



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

V6.0



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!

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THANET TELECOMS

Document Change Log

| VERSION | AUTHOR | DATE | COMMENTS |
|---------|-----------|------------|--|
| V1.0 | Sam Bates | 15/01/2025 | Final version for publication |
| V2.0 | Sam Bates | 30/07/2025 | Added that international calls are a chargeable extra |
| V3.0 | Sam Bates | 23/10/2025 | Changed document to reflect 1 month terms across the broadband and VOIP sections |
| V4.0 | Sam Bates | 06/01/2026 | Updated the Early Termination Charges |
| V.5.0 | Sam Bates | 12/01/2026 | Clarified when BT may charge for work. |
| V.6.0 | Sam Bates | 20/01/2026 | Structural & Content changes |

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Broadband

Ordering and Installation

Broadband orders are usually complete in a minimum of 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.

Minimum Terms

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) can have 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.

Cancellation and Renewal

Should you wish to cancel your service and move away from us you must inform us 30 days before the end of your agreed term or the date you wish to move/cease your services. For example, if you wish to move away on the 1st of April you must inform us no later than March 1st. This gives us time to help move/cease your services.

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.

Service Levels and Support

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.

Hardware

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 size doesn't always fit all.

Charges and Fees

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 2 levels of complexity. Most installations will be level 1 for small businesses unless the installation is deemed complex such as airports and large hotels etc. | Level 1 – Premium Install - £120 Level 2 – Advanced Install - £420 |
| Upgrade Service This is the fee to upgrade your service speed. | £30 |
| Termination fees The fee is charged when you leave. | £95 per line if within 12 months £50 per line if after 12 months |
| Fault See point 7 below. | £variable |

Faults and Responsibility

Faults – Openreach will charge for any work that's from the distribution point (DP). This is usually the pole outside however cabling may run underground. Anything from the DP is the customers responsibility including the cable that feeds the building. If there is a fault (such as a cable being chewed though) the customer will be responsible for these costs and costs may not always be predictable.

Service Changes

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.

Installation Charges

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 £120 for a new installation. There may also be other associated costs however these will be quoted depending on the installation complexity.

Termination Summary

Summary 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 cancel the service within 12 months the fee will be £95 for leaving. If you are in contract and/or cancel within 12 months, you must pay £95 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 £95 charge plus the cost of the services you would have paid for the remaining 3 months.

Regardless of contract length there will be a £95 charge if we cancel/cease your broadband line within 12 months or £50 per broadband line if after 12 months.

Order Commitment

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 which we are unable to get out of.

Legacy Services

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.

Speeds

Line speeds will vary depending 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.

Hardware Costs

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.

Price Changes

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.

In addition to supplier led adjustments, we may review our service pricing once per year to reflect operational and support costs. Any changes will be communicated in advance and will not occur more than annually unless services or supplier costs materially change.

Billing

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.

Existing Contracts

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.

Installation Dates

BT will aim to install your line one 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 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.

Additional Cabling

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 works 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

VoIP Limitations

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.

By using VoIP services, you acknowledge and accept that emergency calling depends on power and internet availability.

Number Porting

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.

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.

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.

Calling Plans

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. International calls or any premium rate calls are chargeable at the respective per minute rate outlined on our rate card (supplied if requested).

Telephony Term and Billing

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 no later than 30 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.

All charges must be paid within 14 days and will usually be taken via Direct Debit.

Telephony Equipment

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.

We can also supply phones should you require, or you can use your own if they are compatible.

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.

Fair usage limits apply per calendar month and are not transferable between months.

General Legal and Regulatory Terms

Limitation of Liability

Our total liability for any claim arising under this agreement shall not exceed the total charges paid by you for the affected service in the 12 months preceding the claim. We shall not be liable for indirect or consequential losses including loss of profit, revenue, data, or business interruption.

Data Protection

We process personal data only as necessary to provide services.

Emergency address information is stored and shared with relevant authorities as required.

Service Availability

We will make reasonable efforts to provide our services in accordance with agreed timescales and service levels. However, we will not be liable for any delay, failure, or interruption to services caused by circumstances outside our reasonable control.

This includes, but is not limited to, outages or faults affecting third party networks or suppliers, delays or failures by Openreach or other network operators, power failures, acts of government or regulatory bodies, industrial action, extreme weather, fire, flood, or any other events which we could not reasonably foresee or prevent.

Where such events occur, we will use reasonable endeavours to minimise disruption and keep you informed, but installation dates, repair times, and service availability should be treated as estimates rather than guarantees.