



ecom
INTERNATIONAL NETWORK

Fibre broadband services for home and business

Introduction

Ecom's fibre optic broadband services are exactly that: fibre optic from end to end. The vast majority of so-called fibre services in the UK are in fact only fibre to the cabinet, aka the 'green box' found somewhere near your house where yours and your neighbours' phone line connects back to. The last few hundred meters of the connection are on conventional copper cable and it is this small section which limits the maximum speed that you can obtain.

By comparison, the fastest speed currently offered by Openreach (the underlying provider for nearly all UK broadband services, eg BT, Sky, TalkTalk, etc) over a standard copper line is 80mbps, aka '80 meg'. Ecom's services start at 100mbps and scale to 1000mbps as standard. Speeds of 10,000mbps are possible by special arrangement.

Ecom's fibre infrastructure is entirely new and separate from your existing phone line. There is no need to keep a 'land line' connected or pay line rental to use our services. In late 2017 we will be offering a free phone service to all home customers should they wish to keep a traditional fixed-line phone.

Service Prices

- Home100 (100mbps down/20mbps up) = £36/month
- Home300 (300mbps down/50mbps up) = £75/month
- Home1k (1000mbps down/100mbps up) = £99/month

- Add a static IP address = £5/month
- Phone line = FREE of charge (available late 2017)

- Business100 (100mbps down/50mbps up/static IP) = £50/month + VAT
- Business500 (500mbps down/250mbps up/static IP) = £120/month + VAT
- Business1k (1000mbps down/500mbps up/static IP) = £200/month + VAT



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Installation

Our fibre will be installed to the boundary of your property either in front or behind. A fibre optic cable will be supplied which is the property owner's responsibility to connect from our network point to wherever in the building they wish to locate our router.

It is a simple DIY job to run the cable, which could be laid in a flower bed, tacked to a wall or fence, etc however we can recommend a local handyman to do this job for any customer who requires it. Customers should negotiate the cost of this work with the person carrying out the work.

When placing an order you will be required to specify the length of cable required. Standard lengths of cable are 10m, 15m, 25m, 50m. Longer cables can be supplied by arrangement at a small extra charge.

Our standard activation fee is £450 which includes a fibre optic router, cable to connect to our network, and other parts necessary for installation. **However, when your street is set up for cable domestic premises will receive a special offer code entitling you to installation at a reduced rate of £195.** To take advantage of the special offer you must place an order for a 'Home' package within 30 days of your street going live.

Additional notes

- All prices are correct as of 1st September 2017.
- Prices for 'Home' packages include VAT. Prices for 'Business' packages do not.
- We reserve the right to make additional charges where an installation requires an unusual level of work to complete.
- All services are subject to our acceptable use policy and we reserve the right to temporarily restrict speeds for any customer placing unreasonable loads on the network.
- Minimum service term is 18 months after which a notice period of 1 month applies.
- 'Home' services cannot be installed in business premises or used in a business-like manner, with the exclusion of bona-fide 'home office' use. Definition of 'home office' is at the sole discretion of Ecom.