded will be refunded to the Customer following the re-grade.

Where a Customer requests a re-grade to or from a BT Central Plus, the Customer shall be required to pay the appropriate connection fee for the BT Central Plus or BT Central that they wish to re-grade to as set out within the BT Price List.

Re-grades to or from a BT Central Plus are allowed at any time including during the minimum period of the BT Central or BT Central Plus that is being re-graded. BT Central Plus or BT Central rentals will be recalculated as appropriate following the re-grade of service. In all re-grade cases, a new minimum period will apply starting from the activation of the re-graded BT Central Plus or BT Central service.

Where a Customer requests a re-grade to or from a BT Central Plus, it will be treated as a cease and re-provide in that the standard lead provisioning lead time shall apply for the new service.

SUB PART 7: BT CENTRAL AND BT CENTRAL PLUS FURTHER INFORMATION

Early Termination

If the Customer requests the termination of a BT Central, BT Central Plus or BT Central Plus Static IP service within the minimum period the Customer shall pay BT any applicable rental charges for the remainder of the minimum period.

BT Central Migration

BT Central Migration is a service available to customers who wish to take over an existing BT Central from another customer without terminating and reinstalling the service. This service is available only where the BT Central will remain in the same location after the migration.

Each BT Central migrated will inherit the charging option of the gaining customer. It is not permissible for a customer to mix Capacity Charging, Standard Charging or Usage Based Charging.

Any outstanding minimum period on the BT Central will be transferred to the gaining customer.

BT Central Migration is not available on BT Central Plus.

Operative Date 12.11.2007	Single Payment Charge per BT Central (£)
BT Central Migration	2000.00

Additional Charges

Operative Date 01.06.2004

Reconfiguration	Single Payment Charge (£)
Administration charge for the manual processing of a change to the list of allowable domain names for an individual BT IPstream End User service when performed on behalf of the Customer (Charge per End User)	11.00

The Customer will only be charged for changes to the list of allowable domain names for an individual BT IPstream End User Service where they request BT to administer and manually process this change on their behalf.

BT Central Order Suspensions for BT Centrals and BT Central Plus

1. The Customer can suspend a BT Central and/or BT Central Plus order for a maximum of 60 working days.
2. A BT Central and/or BT Central Plus order may only be suspended once.
3. A BT Central and/or BT Central Plus order cannot be suspended in the 20 working days before the Contractual Delivery date. After this date the Customer must either cancel or proceed with the provision.
4. Once a BT Central and/or a BT Central Plus order has been suspended for any period of time the Customer cannot escalate the completion date.
5. During the suspension period the Customer may either request the resumption of the provision or cancellation of the provision order. Cancellation charges will apply as stated in the BT Price List.
6. Following a BT Central and/or BT Central Plus order suspension the provision Contractual Delivery date will be changed to incorporate the suspension period in addition to the standard provision lead time.
7. Unless the Customer has communicated to BT that they wish to cancel the provision order BT will continue the provision after the 60 working day suspension period has ended. The Customer will be able to cancel the provision; however, cancellation charges will apply as stated in the BT Price List.
8. Once BT has provisioned a BT Central and/or BT Central Plus of any type billing will commence in the normal way.
9. BT reserves the right to cancel a BT Central and/or BT Central Plus order at any time during the provision process.

Cancellation Charges for BT Central, BT Central Plus, BT Central Static IP and Customer Access

Charges will be raised if a Customer cancels an order before the Operational Service Date (OSD), 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 OSD. The Customer must give the cancellation date in writing. The cancellation charge will be expressed as a percentage of the connection 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 OSD and the Customer decides to cancel the order, a charge will not be raised.

If the Customer requests amendments to the OSD and subsequently cancels the order before a revised OSD 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 Service Date (OSD)	% of Connection Charge
5 or less	90%
6-19	75%
20-29	60%
30-35	30%



SECTION 44. WHOLESALE BROADBAND SERVICES

Miscellaneous Charges

For Miscellaneous charges refer to Section [44](#) Part [3](#)

BT Central Conditions

The service operates under Conditions for BT IPstream Service.

Service Level Guarantee

Service Level Guarantees apply to the BT Central as defined in Section [44](#) Part [4](#)

SUB PART 8: IPSTREAM - ADVANCED SERVICES

Please note this information should be read in conjunction with the relevant Conditions for BT IPstream Service and BT IPstream Advanced Services Handbook

Pricing Information

Advanced Services pricing has three components:-

1. A one off enablement charge for BT IPstream – Advanced Services, covering both End User Speed Control and Downstream QOS.
2. A Downstream QOS session initiation charge.
3. A Downstream QOS session duration / bandwidth charge.

Prices are detailed in the table below:

Operative Date 28.11.2006	End User Speed Control and Downstream QOS¹ (£)
Enablement Charge (One off) per end user ²	2.00
QOS session Initiation Charge per session initiated.	0.04
QOS session charging per 100kbps per minute. ³	0.0002222

Notes

1. There are no transaction charges for End User Speed Control.
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.
3. These charges will be in addition to the IPstream Capacity Based or Usage Based Charges.

SUB PART 9: IPSTREAM – FAST TRACK EXPEDITES ADSL & SDSL

Please note this information should be read in conjunction with the relevant Conditions of Service and BT IPstream Product Handbook for more details

Description**IPstream 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 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.
- For availability, please refer to the BT IPstream Handbook for further information

Pricing Information

Prices are detailed in the table below:

Operative Date 01.05.2007	Charge (£)
Fast Track Expedite ADSL	100.00
Fast Track Expedite SDSL	140.00

Notes:

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

SUB PART 10: IPSTREAM – BROADBAND SPECIAL FAULTS INVESTIGATION ADSL & SDSL

Please note this information should be read in conjunction with the relevant Conditions of Service and BT IPstream Product Handbook for further information, and availability

Pricing Information

Prices are detailed in the table below:

Operative Date 01.06.2007	Charges (£)
Broadband Special Faults Investigation ADSL	144.00
Broadband Special Faults Investigation SDSL	144.00

Note:

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