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#### SUB PART 1: GENERAL DESCRIPTION

Please note this information should be read in conjunction with the relevant Conditions of Service and BT Datastream Customer Handbook (Asymmetric) and BT Datastream Symmetric Customer Handbook available at [www.btwholesale.com](http://www.btwholesale.com).

#### Product Information

The BT Datastream portfolio is intended for Communications Providers and Business Corporations to purchase a service to provide DSL connectivity to a large number of clients. For more product related details, please refer to the BT Datastream Customer Handbook (Asymmetric) and BT Datastream Symmetric Customer Handbook.

#### Pricing Information

Datastream is built up of three charging elements; End User Access, Virtual Paths (VP) and Aggregate Access. These are covered within this document.

#### **Notes**

1. The term "Customers" refers to Internet Service Providers, Other Licensed Operators and Business Customers
2. The term "End Users" refers to the Clients of the Internet Service Providers, Other Licensed Operators and Business Customers
3. All prices are exclusive of VAT
4. Prices should be read in conjunction with the BT Datastream Customer Handbooks
5. Charges are annual charges as stated in the Price List, and will be calculated pro-rata on a monthly or quarterly basis predetermined by the Customer. Rental charges will be raised in advance at the billing interval.
6. Months refer to Calendar Months

**SUB PART 2: BT DATASTREAM - END USER ACCESS (EUA)****Product Description**

BT Datastream End User Accesses (EUA) enable end to end connectivity via Virtual Paths between the Customer's NTE or point of handover and the Customer's End User's NTE.

**Pricing Information**

These are only available with a minimum period of 1 month.

**Operative date 28.11.2003**

End User Access (EUA) refers to the physical network between the DSLAM and the end user's site.

**Operative date 09.10.2001**

<b>End User Access (EUA) Option</b>	<b>Operative Date</b>	<b>Downstream Rate</b>	<b>Upstream Rate</b>
Office 500k	01.05.2003	Up to 576kbit/s	Rate Adaptive minimum 64k up to 288kbit/s
Office 1M	09.10.2001	Up to 1152kbit/s	Up to 288kbit/s
Office 2M	09.10.2001	Up to 2272kbit/s	Up to 288kbit/s
Datastream Max	31.03.2006	Up to 8128kbit/s	Rate Adaptive minimum 64k up to 448kbit/s
Datastream Max Premium	31.03.2006	Up to 8128kbit/s	Rate Adaptive minimum 64k up to 832kbit/s

**End User Access (EUA) Connection and Rental Charges**

<b>End User Access (EUA) Option</b>	<b>Connection Charge per single EUA (£) Operative Date 01.11.2009</b>	<b>Rental Charge per single EUA (£) Operative Date 04.12.2009</b>
Office 500k	38.00	89.30
Office 1M	38.00	89.30
Office 2M	38.00	89.30
Datastream Max	38.00	89.30
Datastream Max Premium	38.00	89.30

**Early Termination Charges****Operative date 01.05.2007**

In accordance with the Conditions for BT Datastream Office service, if the Customer terminates the End User Access (EUA) contract within the minimum period, the Customer shall pay BT any applicable rental charges for the remainder of the minimum period. The Customer may also be liable for a Cease charge.

**Order Cancellation****Operative date 31.12.2001**

For End User Access Cancellation Charges refer to Broadband Ancillary Charges Section [44](#) Part [3](#).

**Cease Charge****Operative date 01.05.2007**

For End User Cease charge please refer to Broadband Ancillary Charges Section 44 Part 3.

**Rearranges****Operative date 31.05.2005**

The following Connection Charges apply for each move of an ADSL End User Access (either as part of a bulk order or as a singleton order) from one Virtual Path to another Virtual Path (connected to the same or different DSLAMs). This Rearrange can include a change of speed.

<b>Charge per Change of End User</b>	<b>Operative Date</b>	<b>Charge per Change of ADSL End User Access (£)</b>
Bulk or Singleton Rearrange of Datastream ADSL End User Access from one Virtual Path to another Virtual Path with or without a change of speed (charge per End User)	31-05-2005	11.00

**Miscellaneous Charges**

For Miscellaneous charges refer to Section [44](#) Part [3](#).

**Conditions****Operative date 04.03.2004**

The service operates under Conditions for BT Datastream Office Service.

**Service Level Options****Operative date 31.03.2003**

The product is available with Broadband Standard Care within tariff or with Broadband Enhanced Care for an additional charge. See Section [44](#) Part [4](#) of the BT Price List.

**Service Level Guarantees****Operative date 29.09.2003**

Service Level Guarantees applies to the EUA, Virtual Path, Customer Access Link (CAL) and ATM Access port elements for this service as defined in Section [44](#) Part [4](#) of the BT Price List.

**BT Datastream Serving Centres****Operative date 25.07.2002**

BT Datastream Serving Centres are BT's physical locations at which the Customer Access Link or ATM Access Port is presented to the BT Network. For Customer Access Links, rental charges are calculated as the straight line distance between the Customer NTE and the Datastream Serving Centre. The distance will be rounded up to the nearest whole kilometre. BT Datastream Serving Centres are listed on the BT Broadband website [www.bt.com/broadband](http://www.bt.com/broadband).

**BT Datastream Re-Grade Options**

Where a Customer requests a BT Datastream End User re-grade only, no charge will be made.

**Operative date 31.03.2006**

Where a Customer requests a BT Datastream (ADSL) re-grade to a BT Broadband Symmetric product, full connection charges will apply for the BT Broadband Symmetric product. Please refer to relevant sub part within this Part for details of the connection charge.

**Operative date 01.04.2005**

Re-grades are allowed at any time including during the minimum period. In all re-grade cases a new minimum period will apply starting from the activation of the re-graded service.

**Operative date 01.04.2005**

For an End User re-grade between BT Datastream products during the minimum period, the Customer will not have to pay BT any outstanding minimum period rental charges for the original service.

**Operative date 31.03.2006**

<b>Type of Re-grade</b>	<b>Operative Date</b>	<b>Single Payment (£)</b>
Datastream End User Re-grades to a higher or lower data rate between BT Datastream Office 500, 1000, 2000, Max and Max Premium	31-03-2006	0.00

**SUB PART 3: BT DATASTREAM SYMMETRIC - END USER ACCESS (EUA)****Product Description****Operative Date 30.06.2006**

Please note this information should be read in conjunction with the relevant Conditions of Service and relevant SINS.

For BT Datastream Symmetric, the service boundary NTE at the End User's premises for any End User Access order placed on or after 30th June 2006 will be the NTE5 as further detailed in SIN 404.

For End User Access orders placed before 30th June 2006, the service boundary NTE at the End User's premises will be the faceplate of the master socket. It is the responsibility of the Customer and/or End User to provide the Customer Premises Equipment (CPE), such as a modem/router and any modem lead adaptors required to interface to either the NTE5 or the faceplate of the master socket as applicable.

**Pricing Information**

These are only available with a minimum contract period of 1 year.

**Operative date 08.09.2003**

The product is available with Broadband Standard Care within tariff or with Broadband Symmetric Enhanced Care for an additional charge.

**Symmetric End User Access (S-EUA) Connection and Rental Charges****Operative date 08.09.2003**

Symmetric End User Access connection charges assume an existing BT Metallic Pair is available (i.e. spare pair). If not, additional charges for installation of new copper will apply.

Charges are raised per single Symmetric End User Access.

<b>Product</b>	<b>Connection Charge (£)</b>	<b>Rental Charge (£)</b>
BT Datastream Symmetric End User Access (S-EUA)	315.00	763.00

**Symmetric End User Access (S-EUA) Early Termination Charge****Operative date 08.09.2003**

In accordance with the Conditions for BT Datastream Symmetric product, if the Customer terminates the Symmetric End User Access (EUA) contract within the minimum period, the Customer shall pay BT any applicable rental charges for the remainder of the minimum period.

**Symmetric End User Access (S-EUA) Order Cancellation****Operative date 08.09.2003**

For Symmetric End User Access Cancellation Charges refer to Section 44. Part [3](#) Sub-Part 'BT Broadband Symmetric Cancellation Charge'.

**Service Level Options**

For Symmetric Enhanced Care Charges refer to Section 44. Part [3](#) Sub-Part `Broadband Symmetric Enhanced Care`.

**Service Level Guarantee**

Service Level Guarantee applies to the EUA, Virtual Path, Customer Access Link (CAL) and ATM Access port elements for this service as defined in Section [44](#) Part [4](#) of the BT Price List.

**Additional Connection Charges****Operative Date 08.09.2003**

For lines where a new Metallic Pair is required (where no spare copper is available) customers will be informed of any additional charges.

<b>Product</b>	<b>Additional Connection Charges Categorisation</b>	<b>Connection Charge</b>
BT Datastream Symmetric End User Access	New Line, minor network intervention	300.00
BT Datastream Symmetric End User Access	New Line, major network intervention	500.00
BT Datastream Symmetric End User Access	New Line, Small network build < 50 man hours	800.00

**BT Datastream Symmetric Serving Centres****Operative Date 08.09.2003**

BT Datastream Serving Centres are BT's physical locations at which the Customer Access Link or ATM Access Port is presented to the BT Network. For Customer Access Links, rental charges are calculated as the straight line distance between the Customer NTE and the Datastream Serving Centre. The distance will be rounded up to the nearest whole kilometre. BT Datastream Serving Centres are listed on the BT Broadband website [www.btwholesale.com](http://www.btwholesale.com).

**SUB PART 4: DATASTREAM FAST TRACK EXPEDITE****Description**

BT will raise charges in the following cases:

- For Asymmetric Services: When a customer requests a revised date that is earlier than the original ODD provided by BT and the specified date is within the first working day and the third working day after the date of order acceptance.
- For Symmetric Services: When a customer requests a revised date that is earlier than the original ODD provided by BT and the specified date is within the third working day and the ninth working day after the date of order acceptance.
- The charge is paid in addition to the End User Access connection charge. The charge is only raised if the revised ODD is met.

Description	Operative Date	Single Payment Charge
Fast Track Expedite Asymmetric	28.02.2007	£100.00
Fast Track Expedite Symmetric	30.04.2007	£140.00

**SUB PART 5: DATASTREAM – BROADBAND SPECIAL FAULTS INVESTIGATION (SFI)****Datastream Service Delivery**

For further information refer to BT Datastream Customer Handbook (Asymmetric) and BT Datastream Symmetric Customer Handbook.

**Pricing Information**

A charge will be raised for specific Broadband SFI clear codes as set out in the Datastream Handbook.

Prices are detailed in the table below:

	Operative Date	(£)
Broadband Special Faults Investigation ADSL	01.04.2007	£144.00
Broadband Special Faults Investigation SDSL	01.06.2007	£144.00

**SUB PART 6: BT DATASTREAM OFFICE - VIRTUAL PATHS (VP)****Product Description**

BT Datastream Virtual Paths (VP's) traverse the BT Broadband network from the Customer's premises or point of handover to nominated serving areas in BT Datastream product geography. Each VP must connect to a designated BT Datastream serving area.

**Operative date 04.03.2004****BT Datastream Office - Virtual Path Bandwidth Options****Operative Date 31.03.2006**

<b>Virtual Path Option</b>	<b>Downstream Bandwidth</b>	<b>Upstream Bandwidth</b>	<b>Associated EUA Option</b>	<b>Minimum Number of EUA per VP</b>	<b>Maximum Number of EUA per VP</b>
Datastream Office Virtual Path - 0.25Mbit/s (256kbps)	0.25 Mbit/s	0.25 Mbit/s	Any Datastream ADSL EUA	None	None
Datastream Office Virtual Path - 0.5Mbit/s (512kbps)	0.5 Mbit/s	0.5 Mbit/s	Any Datastream ADSL EUA	None	None
Datastream Office Virtual Path - 1Mbit/s (1024kbps)	1 Mbit/s	1 Mbit/s	Any Datastream ADSL EUA	None	None
Datastream Office Virtual Path - 2Mbit/s (2048kbps)	2 Mbit/s	2 Mbit/s	Any Datastream ADSL EUA	None	None
Datastream Office Virtual Path - 3Mbit/s (3072kbps)	3 Mbit/s	3 Mbit/s	Any Datastream ADSL EUA	None	None
Datastream Office Virtual Path - 4Mbit/s (4096kbps)	4 Mbit/s	4 Mbit/s	Any Datastream ADSL EUA	None	None
Datastream Office Virtual Path - 5Mbit/s (5120kbps)	5 Mbit/s	5 Mbit/s	Any Datastream ADSL EUA	None	None
Datastream Office Virtual Path - 6Mbit/s (6144kbps)	6 Mbit/s	6 Mbit/s	Any Datastream ADSL EUA	None	None
Datastream Office Virtual Path - 7Mbit/s (7168kbps)	7 Mbit/s	7 Mbit/s	Any Datastream ADSL EUA	None	None
Datastream Office Virtual Path - 8Mbit/s (8192kbps)	8 Mbit/s	8 Mbit/s	Any Datastream ADSL EUA	None	None
Datastream Office Virtual Path - 9Mbit/s (9216kbps)	9 Mbit/s	9 Mbit/s	Any Datastream ADSL EUA	None	None
Datastream Office Virtual Path - 10Mbit/s (10240kbps)	10 Mbit/s	10 Mbit/s	Any Datastream ADSL EUA	None	None



There are three categories of ATM traffic class available on the BT Datastream Office Virtual Paths; either VBR-nrt or VBR-rt or CBR. It should be noted that higher bandwidth Virtual Paths options are available for the VBR-nrt traffic class, ranging from 12Mbit/s to 34Mbit/s, in 2Mbit/s increments. These additional higher bandwidth Virtual Paths can support all Datastream ADSL End User types. **Operative date 31.03.2006**

Each BT Datastream Office Virtual Path can support one type of ATM traffic class, specified by the Customer at the time of ordering the Virtual Path.

Virtual Paths are only available with a minimum contract period of 1 year except for 9Mbit/s VBR-nrt VPs (ADSL) which is available with a minimum contract period of 1 year or 18 months.

### **Rental Charges**

**Operative date 13.08.2003**

Rental charges for Local, Regional and National Virtual Paths are dependent on distance, category of ATM service and on bandwidth. The distance is calculated as the straight line distance between the Customer NTE or point of handover and the Datastream Serving Area. The distance will be rounded up to the nearest whole kilometre. Rental charges are based on the following thresholds.

- Local - Virtual Path distance less than or equal to 10km
- Regional - Virtual Path distance over 10km but up to and including 150km
- National - Virtual Path distance over 150km

**Operative date 09.10.2001**

**Operative date 01.06.2005**

**Operative date 09.10.2001**

The Handover rate is only applicable when delivery of the VP is over an ATM Access Port. A Handover rate would be applicable at the Point of Presence (PoP) that is geographically closest to the Datastream Serving Area. The PoP Exchange Mapping Spreadsheet is available from BT Wholesale.com.

**BT Datastream Office - Virtual Path Rental Charges VBR nrt** - 1 Year contract term

Operative Date 04.12.2009

Virtual Path Option	Local Per Individual VP (£)	Regional Per Individual VP (£)	National Per Individual VP (£)	Handover Per Individual VP (£)
Datastream Office Virtual Path - 0.25Mbit/s (256kbps)	358.31	523.69	650.48	325.24
Datastream Office Virtual Path - 0.5Mbit/s (512kbps)	496.13	727.65	898.54	452.03
Datastream Office Virtual Path - 1Mbit/s (1024kbps)	771.75	1130.06	1400.18	700.09
Datastream Office Virtual Path - 2Mbit/s (2048kbps)	1323.00	1929.38	2403.45	1201.73
Datastream Office Virtual Path - 3Mbit/s (3072kbps)	1874.25	2728.69	3406.73	1703.36
Datastream Office Virtual Path - 4Mbit/s (4096kbps)	2425.50	3528.00	4410.00	2205.00
Datastream Office Virtual Path - 5Mbit/s (5120kbps)	2976.75	4327.31	5413.28	2706.64
Datastream Office Virtual Path - 6Mbit/s (6144kbps)	3528.00	5126.63	6416.55	3208.28
Datastream Office Virtual Path - 7Mbit/s (7168kbps)	4079.25	5925.94	7419.83	3709.91
Datastream Office Virtual Path - 8Mbit/s (8192kbps)	4630.50	6725.25	8423.10	4211.55
Datastream Office Virtual Path - 9Mbit/s (9216kbps)	2425.50	3528.00	4410.00	2205.00
Datastream Office Virtual Path - 10Mbit/s (10240kbps)	2695.00	3920.00	4900.00	2450.00
Datastream Office Virtual Path - 12Mbit/s (12000kbps)	3234.00	4704.00	5880.00	2940.00
Datastream Office Virtual Path - 14Mbit/s (14000kbps)	3773.00	5488.00	6860.00	3430.00
Datastream Office Virtual Path - 16Mbit/s (16000kbps)	4312.00	6272.00	7840.00	3920.00
Datastream Office Virtual Path - 18Mbit/s (18000kbps)	4851.00	7056.00	8820.00	4410.00
Datastream Office Virtual Path - 20Mbit/s (20000kbps)	5390.00	7840.00	9800.00	4900.00
Datastream Office Virtual Path - 22Mbit/s (22000kbps)	5929.00	8624.00	10780.00	5390.00
Datastream Office Virtual Path - 24Mbit/s (24000kbps)	6468.00	9408.00	11760.00	5880.00
Datastream Office Virtual Path - 26Mbit/s (26000kbps)	7007.00	10192.00	12740.00	6370.00
Datastream Office Virtual Path - 28Mbit/s (28000kbps)	7546.00	10976.00	13720.00	6860.00
Datastream Office Virtual Path - 30Mbit/s (30000kbps)	8085.00	11760.00	14700.00	7350.00
Datastream Office Virtual Path - 32Mbit/s (32000kbps)	8624.00	12544.00	15680.00	7840.00
Datastream Office Virtual Path - 34Mbit/s (34000kbps)	9163.00	13328.00	16660.00	8330.00

**BT Datastream Office - Virtual Path Rental Charges 9 Mbit/s VBR nrt – Low Start (18 Month contract)****Operative Date 01.05.2007**

The Table below shows pricing for 9 Mbits/s VBR nrt VPs (ADSL) where the customer has opted for an 18 Month contract.

The 18 Month contract is only available on orders for new VP's where a new VP order CRF is submitted. Additionally:

1. It is not possible to transfer from a 1 Year contract to an 18 month contract
2. Low start VP is only available on DSLAMs where currently no VP exists.
3. Any ceases within the 18 month contract will be subject to Early Termination Charges.
4. Upgrades (not downgrades) from the 9M low start VP to a higher bandwidth VP will be permitted. A reconciliation charge will apply for any Virtual Paths currently on the low start 9MB pricing structure wishing to migrate onto 10Mb and above within the 18 month contract. The reconciliation will be charged at the difference between the standard 9Mb pricing over the installed period and what has actually been paid pro rata, on a monthly basis.

The prevailing standard 9Mbps VBR nrt VP (ADSL) rate will apply after the expiry of the 18 month contract.

<b>Operative Date 04.12.2009</b>				
<b>9 Mbit/s Virtual Path Low Start (18 month Contract)</b>	<b>Local Per Individual VP (£)</b>	<b>Regional Per Individual VP (£)</b>	<b>National Per Individual VP (£)</b>	<b>Handover Per Individual VP (£)</b>
Datastream Office Virtual Path – 9Mbit/s (9216kbps) <i>(Charge for first 12 month period of the 18 months contract)</i>	1428.84	2083.73	2595.29	1297.64
Datastream Office Virtual Path – 9Mbit/s (9216kbps) <i>(Charge for the remaining 6 month period of the 18 months contract)</i>	2500.47	3631.64	4548.92	2274.46

**BT Datastream Office - Virtual Path Rental Charges for VBR rt – 1 Year Contract term****Operative Date 04.12.2009**

<b>Virtual Path Option</b>	<b>Local Per Individual VP (£)</b>	<b>Regional Per Individual VP (£)</b>	<b>National Per Individual VP (£)</b>	<b>Handover Per Individual VP (£)</b>
Datastream Office Virtual Path - 0.25Mbit/s (256kbps)	386.98	565.48	703.40	351.70
Datastream Office Virtual Path - 0.5Mbit/s (512kbps)	535.82	786.08	970.20	488.41
Datastream Office Virtual Path - 1Mbit/s (1024kbps)	833.49	1220.47	1512.63	756.32
Datastream Office Virtual Path - 2Mbit/s (2048kbps)	1428.84	2083.73	2595.29	1297.64
Datastream Office Virtual Path - 3Mbit/s (3072kbps)	2024.19	2946.88	3679.04	1840.07
Datastream Office Virtual Path - 4Mbit/s (4096kbps)	2619.54	3810.24	4762.80	2381.40
Datastream Office Virtual Path - 5Mbit/s (5120kbps)	3214.89	4673.50	5846.56	2922.73
Datastream Office Virtual Path - 6Mbit/s (6144kbps)	3810.24	5536.76	6930.32	3465.16
Datastream Office Virtual Path - 7Mbit/s (7168kbps)	4405.59	6400.01	8012.97	4006.49
Datastream Office Virtual Path - 8Mbit/s (8192kbps)	5000.94	7263.27	9096.68	4548.92
Datastream Office Virtual Path - 9Mbit/s (9216kbps)	5596.29	8126.53	10180.49	5090.24
Datastream Office Virtual Path - 10Mbit/s (10240kbps)	6191.64	8989.79	11264.24	5631.57

**BT Datastream Office - Virtual Path Rental Charges for CBR - 1 Year contract term****Operative Date 04.12.2009**

<b>Virtual Path Option</b>	<b>Local Per Individual VP (£)</b>	<b>Regional Per Individual VP (£)</b>	<b>National Per Individual VP (£)</b>	<b>Handover Per Individual VP (£)</b>
Datastream Office Virtual Path - 0.25Mbit/s (256kbps)	394.70	576.61	715.52	358.31
Datastream Office Virtual Path - 0.5Mbit/s (512kbps)	545.74	800.42	988.94	497.23
Datastream Office Virtual Path - 1Mbit/s (1024kbps)	848.93	1243.62	1540.19	770.65
Datastream Office Virtual Path - 2Mbit/s (2048kbps)	1455.30	2122.31	2643.80	1321.90
Datastream Office Virtual Path - 3Mbit/s (3072kbps)	2061.68	3002.11	3747.40	1874.25
Datastream Office Virtual Path - 4Mbit/s (4096kbps)	2668.05	3880.80	4851.00	2425.50
Datastream Office Virtual Path - 5Mbit/s (5120kbps)	3274.43	4760.60	5954.60	2977.85
Datastream Office Virtual Path - 6Mbit/s (6144kbps)	3880.80	5639.29	7058.21	3529.10
Datastream Office Virtual Path - 7Mbit/s (7168kbps)	4487.18	6519.08	8161.81	4081.46
Datastream Office Virtual Path - 8Mbit/s (8192kbps)	5093.55	7397.78	9265.41	4632.71
Datastream Office Virtual Path - 9Mbit/s (9216kbps)	5699.93	8277.57	10369.01	5185.06
Datastream Office Virtual Path - 10Mbit/s (10240kbps)	6306.30	9156.26	11472.62	5736.31

**SUB PART 7: BT DATASTREAM SYMMETRIC VIRTUAL PATHS (VP)****Product Description**

BT Datastream Symmetric Virtual Paths (VP's) traverse the BT Broadband network from the Customer's premises or point of handover to nominated serving areas in BT Datastream Symmetric product geography. Each VP must connect to a designated BT Datastream Symmetric serving area.

**BT Datastream Symmetric - Virtual Path Bandwidth Options**

Operative Date 08.09.2003

Virtual Path Option	Downstream Bandwidth	Upstream Bandwidth	Associated EUA Option	Minimum Number of EUA per VP	Maximum Number of EUA per VP
BT Datastream Symmetric Virtual Path – 1Mbit/s	1 Mbit/s	1 Mbit/s	Datastream Symmetric EUA	None	None
BT Datastream Symmetric Virtual Path – 2Mbit/s	2 Mbit/s	2 Mbit/s	Datastream Symmetric EUA	None	None
BT Datastream Symmetric Virtual Path – 3Mbit/s	3 Mbit/s	3 Mbit/s	Datastream Symmetric EUA	None	None
BT Datastream Symmetric Virtual Path – 4Mbit/s	4 Mbit/s	4 Mbit/s	Datastream Symmetric EUA	None	None
BT Datastream Symmetric Virtual Path – 5Mbit/s	5 Mbit/s	5 Mbit/s	Datastream Symmetric EUA	None	None
BT Datastream Symmetric Virtual Path – 6Mbit/s	6 Mbit/s	6 Mbit/s	Datastream Symmetric EUA	None	None
BT Datastream Symmetric Virtual Path – 7Mbit/s	7 Mbit/s	7 Mbit/s	Datastream Symmetric EUA	None	None
BT Datastream Symmetric Virtual Path – 8Mbit/s	8 Mbit/s	8 Mbit/s	Datastream Symmetric EUA	None	None
BT Datastream Symmetric Virtual Path – 9Mbit/s	9 Mbit/s	9 Mbit/s	Datastream Symmetric EUA	None	None
BT Datastream Symmetric Virtual Path – 10Mbit/s	10 Mbit/s	10 Mbit/s	Datastream Symmetric EUA	None	None

There are four categories of ATM service categories available on the BT Datastream Symmetric Virtual Paths; UBR, VBR-nrt, VBR-rt or CBR. Each BT Datastream Symmetric

Virtual Path can support one type of ATM service categories, specified by the Customer at the time of ordering the Virtual Path, and are only available with a minimum contract period of 1 year.

**Rental Charges****Operative date 13.08.2003**

Rental charges for Local, Regional and National Virtual Paths are dependent on distance, category of ATM service and on bandwidth. The distance is calculated as the straight line distance between the Customer NTE or point of handover and the Datastream Serving Area. The distance will be rounded up to the nearest whole kilometre. Rental charges are based on the following thresholds:

- Local - Virtual Path distance less than or equal to 10km
- Regional - Virtual Path distance over 10km but up to and including 150km
- National - Virtual Path distance over 150km

**Operative date 09.10.2001****Operative date 01.06.2005****Operative date 09.10.2001**

The Handover rate is only applicable when delivery of the VP is over an ATM Access Port. A Handover rate would be applicable at the Point of Presence that is geographically closest to the Datastream Serving Area. The PoP Exchange Mapping Spreadsheet is available from BT Wholesale.com.

**Operative date 25.07.2002****BT Datastream Symmetric - Virtual Path Rental Charges for UBR****Operative Date 01.02.2009**

<b>Virtual Path Option</b>	<b>Local Per Individual VP (£)</b>	<b>Regional Per Individual VP (£)</b>	<b>National Per Individual VP (£)</b>	<b>Handover Per Individual VP (£)</b>
BT Datastream Symmetric Virtual Path - 1Mbit/s	735.00	1076.25	1333.50	666.75
BT Datastream Symmetric Virtual Path - 2Mbit/s	1260.00	1837.50	2289.00	1144.50
BT Datastream Symmetric Virtual Path - 3Mbit/s	1785.00	2598.75	3244.50	1622.25
BT Datastream Symmetric Virtual Path - 4Mbit/s	2310.00	3360.00	4200.00	2100.00
BT Datastream Symmetric Virtual Path - 5Mbit/s	2835.00	4121.25	5155.50	2577.75
BT Datastream Symmetric Virtual Path - 6Mbit/s	3360.00	4882.50	6111.00	3055.50
BT Datastream Symmetric Virtual Path - 7Mbit/s	3885.00	5643.75	7066.50	3533.25
BT Datastream Symmetric Virtual Path - 8Mbit/s	4410.00	6405.00	8022.00	4011.00
BT Datastream Symmetric Virtual Path - 9Mbit/s	4935.00	7166.25	8977.50	4488.75
BT Datastream Symmetric Virtual Path - 10Mbit/s	5460.00	7927.00	9933.00	4966.50

**BT Datastream Symmetric - Virtual Path Rental Charges for VBR nrt**

Operative Date 01.02.2009

<b>Virtual Path Option</b>	<b>Local Per Individual VP (£)</b>	<b>Regional Per Individual VP (£)</b>	<b>National Per Individual VP (£)</b>	<b>Handover Per Individual VP (£)</b>
BT Datastream Symmetric Virtual Path - 1Mbit/s	735.00	1076.25	1333.50	666.75
BT Datastream Symmetric Virtual Path - 2Mbit/s	1260.00	1837.50	2289.00	1144.50
BT Datastream Symmetric Virtual Path - 3Mbit/s	1785.00	2598.75	3244.50	1622.25
BT Datastream Symmetric Virtual Path - 4Mbit/s	2310.00	3360.00	4200.00	2100.00
BT Datastream Symmetric Virtual Path - 5Mbit/s	2835.00	4121.25	5155.50	2577.75
BT Datastream Symmetric Virtual Path - 6Mbit/s	3360.00	4882.50	6111.00	3055.50
BT Datastream Symmetric Virtual Path - 7Mbit/s	3885.00	5643.75	7066.50	3533.25
BT Datastream Symmetric Virtual Path - 8Mbit/s	4410.00	6405.00	8022.00	4011.00
BT Datastream Symmetric Virtual Path - 9Mbit/s	4935.00	7166.25	8977.50	4488.75
BT Datastream Symmetric Virtual Path - 10Mbit/s	5460.00	7927.00	9933.00	4966.5



**BT Datastream Symmetric - Virtual Path Rental Charges for VBR rt**

Operative Date 01.02.2009

<b>Virtual Path Option</b>	<b>Local Per Individual VP (£)</b>	<b>Regional Per Individual VP (£)</b>	<b>National Per Individual VP (£)</b>	<b>Handover Per Individual VP (£)</b>
BT Datastream Symmetric Virtual Path - 1Mbit/s	793.80	1162.35	1440.60	720.30
BT Datastream Symmetric Virtual Path - 2Mbit/s	1360.80	1984.50	2471.70	1235.85
BT Datastream Symmetric Virtual Path - 3Mbit/s	1927.80	2806.65	3503.85	1752.45
BT Datastream Symmetric Virtual Path - 4Mbit/s	2494.80	3628.80	4536.00	2268.00
BT Datastream Symmetric Virtual Path - 5Mbit/s	3061.80	4450.95	5568.15	2783.55
BT Datastream Symmetric Virtual Path - 6Mbit/s	3628.80	5273.10	6600.30	3300.15
BT Datastream Symmetric Virtual Path - 7Mbit/s	4195.80	6095.25	7631.40	3815.70
BT Datastream Symmetric Virtual Path - 8Mbit/s	4762.80	6917.40	8663.55	4332.30
BT Datastream Symmetric Virtual Path - 9Mbit/s	5329.80	7739.55	9695.70	4847.85
BT Datastream Symmetric Virtual Path – 10Mbit/s	5896.80	8561.70	10727.85	5363.40

**BT Datastream Symmetric - Virtual Path Rental Charges for CBR**

Operative Date 01.02.2009

<b>Virtual Path Option</b>	<b>Local Per Individual VP (£)</b>	<b>Regional Per Individual VP (£)</b>	<b>National Per Individual VP (£)</b>	<b>Handover Per Individual VP (£)</b>
BT Datastream Symmetric Virtual Path - 1Mbit/s	808.50	1184.40	1466.85	733.95
BT Datastream Symmetric Virtual Path - 2Mbit/s	1360.80	2021.25	2517.90	1258.95
BT Datastream Symmetric Virtual Path - 3Mbit/s	1963.50	2859.15	3568.95	1785.00
BT Datastream Symmetric Virtual Path - 4Mbit/s	2541.00	3696.00	4620.00	2310.00
BT Datastream Symmetric Virtual Path - 5Mbit/s	3118.50	4533.90	5671.05	2836.05
BT Datastream Symmetric Virtual Path - 6Mbit/s	3696.00	5370.75	6722.10	3361.05
BT Datastream Symmetric Virtual Path - 7Mbit/s	4273.50	6208.65	7773.15	3887.10
BT Datastream Symmetric Virtual Path - 8Mbit/s	4851.00	7045.50	8824.20	4412.00
BT Datastream Symmetric Virtual Path - 9Mbit/s	5428.50	7883.40	9875.25	4938.15
BT Datastream Symmetric Virtual Path - 10Mbit/s	6006.00	8720.25	10926.30	5463.15

**SUB PART 8: BT DATASTREAM OFFICE AND SYMMETRIC VIRTUAL PATH FURTHER INFORMATION****Early Termination Charges****Operative Date ADSL 01.05.2007; SDSL 08.09.2003**

In accordance with the Conditions for BT Datastream Office and Symmetric service, if the Customer terminates any Virtual Path contract within the minimum period, the Customer shall pay BT any applicable rental charges for the remainder of the minimum period.

**Virtual Path Re-Grades****Operative Date ADSL 04.03.2004; SDSL 08.09.2003**

Customers may re-grade between any of the BT Datastream Office and Symmetric Virtual Path bandwidths only on the existing 1 year contract term. Re-grading between bandwidth options will be subject to DSLAM capacity limitations.

Customers cannot regrade from an 18 month contract to a 12 month contract term.

**Operative Date ADSL 01.01.2008; not available on SDSL**

	<b>Charge per VP Regrade (£)</b>
One-Off Charge per VP Regrade	12.00

Operative date ADSL 01.03.2009; SDSL 01.05.2009

**Virtual Path Upgrade****Operative Date ADSL 12.10.2002; SDSL 05.04.2004**

Upgrades are deemed to be a change of Virtual Path from a lower to a higher bandwidth. Upgrades may be requested at any time. On the one year contract the minimum term charges will not apply to the existing Virtual Path and the new higher bandwidth Virtual Path will have the same effective start date for the minimum term as the existing Virtual Path.

The higher rental charges will be applied on activation of the higher bandwidth VP.

**Virtual Path Downgrades****Operative Date ADSL 01.03.2009; SDSL 01.05.2009**

Downgrades are deemed to be a change of Virtual Path from a higher to a lower bandwidth. Downgrades may be requested at any time.

On the one year contract the minimum term charges will not apply. The new lower bandwidth Virtual Path will have an effective start date for the minimum term from the date of activation of the lower bandwidth Virtual Path. The lower rental charges will be applied from activation of the lower bandwidth Virtual Path.

No downgrades will be available on the ADSL 18 month 9Mbit/s VBR-nrt VP contract.

**Virtual Path Re-Arranges**

**Operative Date ADSL 30.06.2003; SDSL 08.09.2003**

Virtual Path re-arrange enables the Customer to move the Customer end of a specified Datastream Virtual Path between aggregate accesses (either ATM Access Ports via In-span Handover (ISH) or Customer Access Links (CALs)). The exchange end of the Virtual Path remains fixed.

A single one-off charge will apply per VP Re-arrange.

Virtual Path re-arrange can be provided:

- At the same Datastream Serving Centre e.g. re-arranging a Virtual Path from one Customer Access Link to another Customer Access Link, where both Customer Access Links terminate on the same Datastream Serving Centre, or
- At different Datastream Serving Centres e.g. re-arranging a Virtual Path from a Customer Access Link at one Datastream Serving Centre to another Customer Access Link at a different Datastream Serving Centre.

VP Re-arrange at same Datastream Serving Centre:

	<b>Charge per VP Re-arrange (£)</b>
One-Off Charge per VP Re-arrange	29.00

VP Re-arrange between different Datastream Serving Centres:

**Operative Date 14.07.2003**

	<b>Charge per VP Re-arrange (£)</b>
One-Off Charge per VP Re-arrange	29.00

**Re-Arrange To a Virtual Path Of Higher Or Equal Charging Distance**

**Operative Date ADSL & SDSL 01.03.2005**

Re-arrange to a Virtual Path of higher or equal charging distance may be requested at any time. The minimum term charges will not apply to the existing Virtual Path. The new higher or equal charging distance Virtual Path will have the same effective start date for the minimum term as the existing Virtual Path. The higher or equal rental charges will be affected on activation of the higher or equal charging distance Virtual Path.

**Re-Arrange To A Virtual Path Of Lower Charging Distance****Operative Date ADSL & SDSL 01.03.2005**

Re-arrange to a Virtual Path of lower charging distance may be requested at any time. Any outstanding minimum term rental charges on the existing Virtual Path shall be payable to BT. The new lower charging distance Virtual Path will have the same effective start date for the minimum term as the existing Virtual Path. The lower rental charges will be affected on activation of the lower charging distance Virtual Path.

**Virtual Path Aggregation Credit****Operative Date ADSL 01.06.2005; SDSL 01.06.2005**

The Virtual Path Aggregation Credit scheme is an automatic credit calculated as the difference between the total bandwidth rentals paid for multiple qualifying VPs compared with one single VP of equivalent bandwidth, where the qualifying VPs are distributed across more than one DSLAM, in a multi DSLAM exchange.

**Example**

<b>DSL Enabled Exchange</b>	<b>Customer</b>	<b>Result</b>
DSLAM 1	3Mbit/s VP VBR nrt	A credit would be raised for the difference between the total rental charge for a 3Mbit/s VP plus a 2Mbit/s VP and the rental charge of one 5Mbit/s VP
DSLAM 2	2Mbit/s VP VBR nrt	

The Aggregation Credit will be based on the actual installed footprint of the Customer's set of qualifying VPs, taking into account both the bandwidth size and the distance banding of each qualifying VP.

The credit will be based on the proportionate contribution of each qualifying VP to the Customer's overall total qualifying bandwidth at the exchange

Qualifying VPs will be determined in accordance with the following criteria:

- 1) The VP Aggregation Credit scheme only applies to multi-DSLAM exchanges.
- 2) Only BT Datastream Office Virtual Paths of VBR nrt service category type and BT Datastream Symmetric Virtual Paths of VBR nrt service category type are eligible.
- 3) The Customer must build 2 or more qualifying Virtual Paths within an exchange, on more than one DSLAM.
- 4) Individual VPs of any size will qualify but the sum of the Customer's VP bandwidth at an exchange must be equal to or exceed 2Mbit/s.
- 5) Where a Customer has more than one VP on a DSLAM, only the largest VP on that DSLAM will count towards the Virtual Path Aggregation Credit.
- 6) If a Customer has more than one qualifying VP of the same size but of different distances (local, regional, national, handover) at an exchange, the longest distance VP will count towards the Virtual Path Aggregation Credit.
- 7) Where a Customer has two or more VPs on a DSLAM of the same bandwidth and the same distance, then the oldest VP will count towards the Virtual Path Aggregation Credit.

The credit will be calculated using the annual charges applicable for the individual qualifying VPs minus the annual Aggregated VP Price, divided by 12 to achieve the rebate to be applied in that particular month.

The formula to be used to calculate the Aggregated VP Price is:

$$\begin{aligned} & (\text{Actual installed qualifying Handover VP bandwidth } \mathbf{MULTIPLIED\ BY} \text{ price of a Handover VP sized at total exchange qualifying bandwidth}) \\ & \quad \mathbf{PLUS} \\ & \quad (\text{Actual installed qualifying Local VP bandwidth } \mathbf{MULTIPLIED\ BY} \text{ price of a Local VP sized at total exchange qualifying bandwidth}) \\ & \quad \mathbf{PLUS} \\ & \quad (\text{Actual installed qualifying Regional VP bandwidth } \mathbf{MULTIPLIED\ BY} \text{ price of a Regional VP sized at total exchange qualifying bandwidth}) \\ & \quad \mathbf{PLUS} \\ & \quad (\text{Actual installed qualifying National VP bandwidth } \mathbf{MULTIPLIED\ BY} \text{ price of a National VP sized at total exchange qualifying bandwidth}) \\ & \quad \mathbf{DIVIDED\ BY} \\ & \quad \text{Total VP bandwidth of qualifying VPs at exchange} \\ & \quad \mathbf{EQUALS} \\ & \quad \text{Aggregated VP Price at exchange} \end{aligned}$$

For example, if the Customer has 2 qualifying Regional VPs of 1Mbit/s and 6Mbit/s, the total qualifying VP bandwidth is therefore 7Mbit/s. The calculation will therefore be:

$$\begin{aligned} & 1\text{Mbit/s } \mathbf{MULTIPLIED\ BY} \text{ 7Mbit/s Regional VP annual rental} \\ & \quad \mathbf{PLUS} \\ & \quad 6\text{Mbit/s } \mathbf{MULTIPLIED\ BY} \text{ 7Mbit/s Regional VP annual rental} \\ & \quad \mathbf{DIVIDED\ BY} \\ & \quad \text{TOTAL QUALIFYING VP bandwidth of 7Mbit/s} \\ & \quad \mathbf{EQUALS} \\ & \quad \text{Aggregated VP Price} \end{aligned}$$

The credit will be calculated from a 'snapshot' view of the Customer's qualifying VPs on the BT billing system at midnight on the 1st calendar day of each month.

For monthly billed Customers, the Virtual Path Aggregation credit will be applied to the next available bill. For Customers on the quarterly billing option, a sum of the previous 3 individual monthly credits will be applied to the next available quarterly bill.

It should be noted that only VPs provisioned under the same BT Datastream account number, contractual name and O/M number, will qualify for each calculation of VP Aggregation Credit.

**Virtual Path Statistical Gain Credit**

**Operative Date ADSL 01.06.2005; SDSL 01.06.2005**

Virtual Path Statistical Gain Credit is an automatic credit of up to 3% off the Customer's Aggregated VP Price to compensate for any potential loss of statistical gain on a Customer's multiple VPs, in multi-DSLAM exchanges.

Only those VPs which meet the criteria to qualify for the Virtual Path Aggregation Credit Scheme, and which are on qualifying DSLAMs, will be eligible for Statistical Gain Credit.

A DSLAM does not become a qualifying DSLAM until it has reached its qualification date.

The Datastream Hourglass Report should be used to identify which DSLAMs are already qualifying DSLAMS or will become qualifying DSLAMS. A qualification date will be shown against each of these DSLAMS. This report is available from **www.btwholesale.com**.

The definition of the qualification date is the 1st calendar day of the next month, at least 90 calendar days after the qualifying DSLAM has been accepted into service.

If the date in the Hourglass Report is in the past, the DSLAM is already a qualifying DSLAM and will be used in the Statistical Gain Credit calculations. If the date is in the future, the DSLAM is not yet a qualifying DSLAM and will be used in the Statistical Gain Credit calculations, once the date is reached. If there is no date shown, the DSLAM is neither a qualifying DSLAM, nor is it destined to become a qualifying DSLAM, and will not therefore be used in the Statistical Gain Credit calculations.

Before any credit becomes applicable there must be at least two qualifying DSLAMs at the exchange.

The Customer decides how many DSLAMs in an exchange they build a VP to. The Customer must build a VP to a minimum of 2 qualifying DSLAMs in an exchange in order to be eligible for Statistical Gain Credit.

To obtain the maximum 3% Statistical Gain Credit, a VP should be built to each qualifying DSLAM by the qualification date.

A VP built to a qualifying DSLAM after the qualification date will be included in subsequent credit calculations following the provision of the VP.

The following formula will be used to calculate what proportion of the maximum Statistical Gain Credit the Customer is eligible for:

$$\begin{aligned} & \text{(Number of qualifying VPs built by Customer at the exchange MINUS 1)} \\ & \quad \text{DIVIDED BY} \\ & \text{(Number of qualifying DSLAMs at the exchange MINUS 1)} \\ & \quad \text{MULTIPLIED BY} \\ & \quad \quad 100 \\ & \quad \text{EQUALS} \\ & \text{X\% of 3\% = \% (A)} \end{aligned}$$

The following formula will then be used to derive the actual Statistical Gain Credit:

1. Calculate 3% of the Customer's VP Aggregated Price = **£(B)**
2. **MULTIPLY** **%(A)** by **£(B)** = **£X**
3. **£X DIVIDED BY 12** EQUALS the actual Statistical Gain Credit due that month.

The credit will be calculated from a 'snapshot' view of the Customer's qualifying VPs on the BT billing system at midnight on the 1st calendar day of each month.

For monthly billed Customers, the Virtual Path Statistical Gain credit will be applied to the next available bill. For Customers on the quarterly billing option, a sum of the previous 3 individual monthly credits will be applied to the next available quarterly bill.

**Notional Virtual Path Rental for VP Aggregation Credit and VP Statistical Gain Credit****Operative Date ADSL 01.06.2005; SDSL 01.06.2005**

Where total bandwidth of qualifying VPs at an exchange exceeds 10Mbit/s, a formula will be used to calculate each full Mbit/s price above 10Mbit/s where no price is available.

Example 1: 11Mbit/s VP charge will be calculated as 10Mbit/s rental **MINUS** 9Mbit/s rental **PLUS** 10Mbit/s rental.

Example 2: 13Mbit/s VP charge will be calculated as 12Mbit/s rental **MINUS** 11Mbit/s rental **PLUS** 12Mbit/s rental.

If the total bandwidth of the qualifying VPs does not equal a whole number e.g. 7.25Mbit/s, then a notional price of a single VP of equivalent bandwidth size is required.

The following formula will be used to calculate the notional annual rental where the total bandwidth does not equal a whole number:

Previous full Mbit/s VP bandwidth rental PLUS (next highest full Mbit/s VP bandwidth rental MINUS next lowest full Mbit/s VP bandwidth charge)  
**MULTIPLIED BY 0.25**

Example; 7.25Mbit/s VP charge would be calculated as 7Mbit/s charge + (8Mbit/s charge - 7Mbit/s charge) x 0.25

**Miscellaneous Charges**

For Miscellaneous charges refer to Section [44](#) Part [3](#).

**Conditions****Operative Date 08.09.2003**

The product operates under Conditions for BT Datastream Service.

**Service Level Guarantee****Operative Date 29.04.2002**



Service Level Guarantees apply to the Virtual Path elements for this service as defined in Section [44](#) Part [4](#) of the BT Price List.

**SUB PART 9: CUSTOMER ACCESS LINKS & ATM ACCESS PORTS****Product Description****Operative Date 30.06.2003**

Customer Access Links provide the connectivity from the NTE in the Customer's premises to a Datastream point of Presence: or, alternatively, handover via an ATM Access Port on a BT ATM switch, at a BT Datastream Point of Presence.

The 155M Customer Access Links are available with a minimum contract period of 1 year.

The 622M Customer Access Links are available with a minimum contract period of 2 years.

The ATM Access Port is connected to the Customer by means of the BT ATM In-Span Handover product between the ATM Access Port and a point of handover with the Customer (typically in a BT footway box). The BT ATM In-Span Handover product is ordered separately from the ATM Access Port.

ATM Access Ports are only available with a minimum contract period of 1 year.

**Rental Charges - Customer Access Links****Operative Date 30.06.2009**

Rental charges for Customer Access Links are based on the straight-line distance between the Customer NTE and the nearest Datastream Serving Centre. The distance will be rounded up to the nearest whole kilometre. For 155 Mbit/s Customer Access Links less than or equal to 100km, the charge is a fixed annual rental. Where the Customer NTE is more than 100km from the nearest Datastream Serving Centre, an additional out of area rental charge will be applicable.

For 622Mbit/s Customer Access Links less than or equal to 40km, the charge is a fixed annual rental. Where the Customer NTE is more than 40km from the nearest Datastream Serving Centre, an additional out of area rental charge will be applicable.

**Connection and Rental Charges - Customer Access Links**

Customer Access Link Bandwidth	Booking Ratio	Site Connection Charge (£) Operative Date 31.05.2006	Site annual rental charge (£) Operative Date 01.12.2008	Out of Area charge (Per km) (£)
155 Mbit/s	100%	50000.00	31500.00	2000.00
155 Mbit/s	200%	50000.00	35700.00	2000.00
155 Mbit/s	300%	50000.00	39900.00	2000.00
155 Mbit/s	400%	50000.00	44100.00	2000.00
622 Mbit/s	100%	175000.00	115500.00	4000.00

**Connection and Rental Charges - ATM Access Ports**

ATM Access Port	Booking Ratio	Site Connection Charge (£) Operative Date 31.05.2006	Annual Rental Charge (£) Operative Date 01.12.2008
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# BT wholesale

## SECTION 44. WHOLESALE BROADBAND SERVICES

### Part 2. BT Datastream

155 Mbit/s	100%	2000.00	8400.00
155 Mbit/s	200%	2000.00	12600.00
155 Mbit/s	300%	2000.00	16800.00
155 Mbit/s	400%	2000.00	21000.00
622 Mbit/s	100%	7000.00	29400.00

#### Early Termination Charges

**Operative Date 04.03.2004**

In accordance with the Conditions for BT Datastream Office services, if the Customer terminates the Customer Access Link contract within the minimum period, the Customer shall pay BT any applicable rental charges for the remainder of the minimum period.

In accordance with the Conditions for BT Datastream Office services, if the Customer terminates the ATM Access Port contract within the minimum period, the Customer shall pay BT any applicable rental charges for the remainder of the minimum period.

#### Regrade Charges

A regrade facility is available between the booking ratios on 155Mb CAL / 155Mb ATM Access Ports only. No more than one regrade will be permitted, on the same aggregate access connection, in any 3 month period.

#### Upgrades

**Operative Date 31-05-2006**

<b>Current Booking Ratio</b>	<b>New Booking Ratio</b>	<b>Charge</b>
100%	200%	0.00
100%	300%	0.00
100%	400%	0.00
200%	300%	0.00
200%	400%	0.00
300%	400%	0.00

Upgrades are deemed to be a change of CAL / ATM Access Port from a lower booking ratio to a higher booking ratio. Upgrades may be requested at any time.

The upgraded CAL / ATM Access Port will continue to have the same effective start date for its minimum term as the existing CAL / ATM Access Port. The higher rental charges will be activated on completion of the upgrade.

#### Downgrades

**Operative Date 31.05.2006**

<b>Current Booking Ratio</b>	<b>New Booking Ratio</b>	<b>Charge</b>
200%	100%	0.00

300%	100%	0.00
300%	200%	0.00
400%	100%	0.00
400%	200%	0.00
400%	300%	0.00

Downgrades are deemed to be a change of CAL / ATM Access Port from a higher booking ratio to a lower booking ratio. Downgrades may be requested at any time.

The downgraded CAL / ATM Access Port will have the same effective start date for the minimum term as the existing CAL / ATM Access.

The lower rental charges will be activated on completion of the downgrade.

**Shift Charges - Customer Access Links****Operative Date 09.10.2001**

For external shifts, rentals for the new connection will be re-calculated, if appropriate, following the shift.

Description	Charge
Internal shifts (within the same building)	Network timescale rates apply (see BT Price List Section 15)
External shift	Full service connection charges apply

**Standby Power - Customer Access Links****Operative Date 09.10.2001**

Optional battery packs are available for the Customer's premises and are charged as follows:

	(£)
Connection	450.00
Rental (p.a.)	332.00

**Customer Access Link and ATM Access Port Order Suspensions****Operative Date 30.09.2003**

For further information in Order Suspensions, refer to the relevant BT Datastream Customer Handbook (Asymmetric), BT Datastream Symmetric Customer Handbook and relevant SINS.

Unless the Customer has communicated to BT that they wish to cancel the provision order BT will continue the provision after the 60 working day suspension period has ended. The Customer will be able to cancel the provision; however, cancellation charges will apply as stated in the BT Price List.

Once BT has provisioned a BT Datastream CAL or ATM Access Port billing will commence in the normal way. BT reserves the right to cancel a BT Datastream Customer Access Link (CAL) or ATM Access Port order at any time during the provision process.

**Cancellation Charges**

Where a customer requests cancellation of a Datastream Customer Access Link order prior to the Operational Service Date, as defined within the Conditions of Service, a one-off charge calculated from the table below will apply.

The full cost of any additional work, e.g. duct, which has been specifically incurred for the order by the time of cancellation, will be recovered in addition to the cancellation charge.

Where a customer requests cancellation of an ATM Access Port order prior to the Operational Service Date, as defined within the Conditions of Service, a one-off charge calculated from the table below will apply.

**Operative Date 11.01.2002**

<b>Working days before Operational Service Date (OSD)</b>	<b>% of Connection Charge</b>
5 or less	90%
6-19	75%
20-29	60%
30-35	30%

**Miscellaneous Charges**

For Miscellaneous charges refer to Section [44](#) Part [3](#).

**Conditions****Operative Date 08.09.2003**

The product operates under Conditions for BT Datastream Service.

**Service Level Guarantee****Operative Date 29.04.2002**

Service Level Guarantees apply to the Customer Access Link (CAL) and ATM Access port elements for this service as defined in Section [44](#) Part [4](#) of the BT Price List.