



Customer FAQ

New broadband products 2009

Version 1.1

Contents

1. Moving to the new products	4
Why are the products changing?	4
When will the new products be introduced?	4
When will I be moved to my new package?	4
Which package will I be moved to?	4
What if I don't want to move to the suggested package?	4
Can I change to an alternative package after 30 th March 2009?	4
Will I be charged to move packages?	4
Where can I view a full list of all the packages available and the associated pricing?	4
2. New packages and features	5
What is the difference between the new Business and Family packages?	5
Can I still choose a fixed rate service?	5
Does the price for fixed rate services change depending on the choice of speed?	5
Do fixed rate services still provide unlimited usage?	5
Are fixed rate services more expensive?	5
Are ADSL2+ services still available?	5
How do I order an ADSL2+ service?	5
2.1 Business Packages	5
What allowance options are available on Business packages?	5
What charges apply if I exceed my monthly allowance limit?	5
Will my Business package include Elevated Best Efforts (EBE)?	6
What is EBE?	6
Is Enhanced Care still available?	6
What are the upload and download speeds for Business packages?	6
2.2 Family Packages	6
What allowance options are available on Family packages?	6
What charges apply if I exceed my monthly allowance limit?	7
Can Elevated Best Efforts be added to a Family package?	7
What are the upload and download speeds for Family packages?	7
2.3 Overusage	7
Is there still a £5 overusage admin charge as applied to the 'old' products?	7
What top-up options are available?	7

Do top-ups expire?.....	7
Will my top-up be refunded if I cease the connection or move to an alternative provider?.....	8
What happens if I exceed my monthly allowance and any remaining top-up or meet my set upper limit?.....	8
How do I purchase a top-up?.....	8
Can I purchase more than one top-up per billing period?.....	8
What will my overusage option be when I am moved to my new package?.....	8
How can I pay for top-ups?.....	8
2.4 Allowance times and prioritisation.....	8
When is the monthly allowance used?.....	8
What are the allowance times for Business packages?.....	8
What are the allowance times for Family packages?.....	8
When do Business package users receive priority?.....	9
When do Family package users receive priority?.....	9
What does the ALT do?.....	9
2.5. Other charges.....	9
Has the activation charge changed?.....	9
Are migrations still free?.....	9
Has the SFI (Special Faults Investigation) charge changed?.....	9
3. Traffic Management.....	9
What is the ALT (Anti-Loss Tool)?.....	9
How does ALT work?.....	9
Will the ALT treat 'High Bandwidth Users' differently?.....	10
How does the ALT affect High Bandwidth Users?.....	10
Are High Bandwidth Users permanently affected differently by the ALT?.....	10
4. Further information.....	10
Where can I find more information regarding the new packages?.....	10

1. Moving to the new products

Why are the products changing?

Entanet's rate adaptive MAX products have not changed significantly since their launch in 2005. Since this time there have been a number of changes to wholesale broadband pricing and a significant increase in the level of competition within the market which has resulted in a broadband portfolio that is less competitive and more costly to maintain. New products such as ADSL2+ broadband have also emerged.

When will the new products be introduced?

The new broadband products will be available to order from 30th March 2009. Existing customers will be moved to a comparable package from their next billing date after 30th March. All existing customers billed by Entanet will receive an email notifying them of the changes and advising of a comparable package on 27th February.

When will I be moved to my new package?

You will be automatically moved to your new package from your next billing period start date after 30th March 2009.

Which package will I be moved to?

We will have sent you an email on February 27th advising of a comparable package. If you are happy with our suggested package you do not need to do anything and you will be automatically moved to this package from your next billing period start date after 30th March 2009. Please note, some Entanet Partners have elected to advise customers directly even though they are billed by Entanet.

What if I don't want to move to the suggested package?

You can choose an alternative package via the Entanet E-billing Site. To do so you must select your alternative package via the E-billing Site before the 29th March 2009. Full details of how to select an alternative package are provided on the E-billing Site. Here you will also be able to change your overusage option. See section 2.3 of this FAQ for more information.

Can I change to an alternative package after 30th March 2009?

Yes. If you have not selected an alternative package by 29th March 2009 you will be automatically moved to our suggested package. However if you decide at a later date that this is not suitable, you can choose an alternative package by contacting your service provider.

Will I be charged to move packages?

You will not be charged for selecting an alternative package before 29th March 2009. After this date, if you decide to move from a 'Family' package to a 'Business' package or vice versa you will be charged £5.00 (ex VAT). You will not be charged if you wish to move to an alternative allowance option e.g. Family 1 to a Family 3.

Where can I view a full list of all the packages available and the associated pricing?

To obtain a full price list for all of the packages available please contact your service provider. Additional information is also available from the Entanet E-billing Site.

2. New packages and features

What is the difference between the new Business and Family packages?

Our new Business packages provide a number of key business benefits such as traffic prioritisation during the working week and higher monthly allowances than our Family packages. Our Family packages are available in a choice of 6 allowance options starting from 1GB per month.

Can I still choose a fixed rate service?

Yes. Fixed rate broadband is available for all Family and Business allowance options in a choice of 512Kbps, 1Mbps and 2Mbps speeds.

Does the price for fixed rate services change depending on the choice of speed?

No. The price paid for a fixed rate service is the same regardless of whether you choose a 512Kbps, 1Mbps or 2Mbps service.

Do fixed rate services still provide unlimited usage?

No. The new fixed rate services no longer provide unlimited usage. They are now only available in the same monthly allowance options as the rate adaptive services.

Are fixed rate services more expensive?

Yes. The fixed rate services are priced slightly higher than the rate adaptive packages. A full breakdown of pricing is available from your service provider.

Are ADSL2+ services still available?

Yes. Our existing portfolio of ADSL2+ services will also be replaced by the new packages providing a unified price for ADSL and ADSL2+ services. Please note: ADSL2+ services are only available on 21C enabled exchanges.

How do I order an ADSL2+ service?

If ADSL2+ services are available on your line you will be given the option to order the service at the point of placing your order. If you are an existing customer and wish to move over to an ADSL2+ connection you should contact your service provider. Please note: ADSL2+ services are only available on 21C enabled exchanges.

2.1 Business Packages

What allowance options are available on Business packages?

The Business packages are available in a choice of 5 monthly allowance options; 15GB, 45GB, 90GB, 135GB and 180GB.

What charges apply if I exceed my monthly allowance limit?

At the point of ordering you will need to select how you wish to pay for overusage. Two options are available. You can either pay on a post-pay per 1GB basis and set an upper limit which you will be notified of as you approach it or choose to purchase additional bandwidth on an adhoc basis in the form of pre-pay top-ups. Top-ups do not expire unless you cease the connection or move to an alternative provider. Please note, the default option is to purchase top-ups but it is not a

requirement that you purchase a top-up. For further FAQs regarding overusage options see section 2.3.

Will my Business package include Elevated Best Efforts (EBE)?

Where available, Elevated Best Efforts will be included on all Business packages as standard. Only customers with WBC based connections (i.e. customers connected to 21C enabled exchanges) will be able to receive Elevated Best Efforts. Where EBE is unavailable Business packages will provide an increased upload speed of up to 832Kbps through the use of MAX Premium circuits.

What is EBE?

EBE guarantees a minimum throughput of 3Mbps over the BT network, subject to line sync rate. Standard Best Efforts guarantees a minimum throughput of 2Mbps which is what Family package customers can expect to receive, where available. These minimum levels of service are guaranteed for 90% of the time over the busiest 3 hour period.

Is Enhanced Care still available?

Yes. Enhanced Care can be added to Business or Family packages for an additional monthly fee. Enhanced Care provides a reduced fix time of 20hours in the event of a fault with Openreach engineers available 24/7. Standard Care provides a fix time of 40 hours.

What are the upload and download speeds for Business packages?

Rate adaptive ADSL connected to 21C enabled exchanges:

Upload: uncapped but users may expect up to 1Mbps
Download: up to 8Mbps

Rate adaptive ADSL connected to exchanges that have not yet been 21C enabled:

Upload: up to 832Kbps
Download: up to 8Mbps

Rate adaptive ADSL2+ connections:

Upload: uncapped but users may expect up to 1Mbps
Download: up to 24Mbps

Fixed rate ADSL connections:

Upload: 256Kbps
Download: 512Kbps, 1Mbps or 2Mbps depending on choice

Please note the actual speed achieved on rate adaptive services is dependent on the quality of the line and distance from the exchange.

2.2 Family Packages

What allowance options are available on Family packages?

The Family packages are available in a choice of 6 monthly allowance options; 1GB, 3GB, 30GB, 60GB, 90GB and 120GB.

What charges apply if I exceed my monthly allowance limit?

At the point of ordering you will need to select how you wish to pay for overusage. Two options are available. You can either pay on a post-pay per 1GB basis and set an upper limit which you will be notified of as you approach it or choose to purchase additional bandwidth on an adhoc basis in the form of pre-pay top-ups. Top-ups do not expire unless you cease the connection or move to an alternative provider. Please note, the default option is to purchase top-ups but it is not a requirement that you purchase a top-up. For further FAQs regarding overusage options see section 2.3.

Can Elevated Best Efforts be added to a Family package?

Yes. Where available, a Family package customer can choose to add Elevated Best Efforts to their broadband service for an additional monthly fee. For pricing information contact your service provider. Please note: EBE is only available to customers connected to 21C enabled exchanges. To find out more contact your service provider.

What are the upload and download speeds for Family packages?

Rate adaptive ADSL connected to 21C enabled exchanges:

Upload: uncapped but users may expect up to 1Mbps

Download: up to 8Mbps

Rate adaptive ADSL connected to exchanges that have not yet been 21C enabled:

Upload: up to 448Kbps

Download: up to 8Mbps

Rate adaptive ADSL2+ connections:

Upload: uncapped but users may expect up to 1Mbps

Download: up to 24Mbps

Fixed rate ADSL connections:

Upload: 256Kbps

Download: 512Kbps, 1Mbps or 2Mbps depending on choice

Please note the actual speed achieved on rate adaptive services is dependent on the quality of the line and distance from the exchange.

2.3 Overusage

Is there still a £5 overusage admin charge as applied to the 'old' products?

Entanet will no longer charge an overusage admin fee.

What top-up options are available?

Top-ups are available in a choice of 10GB, 25GB, 50GB, 75GB and 100GB. Pricing information is available on the E-billing Site.

Do top-ups expire?

No. Top-ups do not expire unless you cease the connection or migrate to an alternative service provider, including an alternative Entanet Partner.

Will my top-up be refunded if I cease the connection or move to an alternative provider?

No. If you move to an alternative provider or cease the connection you will lose all remaining top-up. No refunds will be given.

What happens if I exceed my monthly allowance and any remaining top-up or meet my set upper limit?

Where you are using an allowance product only, or have purchased a top-up in addition, your connection will be rate limited to 128Kbps with an additional 1GB of usage provided from the point at which you have consumed your total allowance. Upon consumption of this additional 1GB usage the you will be blocked until you purchase a top-up or reach your next billing period start date.

Where you have chosen to pay for overusage on a per 1GB basis and have set an upper limit, the connection will be blocked when this limit is reached until your next billing period start date or you purchase a top-up.

How do I purchase a top-up?

Top-ups can be purchased via the E-billing Site or directly from your service provider.

Can I purchase more than one top-up per billing period?

Yes. However if you opt to auto top-up this can only be done once per billing period for security reasons.

What will my overusage option be when I am moved to my new package?

You will automatically be put on the top-up option when you are moved to your new package. If you wish to stay on a top-up basis you do not need to anything. If you wish to change to a per 1GB basis you can do this via the Entanet E-billing Site. You will be required to set a maximum spend limit for overusage if you choose this option.

How can I pay for top-ups?

You can pay for top-ups by debit or credit card.

2.4 Allowance times and prioritisation

When is the monthly allowance used?

The monthly allowance is only used during specified allowance times. Outside of these times usage is uncharged but no service guarantee is provided and the ALT (Anti-Loss Tool) may be utilised during these times to ensure bandwidth availability for all users. See section 3 for more information on the ALT.

What are the allowance times for Business packages?

Monthly allowance for all Business packages is used between 08:00hrs and 20:00hrs Monday to Friday. Outside of these hours usage is uncharged.

What are the allowance times for Family packages?

Monthly allowance for all Family packages is used between 08:00hrs and 00:00hrs Monday to Friday. Usage outside of these hours is uncharged.

When do Business package users receive priority?

Business user's traffic is prioritised between 08:00hrs to 20:00hrs Monday to Friday if the ALT is in operation to ensure bandwidth availability.

When do Family package users receive priority?

Family user's traffic is prioritised during the period of time when Family users are in their allowance time period and business users are in their uncharged usage time period. This means that Family user's traffic is prioritised between 20:00hrs and 00:00hrs Monday to Friday if the ALT is in operation to ensure bandwidth availability.

What does the ALT do?

At times of traffic congestion the ALT works to optimise bandwidth availability for the majority of users. For more information see section 3 of this FAQ.

2.5. Other charges

Has the activation charge changed?

No. The activation charge is still £40 ex VAT for all new connections.

Are migrations still free?

Yes. Migrations are still free of charge unless from an LLU or cable operator in which case an activation charge will apply.

Has the SFI (Special Faults Investigation) charge changed?

Yes, the SFI charge has decreased. For further information contact your service provider.

What other charges have changed?

The overusage admin fee has been withdrawn. You will simply be charged a set fee per additional 1GB used or you can choose to purchase top-ups. For details of all other charges please refer to your service provider.

3. Traffic Management

What is the ALT (Anti-Loss Tool)?

The ALT is an innovative tool that was created by Entanet to maximise performance for all users and to ensure latency and packet loss is kept to a minimum at times of stress on the network. Whereas other providers control and restrict several key protocols, Entanet believes that it is not for the provider to decide which traffic is a priority for the individual user. As such the ALT still allows end users to utilise their connection for their required purposes.

How does ALT work?

The ALT operates on a per interconnect basis, with each interconnect having a different limit of bandwidth capacity. As usage approaches these bandwidth limits, typically at between 95-99% of capacity, the speed of all connected users is initially reduced by 10%. Thereafter the ALT continues to sample data and, if necessary, reduces connection speed in increments of 300Kbps every minute until the bandwidth demand stabilises. These reductions are first applied to connections with the

highest synch speeds, encompassing lower synch speeds as the incremental reductions are made. The reduced speeds then remain in place until sufficient spare capacity becomes available. At this point the ALT increases throughput in increments of 100Kbps every minute to ensure stable bandwidth availability.

Please note:

1. The maximum capacity available at each interconnect will not be published as this is commercially sensitive information.
2. The Kbps increments and frequency of alteration are subject to change.

Will the ALT treat 'High Bandwidth Users' differently?

Yes. Entanet monitors the interconnects on a 24/7 basis, taking 10 minute samples of radius accounting data. Data taken at times when the ALT is in operation on an interconnect up to midnight is then accumulated. From this data the top 2% of bandwidth users on that interconnect will be marked on our systems. If a user is marked 5 times, then an alternative set of rules will apply to this individual user's connection when the ALT is next in operation until they have not been marked for a period of 14 days.

How does the ALT affect High Bandwidth Users?

Marked users' speeds will be reduced as per the standard rules of the ALT as described above. However, speeds will be reduced by an additional 100Kbps. To remove any mark those customers must remain out of the top 2% of bandwidth users on their serving interconnect for 14 consecutive days.

At Entanet's <http://noc.entanet.net> site (and in the near future on the e-billing site) all customers are able to see the status of their account. If they have been marked as a top 2% bandwidth user on their serving interconnect this information will be clearly displayed on their account.

Please note: The above information is subject to change

Are High Bandwidth Users permanently affected differently by the ALT?

Only if their continued high usage prevents them from falling outside of the top bandwidth users for their interconnect for 14 consecutive days.

4. Further information

Where can I find more information regarding the new packages?

If you have any further questions or require any advice please contact your service provider directly.