

1 SCOPE

1.1 These Business Broadband Terms are supplementary to the Customer Terms and apply to the following Business Broadband Products:

- (a) Simply Business Broadband Bundle
- (b) Simply Business Fibre Bundle
- (c) Simply Business Ultrafast Broadband Bundle
- (d) Complete Business Broadband Bundle
- (e) Complete Business Fibre Bundle
- (f) Complete Business Ultrafast Broadband Bundle
- (g) Business Full Fibre

1.2 In these Business Broadband Terms, capitalised words and phrases will have the same meaning as in the Customer Terms unless otherwise defined;

1.3 In these Business Broadband Terms, key:

- (a) Business Full Fibre features are set out in paragraph 7
- (b) "Simply" bundle features are set out in paragraph 2, 4-6
- (c) "Complete" features are set out in paragraph 3, 4-6,

2 SIMPLY BUNDLE

- (a) **Line rental** based on a monthly subscription cost of the circuit;
- (b) 1 x Dynamic IP or 1 Static IP, free of charge or up to 4 Static IPs (at an additional charge);
- (c) **Website Filtering - Worksafe:** Service Provider's network level filtering and protection solution that seeks to restrict illegal/ inappropriate content to be blocked in the browser, based on users settings.
- (d) **Business Router** which is capable of supporting Business Broadband, Business Fibre Broadband, Business UltraFast Fibre Broadband and Business Full Fibre Broadband; and
- (e) 7-day Support (see paragraph 8 below).

3 COMPLETE BUNDLE

- (a) All of the Simply Business Broadband features as set out at paragraph 2;
- (b) **Unlimited UK Landline Calls** - excludes 0845 and 0870 numbers, premium rate numbers, international numbers and revenue shares, subject to the Customer Terms and where in Service Provider's reasonable opinion your conduct or use of the Complete Bundle may have the effect of impairing the operation of the Broadband Products or is otherwise prejudicial to our interests;
- (c) **Unlimited Landline to UK Mobile Calls** subject to the Customer Terms and where in Service Provider's reasonable opinion your conduct or use of the Complete Bundle may have the effect of impairing the operation of the Broadband Products or is otherwise prejudicial to our interests;
- (d) **Free Premise Moves:** Subject to your Complete Bundle being within its Contract Term, you can move your fixed line broadband to new business premises twice in a 12-month period without incurring any Charges. This service is subject to product availability.
- (e) **Business Call Features:** Call Waiting, Caller Display, Multi Calling Threeway, Ringback, Subscriber Call Forward.

4 BUSINESS BROADBAND

4.1 Service Provider will provide speeds up to 24Mbps with unlimited data usage as part of the Business Broadband Bundle:

5 BUSINESS FIBRE

5.1 Service Provider will provide the following speeds as part of the Business Fibre Bundle:

- (a) **Up to 76mbs Downstream Broadband** with unlimited data usage.
- (b) **Up to 20mbs Upstream Broadband** with unlimited data usage.

6 BUSINESS ULTRAFAST BROADBAND

6.1 Service Provider will provide the following speeds as part of the Business Ultrafast Bundle:

- (a) **Up to 150 or 300Mbps Downstream Broadband (depending on package chosen)** with unlimited data usage.
- (b) **Up to 30 or 50Mbps Upstream Broadband (depending on package chosen)** with unlimited data usage.

7 BUSINESS FULL FIBRE

7.1 Service Provider will provide the following services as part of the Business Full Fibre package:

- (a) **Line rental** based on a monthly subscription cost of the circuit;
- (b) **Up to 100Mbps Downstream Broadband and up to 20Mbps Upstream Broadband (depending on package chosen)** with unlimited data usage.
- (c) **Up to 150Mbps Downstream Broadband and up to 30Mbps Upstream Broadband (depending on package chosen)** with unlimited data usage.
- (d) **Up to 200Mbps Downstream Broadband and up to 50Mbps Upstream Broadband (depending on package chosen)** with unlimited data usage.
- (e) **Up to 300Mbps Downstream Broadband and up to 75Mbps Upstream Broadband (depending on package chosen)** with unlimited data usage.
- (f) **Up to 500Mbps Downstream Broadband and up to 20Mbps Upstream Broadband (depending on package chosen)** with unlimited data usage.
- (g) **Up to 900Mbps Downstream Broadband and up to 115Mbps Upstream Broadband (depending on package chosen)** with unlimited data usage.
- (h) 1 x Dynamic IP or 1 Static IP free of charge or up to 4 Static IPs (at an additional charge);
- (i) **Business Router** which is capable of supporting Business Broadband, Business Fibre Broadband, Business UltraFast Fibre Broadband and Business Full Fibre Broadband; and
- (j) 7-day Support (see paragraph 8 below).

8 7 DAY SUPPORT

8.1 Customer may report an incident relating to the provision of the Business Broadband Products to Service Provider's Customer Services desk 24 hours a day, 7 days a week, and 365 days a year.

8.2 Service Provider will only review and investigate an incident reported by Customer in accordance with paragraph 8.1 during the hours of **08:00am – 08:00pm 365 days a year.**

8.3 The contact number and email address are available on Service Provider's Website.

9 TALKTALK BUSINESS BROADBAND SPEEDS CODE OF PRACTICE

9.1 Service Provider will provide where possible speed estimates for certain Business Broadband Products. Either Party may terminate a Business Broadband Product if the Business Broadband Product does not comply with the estimates. Further details can be found in the Service Provider's Broadband Speeds Code of Practice, available at <https://www.talktalkbusiness.co.uk/legal/code-of-practice/>

10 GENERAL

10.1 The provisions of the Customer Terms continue in full force and effect, save as expressly amended by these Business Broadband Terms.

10.2 In the event of any conflict or ambiguity between these Business Broadband Terms and the Customer Terms, these Business Broadband Terms will take precedence over the Customer Terms.