

Tetrabyte Business Internet Connectivity Services

Tetrabyte are proud to be able to offer a range of Telephony and Internet connectivity services with business level support. No longer will you be waiting around to get your internet connectivity back on line with WLR3 services from Tetrabyte we can provide Single Line PSTN, Feature Line PSTN, ISDN, ADSL2+, FTTC Fibre Internet and Full Leased Line Solutions.

Tetrabyte also do not tie customers into long contracts, our broadband internet connectivity is provided on monthly rolling agreements and leased line services can be setup for 12, 36 or 60 month terms.

Phone Line Rental

The basis of any broadband internet connection is a solid phone line.

Tetrabyte can offer basic line rentals at **£18 per month**.

Connection Charges are £49 when taking out a broadband contract at the same time, £39 for PSTN only

Additional WLR Phone Line features such as Caller Display, Call Diversion, Call waiting, Ring back, Reminders, Call barring are available to be quoted as required.

Phone Line Support Levels

In the event that your line develops a fault, standard Tetrabyte lines are provided with a 24 Working Hour Fix Target. This relates to the physical line integrity and the provision of voice services on that line only, this does not relate to broadband services.

We can however offer upgrades to this service providing two further care levels:

Half Day Support (CL3) – The aim is to clear the fault before the end of the next service slot, there are two slots, Morning: 12am-12:59pm and Afternoon: 1pm-23:59pm. This means faults logged before 12:59pm will be resolved same day and faults logged after this time will be resolved the next morning.

The cost for CL3 is £5.50 per month

6 Clock Hours (CL4) – The aim is to clear the fault within 6 hours from logging the fault.

The cost for CL4 is £7 per month

Broadband Internet

Tetrabyte offer UNLIMITED business broadband with no usage limits and Static IP addresses for business use available as standard.

Fibre To The Cabinet Broadband Services range up to 80MB download and 20MB upload.

The cost for Business FTTC Broadband is £52.99 per month

ADSL2+ Broadband Services range up to 24MB download and 1.5MB upload.

The cost for Business ADSL2+ broadband is £29.99 per month.

Broadband Support Levels

In the event of your broadband services developing a fault, standard faults have a target fix time of 40 clock hours from the logging of the fault. This is separate from Phone Line Faults and relates only to the provision of Broadband Services on a operational phone line. Please combine support levels for both phone and broadband to ensure the best response in any situation.

We can offer the following upgrades to this level of service:

Enhanced Care – 20 hours from receipt of the logged fault.

The cost for Enhanced care is £14 per month

Premium Care – 7 Hours from the receipt of the logged fault.

The cost for Premium Care is £17 per month

Leased Line Solutions

Tetrabyte Leased Line Solution provide significantly faster dedicated connections with upload and download speeds ranging from 10MBPS to 10GBPS.

Pricing varies on these services and quotes need to be specific for each location, however, Tetrabyte have always been competitive in the market and welcome the opportunity to beat any like for like quote.

Hardware

Tetrabyte Business Internet Connections are not supplied with routers by default. This allows us to use customers' existing equipment where applicable, provide quality business grade routers instead of cheap mass production units and keep monthly costs down.

If you require a router, we have a few options:

Draytek 2860 Series Router – £186

Draytek 2860 Series Router with Wireless N – £216

Draytek 2860 Series Router with Wireless AC – £252

We can also provide an extended warranty with Advanced-Replacement of the faulty unit next working day when reported before midday. Draytek 2860, 3 year extended warranty option – £36

Cancellations and Terminations

Phone Line Cancellation of pending order up to 12pm the day before install - £60

Phone Line Cancellation of pending order after 12pm the day before install - £95

Market B Termination of Broadband Services with no outbound transfer to another BTW CP - £50

Market B Termination of Broadband Services with outbound transfer to another BTW CP - £25

Termination of any Standard Market B ADSL2+ Broadband Service within 12 Months of start - £50

Termination of any Standard Market B FTTC Broadband Service within 12 Months of start - £75

Other Charges

Aborted Visit Charge for Fault Resolution due to Customer - £165

Terms and Conditions

Tetrabyte reserve the right to modify pricing from time to time, you will be informed of any planned changes in pricing affecting your service.

Some services/fee's may not be listed in this publication, please enquire if you require additional services.

All prices are excluding VAT