

## BUSINESS BROADBAND TERMS

### 1 SCOPE

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

1. Simply Business Broadband Bundle
2. Simply Fibre Bundle
3. Complete Business Broadband Bundle
4. Complete Business Fibre Bundle

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

### 2 SIMPLY BUSINESS BROADBAND BUNDLE

2.1 TalkTalk Business will provide the following services are part of the Simply Business Broadband Bundle:

- (a) **Line rental** based on a monthly subscription cost of the circuit;
- (b) **Up to 24Mbps Business Broadband** with unlimited data usage. TalkTalk Business will not charge Customer for data usage;
- (c) 1 x Dynamic IP (default) or 1 x Static IP Address;
- (d) **Website Filtering - Worksafe:** TalkTalk Business' security feature that allows illegal/inappropriate content to be blocked;
- (e) **Business Router** which is capable of supporting both MPF and SFBB connections; and
- (f) 7 day Support (see Clause 6 below).

### 3 SIMPLY FIBRE BUNDLE

3.1 TalkTalk Business will provide the following services are part of the Simply Fibre Bundle:

- (a) **Line rental** based on a monthly subscription cost of the circuit;
- (b) **Up to 76mbps Downstream Broadband** with unlimited data usage. TalkTalk Business will not charge Customer for data usage;
- (c) **Up to 20mbps Upstream Broadband** with Business Broadband with unlimited data usage. TalkTalk Business will not charge Customer for data usage;
- (d) 1 x Dynamic IP (default) or 1 x Static IP Address;
- (e) **Website Filtering - Worksafe:** TalkTalk security feature that allows illegal/inappropriate content to be blocked;
- (f) **Business Router** –capable of supporting both MPF and SFBB connections; and
- (g) 7 day Support (see Clause 6 below).

### 4 COMPLETE BUSINESS BROADBAND BUNDLE

4.1 TalkTalk Business will provide the following services are part of the Complete Business Broadband Bundle:

- (a) All of the Simply Business Broadband features as set out at Clause 2;
- (b) **Unlimited UK Landline Calls** - includes 0845 and 0870 BUT excludes premium rate numbers, international numbers and revenue shares;
- (c) **Unlimited Landline to UK Mobile Calls** subject to the Customer Terms and where in TalkTalk Business' reasonable opinion your conduct or use of the Complete Business Broadband Bundle may

have the effect of impairing the operation of the Broadband Products or is otherwise prejudicial to our interests;

- (d) 1 x Dynamic (default) or 1 Static IP or 4 Static IP's: included as part of the monthly rental charge; and
- (e) **Free Premise Moves:** Subject to your Complete Business Broadband 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.

### 5 COMPLETE BUSINESS FIBRE BUNDLE

5.1 TalkTalk Business will provide the following services are part of the Complete Business Fibre Bundle:

- (a) All of the Simply Fibre Business Broadband features as set out at Clause 2;
- (b) **Unlimited UK Landline Calls** which includes 0845 and 0870 BUT excludes premium rate numbers, international numbers and revenue shares;
- (c) **UK Mobile Calls** subject to where in TalkTalk Business' reasonable opinion your conduct or use of the Complete Business Fibre Bundle may have the effect of impairing the operation of the Broadband Product or is otherwise prejudicial to our interests;
- (d) 1 x Dynamic (default) or 1 Static IP or 4 Static IP's;
- (e) **Free Premise Moves:** Subject to your Complete Business Fibre 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; and
- (f) **Business Call Features:** Call Waiting, Caller Display, Multi Calling Threeway, Ringback, Subscriber Call Forward.

### 6 7 DAY SUPPORT

- 6.1 Customer may report an incident relating to the provision of the Business Broadband Bundle to TalkTalk Business' Customer Services desk 24 hours a day, 7 days a week, and 365 days a year.
- 6.2 TalkTalk Business will only review and investigate an incident reported by Customer in accordance with paragraph 6.1 during the hours of **08:00am – 08:00pm 365 days a year**.
- 6.3 The contact number and email address are available on TalkTalk Business Website.

### 7 GENERAL

- 7.1 The provisions of the Customer Terms continue in full force and effect, save as expressly amended by these Business Broadband Terms.
- 7.2 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.
- 7.3 These Business Broadband Terms and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) will be governed by and construed in accordance with the law of England and Wales.
- 7.4 Each Party irrevocably agrees that the courts of England and Wales will have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Business Broadband Terms or its subject matter or formation (including non-contractual disputes or claims).