

ALLPOINTS FIBRE (APF) MONTHLY AND ANCILLARY CHARGES

Product details and costs

These products are fibre only and have symmetrical speeds; there is one speed available for the Small Office / Home Office (SOHO) market and then there are three speeds for Business premises only.

No work can go ahead if it requires any extra costs to the ancillary table below without client approval; these circumstances are most likely, but not limited, to occur where:

An internal shift of an existing socket is required eg from one room or floor level to another.

Where any extra construction work is required

APF FTTP MONTHLY AND ANCILLARY CHARGES WITH EFFECT 1ST MAY 2024

Product	Monthly Cost
SOHO FTTP (Small business/Residential) 160 Mbps	£25.00**
SMB FTTP (Small / Medium business) 300Mbps	£35.00
SMB FTTP 500Mbps	£37.00
SMB FTTP 900Mbps	£40.00

Product Type	APF Ancillary charges	Prices (1 st May 2024)
ALL	**Magrathea Managed Order Service (per order)	£100.00
ALL	Order rejection	£10.00
ALL	Order amendment	£20.00
ALL	Order cancellation	£20.00
ALL	Business Connection Fee (Standard Installation) (up to 15 meters)	£80.00
ALL	Business Connection Fee (Extended Standard Installation)	Subject to Survey
ALL	*Aborted installation fee	£100.00
ALL	*Connection cancellation fee	£100.00
ALL	Premises move – where engineer visit is needed	£80.00
ALL	Fault assistance charge - where fault has been created by the end-user	£130.00
ALL	No fault found service call fee - where a fault is reported but not found	£120.00
ALL	Reactivation fee (where a visit is required, free for remote activation)	£70.00
ALL	Replacement of Damaged ONT fee where damage is caused by the end user and a replacement is required	£50.00
ALL	Migration fee - engineer visit to change the connection from a previous supplier to a different network	£70.00
ALL	Failed visit charge - where H&S issue is identified and visit cannot progress	£100.00
ALL	Downgrade Fee - 1Gbps business FTTP downgraded to a 160Mbps Business FTTP product	£0.00
ALL	Care plans are included - SLAs - SOHO is next working day and SMB products 8 hours - NB charges will apply for faults not found or caused by the end user.	£0.00
ALL	Care plans are included – SLAs - SOHO is next working day and SMB products 8 hours	Included
**SOHO FTTP	Static IP	£2.50 per month
SMB FTTP (all speeds)	Static IP	Included

*Aborted installation and connection cancellation fees – customers may cancel appointment up to 14:00 on the business day prior to the date of confirmed appointment without incurring these charges.

**Managed order service is a service provided by Magrathea for complex or time critical orders; appropriate when our team need to regularly engage directly with client and supplier rather than simply relying on automated systems.

***Magrathea Managed Order service**

- Suitable to more complex installs and multi-occupancy premises that require hands-on management
- Suitable to time critical or service critical installations
- Phone, email and portal updates throughout with proactive management by Magrathea support team

Next steps:

Please email in to support@magrathe-telecom.co.uk with any questions and postcodes where you would like us to confirm availability.

Orders can be placed using our MAGIC portal. Please contact us for information on how or visit our <https://www.magrathea-telecom.co.uk/clientinfo/> to download further information.

This is a third-party website where fibre availability can be checked. NB Magrathea is not responsible for the content

<https://labs.thinkbroadband.com/local/index.php?tab=2&election=1#7/52.046/-1.675/gigafast/>