



Let's Keep It Simple: Your Phone and/or Broadband Terms

V1.0



JANUARY 15, 2025
THANET TELECOMS

Document Change Log

VERSION	AUTHOR	DATE	COMMENTS
V1.0	Sam Bates	15/01/2025	Final version for publication

Table of Contents

Document Change Log	1
Broadband	2
Phones – Business Telephony	6
Calling Policy, Allowances & Fair Usage	8

Please read this document carefully as it contains terms and conditions for our broadband and telephone (VOIP) services. We have made an effort to keep it clear and jargon-free!

Broadband

1. Broadband orders are usually complete in about 8 working days however the timescale can vary depending on BT Openreach availability. If you have a phoneline this timeframe may increase due to the time it takes for the phone number to port.
2. The minimum term on our broadband packages varies depending on the service supplied. Standard old school copper broadband (SoGEA) minimum term is 1 month however super-fast full fibre broadband to the premise (FTTP) is 1 year. Unfortunately, these terms are denoted by our suppliers. We like to keep to a monthly commitment however some services are unable to accommodate this so we must abide by the supplier's agreements.
3. Should you wish to cancel your service and move away from us you must inform us no earlier than 60 days and no later than 1 week before the end of your agreed term. For example, if you wish to move away on the 1st of April you must inform us no earlier than 1st February and no later than the last week of March.

Failing to inform us in time will result in your service being renewed for same term length as originally agreed upon. For example, if you agreed a 1-year term for broadband then your renewal term will be the same. We are unable to make exceptions to this due to supplier chain agreements and our commitment to their terms.

4. We have preset agreed SLA (Service level agreements) in place with our suppliers which ensure any service issues are dealt with in a timely manner depending on severity of the issue. For example, if you have no broadband and you or your company is unable to work, we will prioritise this situation and arrange for a fast resolution.

Should you suffer a router failure we will endeavour to install one of our spares the same day where possible.

5. Instead of leasing hardware like other suppliers, we offer the option to purchase your own hardware, either from us or elsewhere. This ensures that you are getting something that is fit for purpose as routers come in many shapes and sizes and one doesn't always fit all.
6. There are some costings associated with moving your service to us as well as a termination fee should you wish to move away. Again, these are all fees imposed on us by our suppliers and therefore as much as we would like to waive these costs unfortunately, we must pass these on. Some of the main fees are listed in the table below.

Item	Cost
Migration (Standard or Full Fibre) When you transition from your previous supplier to us, BT will provision the service and arrange the connection from our provider to you. This process is done remotely, without the need for an onsite visit.	£30 per broadband connection
New connection (Standard or Full Fibre) If we need BT to install a new internet connection, there are 3 levels of complexity. Most installations will be level 2 for small businesses unless the installation is deemed super simple.	Level 1 – Standard Install - £90 Level 2 – Premium Install - £120 Level 3 – Advanced Install - £420
Upgrade Service This is the fee to upgrade your service speed.	£30
Termination fees The fee is charged when you leave.	£40 per line out of contract £140 per line in contract
Fault by BT where no fault found If a BT engineer finds that the issue is within your network, such as a router problem or misconfiguration, you may incur a charge. We will work with you to identify faults beforehand to avoid unnecessary visits & charges from BT.	£100

7. You can upgrade your service during the term agreed for a charge of **£30** however you are unable to downgrade until renewal. For example, you may want a faster connection speed. This will incur a **£30** plus any increase in the associated service cost.

8. Installation charges will apply depending on whether you already have a BT line and service. A new install will either be **£30** for existing connections or **£90** for new. There may also be other associated costs however these will be quoted depending on the installation complexity.
9. Similarly to installation charges, we must also charge a fee if/when you leave. The fee is dependent on if you are in contract or not. If you are out of contract the fee will be **£40** for leaving, this is to allow us and our suppliers to close your account and assist with any migration to a new supplier. If you are in contract, you must pay **£140** plus the amount of any costs associated with the time you have left on your term. For example, leaving 9 months into a 12-month contract will incur **£140** charge plus the cost of the services you would have paid for the remaining 3 months.
10. Once a broadband order is placed, we are unable to cancel the service, and you will be liable for the entire cost of the service. Once again, this is not us being hard work but rather us safeguarding ourselves from loss. Once you sign, we sign a commitment with our suppliers.
11. If you are being moved from a very traditional line called WLR to SoGEA or FTTP you will lose any services that use the traditional phone line system, such as lift emergency alarms or traditional burglar alarm calls. You will also lose the fax line however this can be converted to a new digital system if required. The elderly also use the traditional lines for emergency personal neck alarms. If you use any of these services, please ask and we will check for alternative options before switching your service. Once switched over you can't switch back so its very important to tell us about these before switching.
12. Line speeds will vary deepening on network load and your area. For traditional services (SoGEA) the line speed will very much depend on your location from the BT exchange. A property further away will get a much lower speed than one closer. For full fibre services (FTTP) you are unlikely to see a dip in the advertised speed due to the nature of the light-based service which is much more reliable to predict.

We will always advise you of your estimated speed you should expect so you know what to expect.

13. Hardware costs – to enable the use of your service with us you need a broadband router. You will also need one with a built-in phone line adapter if you want to use landline phones. We will advise the best router for your requirements and can supply one if needed. Hardware costs including postage will be added to your first bill and charged on the last day of the month ordered.
14. While we aim to keep our prices stable, our supplier typically increases their charges annually, usually in April. To ensure we can continue providing your service sustainably, any necessary price adjustments will be communicated in advance and reflected in your April bill. To keep things fair and transparent, we will strive to limit any price increases to once per year in April, and only in direct response to increased costs we incur.
15. The cost of your service will depend on the product selected. We will bill you each month on the 1st and this will cover that month. For example, we will bill you for April on April 1st. If your service starts mid-month we will bill your ad-hoc for the period to the 1st of the next month. Same applies at the end of the term but the other way round.
16. You must ensure that you are out of contract with your old supplier before signing with us. Should you find you are in contract, and you have signed over to us we will be unable to reimburse you for any costs incurred and for the remainder of the term you agreed.
17. BT will aim to install your line on the date specified at the time of order however there is a possibility that the installation cannot take place due to unforeseen circumstances. For example, the installation may be trickier than originally thought or there might be some other complication during the installation. Our installation dates should be taken as a guide rather than a guarantee. We will not be liable for any losses due to a delay in the installation.
18. Sometimes additional cabling is required to position the router/phones in a desired position. If any additional cabling is required, this will be chargeable additionally to any pre agreed costs and may be outsourced if necessary. We will do our best to ensure that these additional costs are considered before work starts however ultimately BT make the final decision on where they install the master socket, so we must work around that. If you already have a service installed, you should not need any further cabling as the new service will use your existing connection.

Phones – Business Telephony

1. Unlike traditional landline phone systems everything is now internet based which means you need an internet connection to use your landline phoneline. Unfortunately, as a result you will be unable to use your landline in the event of a power cut or loss of broadband service for any reason.

IMPORTANT – YOU MUST HAVE AN ALTERNATIVE WAY OF CONTACTING EMERGENCY SERVICES.

In the event of a power cut/internet outage the landline phone will not work, and you will need to use an alternative method of communication to phone the emergency services. We will hold your address on record with emergency services so they can assist if you lose connection with them, so they know where the call originated from.

2. There are costs associated with moving your landline number to us. These will be communicated at the time of ordering. Porting fees can vary depending on the type of number and other factors.
3. To keep your phone number, you must allow us time to migrate it before cancelling your current service. Should you cancel your current service with the previous supplier and your phone number has not been ported we will have no way of retrieving that number and it may be lost as there is usually a minimum period before we can port your number. This is usually at least 10 working days.
4. Before we place any order for telephony you must complete the letter of authority which outlines your current supplier and any phone numbers that must be ported. It's an agreement between us that you wish to move your services away from the current provider. Without this we are unable to port your phone numbers and order your new service.
5. Most of our calling plans have bundles outbound minutes to UK landlines and Mobiles. The amount you get depends on which system to choose and will be communicated on the agreement beforehand.
6. Our phone system/s are subject to a minimum term of 1 month and will renew each month until advised otherwise. You must give notice of no earlier than 60 days and no later than 14 days before the end of your service. You will receive a final bill at the end of your service with us. Term lengths will be outlined in the agreement document supplied separately.

7. All charges must be paid within 14 days and will usually be taken via Direct Debit.
8. Depending on which phone package we supply you may need a router that can convert the voice signal supplied via broadband to your landline phones or a suitable ATA. We can supply the relevant equipment for you at an extra charge if required.
9. We can also supply phones should you require, or you can use your own if they are compatible.
10. A delivery fee may be chargeable if you opt for any equipment to be delivered to you. We will advise on these costing depending on the equipment ordered.

Calling Policy, Allowances & Fair Usage

Our business telephony service includes free calls to UK 01, 02 and 03 numbers, as well as UK mobile networks (FM1, FM3, FM4, FM5 and FM6).

Free calls are subject to a Fair Use Policy (FUP). The combined allowance for calls to UK 01/02 numbers and UK mobile destinations (FM1, FM3, FM4, FM5 and FM6) is 5,000 minutes per calendar month for each extension or licence. Calls to 03 numbers must not exceed 15% of the total minutes used for that extension or licence, and individual call durations must not exceed 60 minutes.

Thanet Telecoms reserves the right to charge for the entire duration of any call exceeding 60 minutes.

Minutes are pooled across the company. For example, with 10 extensions or licences, the combined monthly allowance is 50,000 minutes. The 03 number allowance is calculated individually for each extension or licence.

This service is meant for use by real people, not automated systems or bots. If we believe it's being misused (such as being used to generate artificial traffic, for fraud, illegal activity, terrorism, or arbitrage) we may suspend the service immediately without warning, withdraw this offer, and charge you for **all** call usage.

If your seat or site goes over the usage limits set in our Fair Use Policy (FUP), we'll let you know and give you the chance to bring your usage back within those limits. If your usage goes over the limits again in the future, the free calls offer will be removed. From then on, **all** calls from your site will be charged at your standard call rates for whole months until usage is back within the FUP.

We may change or withdraw the inclusive calls offer at any time, but we'll give you 30 days' notice if we do.