
Fibre Broadband Product

Whether you are migrating your customer from a legacy product (e.g. WLR or ISDN), or managing a new installation, we offer both Fibre to the Premises (FTTP) and Single Order Generic Ethernet Access (SOGEA) at a range of speeds. Where (FTTP) is available you must select that option, but if FTTP is not yet ready you can choose (SOGEA).

In summary:

SOGEA	FTTP
Various speeds up to 80Mbps	Various speeds available up to 1000Mbps

SOGEA- Single Order Generic Ethernet Access

This is available where FTTP is not an option.

With SOGEA, you can offer a standalone hybrid fibre broadband line; without the voice service usually provided with an FTTC product.

FTTP- Fibre to the Premises

Pure fibre from the exchange to the premises at up to 1 Gbps. This is our highest speed ultrafast fibre offering.

Currently only available to UK end users in certain areas. No copper phone line is needed when providing FTTP and a full range of speeds are available from 50Mb download to 1000Mb.

Pricing

Our price points are set according to speed and whether FTTP or SOGEA is selected. Please see our separate pricing sheet for this information, please email support@magrathea-telecom.co.uk if not received

As always, our pricing principle is to be transparent and straightforward to enable our clients to create bundles and packages in a way which makes sense for their own target market. We are giving access to a full range of speeds via full fibre so clients can offer the optimal solution based on the infrastructure available to their customers. It's important to note that these products are not directly comparable to WLR in terms of access to the new infrastructure and speed provided.

NB there is a minimum monthly spend requirement of £100 per month across all of our invoiced services.

Installation costs

We anticipate that for most end-users, in order to access the new infrastructure, they will require some type of installation which will involve a one-off set up cost. NB This does not include Customers Premises Equipment – see note below.

We also offer a Magrathea Managed Order service for a one-off fee per order:

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

Customer Premises Equipment

The products explained in this document are provided by BT Wholesale, utilising their managed ordering process. As part of this arrangement you may select to use their CPE or provide your own. The rental prices shown above exclude any CPE, enhanced service cover or additional installation fees. Please refer to the Fibre Product Handbook for full details.

Regulatory compliance

The provision of Internet Access Services (IAS), as defined in Ofcom's General Conditions, comes with a number of obligations on the service provider to safeguard the consumer. Please ensure you are familiar with all the relevant regulations and guidelines paying particular attention to contracts, emergency battery back-up and service interruption compensation. In addition, the development of a pure gaining party led switching process which is due to launch in 2023 will be mandatory for all service providers. For service providers with residential consumers the method of meeting this requirement is mandated by Ofcom and you will be required to join the One Touch Switch service. More details are available from www.totsco.org.uk.

Care plans

Basic care is only available on SOGEA; there is no cost and the aim for repair is within 72 business hours. In addition, there are three further care levels offered for repairs dependent on the products:

NB – the aim is to provide repair within the above timeframes.

For prices for all monthly rentals, ancillary charges, care packages and installation costs please refer to our pricing sheet, available from support@magrathea-telecom.co.uk or from our client info page or *call us on 0345 004 0040*.