

Customer Price List

2020

V1.0



Unlimited Broadband Services

Product	Details	Min Term	Cost
o2 Unlimited	o2 unlimited data has a fair use policy of 650GB per month.	12 months	£55.00
Three Unlimited	Three unlimited data has a fair use policy of 1,000GB per month. (domestic package only)	12 months	£55.00
EE Unlimited	EE unlimited data has a fair use policy of 1,000GB per month. (domestic package only)	18 months	£85.00
SMARTY Unlimited	The domestic smarty package - no speed restrictions. (Special use, please contact us for further info)	12 months	£35.00

o2 Data-Only Services

Bolton's are available at the same price as the monthly package cost.

Product	Details	Min Term	Cost
o2-2GB	Data-Only, inclusive 2GB of data, bolt-ons can be applied to this tariff.	12	9.20
o2-5GB	Data-Only, inclusive 5GB of data, bolt-ons can be applied to this tariff.	12	11.70
o2-10GB	Data-Only, inclusive 10GB of data, bolt-ons can be applied to this tariff.	12	17.70
o2-20GB	Data-Only, inclusive 20GB of data, bolt-ons can be applied to this tariff.	12	22.00
o2-40GB	Data-Only, inclusive 40GB of data, bolt-ons can be applied to this tariff.	12	30.00

Vodafone Data-Only Services

Bolton's are available at the same price as the monthly package cost.

Product	Details	Min Term	Cost
Voda-2GB	Data-Only, inclusive 2GB of data, bolt-ons can be applied to this tariff.	12	9.20
Voda-5GB	Data-Only, inclusive 5GB of data, bolt-ons can be applied to this tariff.	12	11.70
Voda-10GB	Data-Only, inclusive 10GB of data, bolt-ons can be applied to this tariff.	12	17.70
Voda-20GB	Data-Only, inclusive 20GB of data, bolt-ons can be applied to this tariff.	12	23.40
Voda-40GB	Data-Only, inclusive 40GB of data, bolt-ons can be applied to this tariff.	12	36.70

EE Data-Only Services

Bolton's are available at the same price as the monthly package cost.

Product	Details	Min Term	Cost
EE-2GB	Data-Only, inclusive 2GB of data, bolt-ons can be applied to this tariff.	12	9.20
EE-5GB	Data-Only, inclusive 5GB of data, bolt-ons can be applied to this tariff.	12	11.70
EE-10GB	Data-Only, inclusive 10GB of data, bolt-ons can be applied to this tariff.	12	17.70
EE-20GB	Data-Only, inclusive 20GB of data, bolt-ons can be applied to this tariff.	12	23.40
EE-40GB	Data-Only, inclusive 40GB of data, bolt-ons can be applied to this tariff.	12	63.00

Three Data-Only Services

Bolton's are available at the same price as the monthly package cost.

Product	Details	Min Term	Cost
Three-100GB	Data-Only, inclusive 100GB of data, bolt-ons can be applied to this tariff.	12	40.00
Three-200GB	Data-Only, inclusive 200GB of data, bolt-ons can be applied to this tariff.	12	70.00
Three-500GB	Data-Only, inclusive 500GB of data, bolt-ons can be applied to this tariff.	12	106.00

Digital Telephone Services

Product	Details	Min Term	Cost
VoIP301	Digital telephone services (VoIP) that uses an internet connection.	36 months	£13.50
VoIP301C	Unmetered UK landline and UK mobile calls. Digital telephone services (VoIP) that uses an internet connection.	36 months	£18.50
VCP1	Auto Attendant, busy lamp fields, Office UC (Instant Messaging, Presence and video), Go Integrator, shared call appearance (up to 30 devices), voicemail, call forwarding, redial, DND, call pickup, hunt groups, hot-desking, call waiting and music on hold. <small>(Hardware is not included)</small>	12 months	£9.50
VCP2	Unmetered UK landline and UK mobile calls. Auto Attendant, busy lamp fields, Office UC (Instant Messaging, Presence and video), Go Integrator, shared call appearance (up to 30 devices), voicemail, call forwarding, redial, DND, call pickup, hunt groups, hot-desking, call waiting and music on hold. <small>(Hardware is not included)</small>	12 months	£14.50

Support Packages

We offer customers an annual support contract on services and equipment we have installed. On-site support and replacement equipment will be charged at standard rates, but with no initial travel charge. Please ask for a copy of our Customer Support Packages Leaflet for more detailed information.

Product	Details	Min Term	Base Cost
Bronze	Includes telephone, and email support for internet and WiFi devices	12 months	6.67
Silver	Free on-site support during working hours.	12 months	15.00
Gold	Unlimited out-of-hours support and a guaranteed fix time of two working days.	12 months	30.00

Silver and Gold support packages have a per device cost of £5.00. So, for example if you have a router, a network switch and an access point. You will be charged the base cost plus £15.00 for the three devices. The Silver support package is limited to ten devices. The Gold support package also has a guaranteed fix time of two working days. If not fixed within the two days, you get a service credit of five pounds for each day that the device is out of action, up to a maximum of the annual service cost.

Engineer Services

Description of service	Normal Working Day	Out of hours	Sundays & Bank Holidays
Engineer standard charges (per hour)	£60.00	£80.00	120.00
Same day callout (per hour)	£180.00	£180.00	395.00
Abortive visit charge		£120.00	
Travel charge per visit		£20.00	

SIMSWAP	Configuration of a router or device to accept a new provider.	60.00
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An abortive visit charge will be applied where an appointment is agreed for work at an onsite location and the engineer arrives but is unable to carry out the work for any reason. An abortive visit charge will not apply if the customer cancels the appointment before the engineer has arrived at the site. Overage charge per megabyte for any usage that exceeds the allowance provided by the tariff and any applicable bolt-on. We are under no obligation to accept any order. We will acknowledge your order by email or by telephone, but no contract will exist between you and us until we contact you to confirm that we have accepted your order. Our services are only available to individuals who are eighteen years of age, and who can form legally binding contracts under applicable law. We may refuse to offer the service to any person or company and may change our criteria for eligibility, at any time or at our sole discretion without providing a reason. We reserve the right to terminate your account and your rights to use our services for any reason, including, but not limited to our belief or suspicion that any registration data you provide is or becomes untrue, inaccurate, not current, or incomplete. Miscellaneous Charge is a generic title given to small ancillary items such as Tape, Cable Clips, Connectors, Fittings, Wall Plugs or any other small item with a minor value. If you require a full copy of our full terms and conditions please contact us and we will make a copy available to you. All prices are correct as on 13.02.2020. Prices may change at any time without notice. All prices exclude VAT.