

**Mainstream Digital Ltd**  
**Broadband Access Charges**  
**Schedule**  
**Version 3**  
**9<sup>th</sup> Jan 2023**

These charges apply to all Mainstream broadband services.

**1. Definition of Broadband Services.**

The services are defined as ADSL2, ADSL2+ Annex A, Annex M, and FTTC, FTTP, G.Fast and SOGEA

**2.General Fees**

2.1 Any amendment to any in flight order will incur a £25 charge for each request. A request to change the date of the install once you have been informed by Mainstream of the target date will be classed as an amendment. Subsequent amendments to an original amendment will be treated as further charge of £25. Amendments require four working days notice, failure to provide such notice may incur further fees in support of the amendment.

2.2 A modification to an existing live service will incur a one off charge of £18 in addition to any other charges specific to the modification.

2.3 A missed engineering appointment will incur a £110 fee.

2.4 The fees in this document only relate to provision of the broadband service itself. The client may incur further fees in relation to changes associated with the supply of copper and fibre infrastructure to support broadband network delivery.

**2.5 Term contract cancellation fees**

Further to the fees herein, when an operational ADSL, FTTC, G.Fast or FTTP service is cancelled the client will be liable for 100% of the remaining contract fees, on top of any cease fees.

**3 ADSL Service fees**

3.1 The ADSL service activation fee is £0 (zero).

3.2 For new orders where an order expedite is requested, the fee for the expedite will be £170. Migrating orders cannot be expedited.

3.3 If an ADSL service is ceased during the initial 12 months, the cease fee will be a maximum of £105 plus the Term contract cancellation fees. After the Initial term this reduces to £40. The cease fee will be added to other appropriate cancellation fees as advised at the time of cancellation.

3.4 Any order cancelled when inside the Point of No Return (PoNR) will incur a minimum fee of £120. PoNR starts at 18:01 of the day which is four days ahead of the agreed go-live date. Any equipment supplied by Mainstream ahead of such a cancellation must be returned to Mainstream, or the client will be invoiced for such equipment.

3.5 Once an ADSL service is requested and Mainstream has requested its supplier for a service, if

the service is no longer required ahead of activation, a fee of £40 is due.

**4 FTTC Service fees**

4.1 The FTTC service activation fee is £0 (zero).

4.1 For new orders where an order expedite is requested, the fee for this will be £240. Migrating orders cannot be expedited.

4.2 Any order cancelled ahead of service implementation will incur a maximum fee of £120. Any equipment supplied by Mainstream ahead of such a cancellation must be returned to Mainstream, or the client will be invoiced for such equipment.

4.3 Where a client requests a FTTC service bandwidth change, up or down a fee of £18 will be applied.

4.4 If a FTTC service is ceased during the initial 12 months, the cease fee will be a maximum of £100. After the Initial term this reduces to £45. The cease fee will be added to other appropriate cancellation fees as advised at the time of cancellation.

**5 FTTP Service Fees**

5.1 The FTTP service activation fee is £0 (zero).

5.2 Any order cancelled ahead of service implementation will incur a fee of £30. Any equipment supplied by Mainstream ahead of such a cancellation must be returned to Mainstream, or the client will be invoiced for such equipment.

5.3 If a FTTP service is ceased during the initial 12 months, the cease fee will be a maximum of £80. After the Initial term this reduces to £40. The cease fee will be added to other appropriate cancellation fees as advised at the time of cancellation.

5.4 Where a client requests a FTTP service bandwidth change, up or down a fee of £18 will be applied.

5.5 Mainstream cannot guarantee that a FTTP migration is available. Where requested and where possible, any associated fees will be provided as separate charges outside of this documents remit.

**6 G.Fast Service Fees**

6.1 The G.Fast service activation £0 (zero).

5.2 Any order cancelled ahead of service implementation will incur a maximum fee of £120. Any equipment supplied by Mainstream ahead of such a cancellation must be returned to Mainstream, or the client will be invoiced for such equipment.

5.3 If a G.Fast service is ceased during the initial 12 months, the cease fee will be £40. After the Initial term this reduces to £40. The cease fee will be added to other appropriate cancellation

fees as advised at the time of cancellation.

**7. SOGEA Service Fees**

7.1 The SOGEA service activation fee is £0 (zero).

7.2 There is no Expedite option with a SOGEA install

4.2 Any order cancelled ahead of service implementation will incur a maximum fee of £120. Any equipment supplied by Mainstream ahead of such a cancellation must be returned to Mainstream, or the client will be invoiced for such equipment.

4.3 If a SOGEA service is ceased during the initial 12 months, the cease fee will be a maximum of £80. After the Initial term this reduces to £45. The cease fee will be added to other appropriate cancellation fees as advised at the time of cancellation.

**8. Migrating your Broadband**

8.1 If you migrate your broadband to another supplier during the minimum term you will be charged for the minimum term on top of any applicable cease fees. See 2.4, 2.5, 3.3, 4.4, 5.3

8.2 The minimum time for the migration to become effective once Mainstream has been informed is a minimum of 10 days, or the prevailing time as set by Ofcom.

**9. Data Usage**

All services operate with unlimited data allowances. No extra data charges will be applied.