

	BBYW Option 1	BBYW Option 2	BBYW Option 3	BBYW Pro	Plusnet Essential
Monthly Cost	£9.99	£14.99	£19.99	£19.99	£16.99
Set Up Cost	Free <sup>1</sup>	Free <sup>1</sup>	Free <sup>1</sup>	Free <sup>1</sup>	Free
Contract Length	1 month	1 month	1 month	1 month	12 month
Benefits	Ideal for light users, low cost, 1 month contract.	Great value, large included usage, 1 month contract.	Great value, large included usage, 1 month contract.	Great value, ideal for users who want prioritised traffic at all times and online gamers, 1 month contract.	Great value broadband and home phone bundle. Package includes line rental and all weekend calls to 01,02 and 03 numbers
<b>BROADBAND</b>					
Usage Allowance	2GB per month	15GB per month	30GB per month	15GB per month	1GB per month
Free Usage?	Midnight-8am	Midnight-8am	Midnight-8am	Midnight-8am	Midnight-8am
Cost for extra usage per Gb	£1.00 Pre-Pay, £1.25 Post-Pay	75p Pre-Pay, £1.00 Post-Pay	75p Pre-Pay, £1.00 Post-Pay	£1.50 Pre-Pay, £2.00 Post-Pay (2GB)	£1 Pre-Pay, £1.25 Post-Pay
Downstream speed (max speed)	Up to 8Mbps	Up to 8Mbps	Up to 8Mbps	Up to 8Mbps	Up to 8Mbps
Upstream speed	Up to 448Kbps	Up to 448Kbps	Up to 448Kbps	Up to 448Kbps	Up to 448Kbps
Modem	Free BT Voyager 210 Router <sup>2</sup>	Free BT Voyager 2091 Wireless Router <sup>2</sup>	Free D-Link 2640B Wireless Router <sup>2</sup>	Free D-Link 2640B Wireless Router <sup>2</sup>	No hardware included
Anti-Virus protection	Email virus protection	Email virus protection	Email virus protection	Email virus protection	Email virus protection
Firewall	Broadband Firewall	Broadband Firewall	Broadband Firewall	Broadband Firewall	Broadband Firewall
Newsgroup access	Text only	Yes	Yes	Yes	Text only
Webspace	250MB	250MB	250MB	250MB	250MB
Email addresses	Unlimited email addresses	Unlimited email addresses	Unlimited email addresses	Unlimited email addresses	Unlimited email addresses
Space per email Inbox	Customers contacted @ 600MB	Customers contacted @ 600MB	Customers contacted @ 600MB	Customers contacted @ 600MB	Customers contacted @ 600MB
Technical Support Line	0845 140 0200 or 0114 296 5198	0845 140 0200 or 0114 296 5198	0845 140 0200 or 0114 296 5198	0845 140 0200 or 0114 296 5198	0845 140 0200 or 0114 296 5198

Customer Support Line	0845 140 0200 or 0114 296 5198	0845 140 0200 or 0114 296 5198	0845 140 0200 or 0114 296 5198	0845 140 0200 or 0114 296 5198	0845 140 0200 or 0114 296 5198
Dynamic IP	Yes	Yes	Yes	Yes	Yes
Static IP (Single or multiple blocks)	Available on request	Available on request	Available on request	Available on request	Available on request
0845 Dial Backup	Yes	Yes	Yes	Yes	Yes
Suitable for online gaming?	No	Yes	Yes	Yes	No
Additional information	<sup>1</sup> Activation is free if you remain a Plusnet customer for 12 months - otherwise £40 activation charge payable on cancellation	<sup>1</sup> Activation is free if you remain a Plusnet customer for 12 months - otherwise £40 activation charge payable on cancellation	<sup>1</sup> Activation is free if you remain a Plusnet customer for 12 months - otherwise £40 activation charge payable on cancellation	<sup>1</sup> Activation is free if you remain a Plusnet customer for 12 months - otherwise £40 activation charge payable on cancellation	
	<sup>2</sup> Hardware is free if you remain a Plusnet customer for 12 months - fee payable on cancellation prior to this	<sup>2</sup> Hardware is free if you remain a Plusnet customer for 12 months - fee payable on cancellation prior to this	<sup>2</sup> Hardware is free if you remain a Plusnet customer for 12 months - fee payable on cancellation prior to this	<sup>2</sup> Hardware is free if you remain a Plusnet customer for 12 months - fee payable on cancellation prior to this	
<b>INCLUDED HOME PHONE</b>					
Type					Home Phone PSTN
Contract Length					12 Month
Monthly subscription					n/a
Included Minutes					All 01/02/03 calls between 18:00 Fri - 08:00 Mon
UK Off-Peak 01/02/03 tariffs					4p per minute*
UK Peak 01/02/03 tariffs					4p per minute*
International tariffs					From 4.5p per minute*
Mobile tariffs					6.5p Off-Peak, 11.5p Peak*
0845 tariffs					0.5p Off-Peak, 2p Peak*
0870 tariffs					1.5p Off-Peak, 6p Peak*

Additional information					*6p set up fee applies for non-inclusive calls. Included minutes can only be used to call 01, 02 & 03 UK landline numbers. Maximum free call duration is 60 minutes. Please see Home Phone tab for all International rates.
<b>INCLUDED BROADBAND PHONE</b>					
Type	VoIP	VoIP	VoIP	VoIP	VoIP
Name	Broadband Phone PAYG	Broadband Phone 120	Broadband Phone 240	Broadband Phone 240	Broadband Phone PAYG
Monthly subscription	n/a	n/a	n/a	n/a	n/a
Included Minutes	0	120 Anytime	240 Anytime	240 Anytime	0
UK Off-Peak tariffs	1p per minute	1p per minute	1p per minute	1p per minute	1p per minute
UK Peak tariffs	1.5p per minute	1.5p per minute	1.5p per minute	1.5p per minute	1.5p per minute
International tariffs	From 2.5p per minute	From 2.5p per minute	From 2.5p per minute	From 2.5p per minute	From 2.5p per minute
Mobile tariffs	From 6p Off-Peak, 15p Peak	From 6p Off-Peak, 15p Peak	From 6p Off-Peak, 15p Peak	From 6p Off-Peak, 15p Peak	From 6p Off-Peak, 15p Peak
0845 tariffs	4p Off-Peak, 7.5p Peak	4p Off-Peak, 7.5p Peak	4p Off-Peak, 7.5p Peak	4p Off-Peak, 7.5p Peak	4p Off-Peak, 7.5p Peak
0870 tariffs	5p Off-Peak, 8.5p Peak	5p Off-Peak, 8.5p Peak	5p Off-Peak, 8.5p Peak	5p Off-Peak, 8.5p Peak	5p Off-Peak, 8.5p Peak
Additional information	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime
<b>BROADBAND PHONE SUBSCRIPTION ACCOUNTS</b>					

<b>Name</b>	<b>Broadband Phone Evenings &amp; Weekends</b>	<b>Broadband Phone Evenings &amp; Weekends</b>	<b>Broadband Phone Evenings &amp; Weekends</b>	<b>Broadband Phone Evenings &amp; Weekends</b>	<b>Broadband Phone Evenings &amp; Weekends</b>
Monthly subscription	£2.99	£2.99	£2.99	£2.99	£2.99
Included Minutes	All Evening & Weekends calls to 01/02 UK landline numbers	All Evening & Weekends calls to 01/02 UK landline numbers	All Evening & Weekends calls to 01/02 UK landline numbers	All Evening & Weekends calls to 01/02 UK landline numbers	All Evening & Weekends calls to 01/02 UK landline numbers
<b>Name</b>	<b>Broadband Phone Anytime</b>	<b>Broadband Phone Anytime</b>	<b>Broadband Phone Anytime</b>	<b>Broadband Phone Anytime</b>	<b>Broadband Phone Anytime</b>
Monthly subscription	£4.99	£4.99	£4.99	£4.99	£4.99
Included Minutes	All calls to 01/02 UK landline numbers	All calls to 01/02 UK landline numbers	All calls to 01/02 UK landline numbers	All calls to 01/02 UK landline numbers	All calls to 01/02 UK landline numbers
<b>Tariff Information</b>					
UK Off-Peak tariffs	1p per minute	1p per minute	1p per minute	1p per minute	1p per minute
UK Peak tariffs	1.5p per minute	1.5p per minute	1.5p per minute	1.5p per minute	1.5p per minute
International tariffs	From 2.5p per minute	From 2.5p per minute	From 2.5p per minute	From 2.5p per minute	From 2.5p per minute
Mobile tariffs	From 6p Off-Peak, 15p Peak	From 6p Off-Peak, 15p Peak	From 6p Off-Peak, 15p Peak	From 6p Off-Peak, 15p Peak	From 6p Off-Peak, 15p Peak
0845 tariffs	4p Off-Peak, 7.5p Peak	4p Off-Peak, 7.5p Peak	4p Off-Peak, 7.5p Peak	4p Off-Peak, 7.5p Peak	4p Off-Peak, 7.5p Peak
0870 tariffs	5p Off-Peak, 8.5p Peak	5p Off-Peak, 8.5p Peak	5p Off-Peak, 8.5p Peak	5p Off-Peak, 8.5p Peak	5p Off-Peak, 8.5p Peak
Additional information	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime
<b>CONTRACT &amp; PAYMENT</b>					
Payment method(s)	Direct Debit / Credit Card	Direct Debit / Credit Card	Direct Debit / Credit Card	Direct Debit / Credit Card	Direct Debit / Credit Card
Credit Check?	No	No	No	No	No

Cancellation charges	30 day notice period required. If account is cancelled within 12 months and Free Hardware or Activation was taken then appropriate charge will be levied at cancellation.	30 day notice period required. If account is cancelled within 12 months and Free Hardware or Activation was taken then appropriate charge will be levied at cancellation.	30 day notice period required. If account is cancelled within 12 months and Free Hardware or Activation was taken then appropriate charge will be levied at cancellation.	30 day notice period required. If account is cancelled within 12 months and Free Hardware or Activation was taken then appropriate charge will be levied at cancellation.	30 day notice period required. If account is cancelled within 12 months then the remainder of the contract will be charged at cancellation.
Additional fees	£6.99 P&P on hardware	£6.99 P&P on hardware	£6.99 P&P on hardware	£6.99 P&P on hardware	n/a
<b>SPECIAL OFFERS</b>					
90 Day Free Trial: Customers migrating to Plusnet can cancel within 90 days of activation and receive a full refund for all payments made.	Yes	Yes	Yes	Yes	No

	Teleworker PAYG	Teleworker Premier	Small Business PAYG	Small Business Premier	Business
Monthly Cost	£13.61 Ex. VAT	£21.27 Ex. VAT	£19.99 Ex. VAT	£26.99 Ex. VAT	£34.99 Ex. VAT
Set Up Cost	£34.04 Ex. VAT	£34.04 Ex. VAT	£34.04 Ex. VAT	£34.04 Ex. VAT	£34.04 Ex. VAT
Contract Length	12 Month	12 Month	12 Month	12 Month	12 Month
<b>BROADBAND</b>					
Usage Allowance	2GB per month	n/a	2GB per month	n/a	n/a
Free Usage?	Midnight-8am	n/a	Midnight-8am	n/a	n/a
Cost for extra usage per 2Gb	£1.50 Pre-Pay, £1.80 Post-Pay	n/a	£1.50 Pre-Pay, £1.80 Post-Pay	n/a	n/a
Downstream speed (max speed)	Up to 8Mbps	Up to 8Mbps	Up to 8Mbps	Up to 8Mbps	Up to 8Mbps
Upstream speed	448Kbps	448Kbps	448Kbps	448Kbps	832Kbps
Modem	Free BT Voyager 210 Router <sup>1</sup>	Free BT Voyager 210 Router <sup>1</sup>	Free BT Voyager 210 Router <sup>1</sup>	Free BT Voyager 210 Router <sup>1</sup>	Free Zyxel Prestige 660H <sup>1</sup>
Anti-Virus protection	Email virus protection	Email virus protection	Email virus protection	Email virus protection	Email virus protection
Firewall	Broadband Firewall	Broadband Firewall	Broadband Firewall	Broadband Firewall	Broadband Firewall
Newsgroup access	Yes	Yes	Yes	Yes	Yes
Webspace	100Mb	100Mb	250Mb	250Mb	500Mb
Email addresses	Unlimited email addresses	Unlimited email addresses	Unlimited email addresses	Unlimited email addresses	Unlimited email addresses
Space per email In-Box	Customers contacted @ 600MB	Customers contacted @ 600MB	Customers contacted @ 600MB	Customers contacted @ 600MB	Customers contacted @ 600MB
Included .co.uk domains	n/a	n/a	1	1	2
Free Domain Hosting	2	2	5	5	5
Business Support Line	0114 296 5182 or 0845 002 0170	0114 296 5182 or 0845 002 0170	0114 296 5182 or 0845 002 0170	0114 296 5182 or 0845 002 0170	0114 296 5182 or 0845 002 0170
Dynamic IP	No	No	No	No	No
Single static IP	Yes	Yes	Yes	Yes	Yes

Multiple static IPs	Available on request	Available on request	Available on request	Available on request	Available on request
0808 Free Dial Backup	Yes	Yes	Yes	Yes	Yes
Additional information	<sup>1</sup> Hardware is free if you remain a PlusNet customer for 12 months - fee payable on cancellation prior to this	<sup>1</sup> Hardware is free if you remain a PlusNet customer for 12 months - fee payable on cancellation prior to this	<sup>1</sup> Hardware is free if you remain a PlusNet customer for 12 months - fee payable on cancellation prior to this	<sup>1</sup> Hardware is free if you remain a PlusNet customer for 12 months - fee payable on cancellation prior to this	<sup>1</sup> Hardware is free if you remain a PlusNet customer for 12 months - fee payable on cancellation prior to this
<b>INCLUDED BROADBAND PHONE</b>					
Type	VoIP	VoIP	VoIP	VoIP	VoIP
Name	Broadband Phone 240	Broadband Phone 240	Broadband Phone 360	Broadband Phone 360	Broadband Phone 480
Monthly subscription	n/a	n/a	n/a	n/a	n/a
Included Minutes	240 Anytime	240 Anytime	360 Anytime	360 Anytime	480 Anytime
UK Off-Peak tariffs	1p per minute	1p per minute	1p per minute	1p per minute	1p per minute
UK Peak tariffs	1.5p per minute	1.5p per minute	1.5p per minute	1.5p per minute	1.5p per minute
International tariffs	From 2.5p per minute	From 2.5p per minute	From 2.5p per minute	From 2.5p per minute	From 2.5p per minute
Mobile tariffs	From 6p Off-Peak, 15p Peak	From 6p Off-Peak, 15p Peak	From 6p Off-Peak, 15p Peak	From 6p Off-Peak, 15p Peak	From 6p Off-Peak, 15p Peak
0845 tariffs	4p Off-Peak, 7.5p Peak	4p Off-Peak, 7.5p Peak	4p Off-Peak, 7.5p Peak	4p Off-Peak, 7.5p Peak	4p Off-Peak, 7.5p Peak
0870 tariffs	5p Off-Peak, 8.5p Peak	5p Off-Peak, 8.5p Peak	5p Off-Peak, 8.5p Peak	5p Off-Peak, 8.5p Peak	5p Off-Peak, 8.5p Peak
Additional information	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime
<b>BROADBAND PHONE SUBSCRIPTION ACCOUNTS</b>					
Name	<b>Broadband Phone Business</b>	<b>Broadband Phone Business</b>	<b>Broadband Phone Business</b>	<b>Broadband Phone Business</b>	<b>Broadband Phone Business</b>
Monthly subscription	£19.99 Ex. VAT	£19.99 Ex. VAT	£19.99 Ex. VAT	£19.99 Ex. VAT	£19.99 Ex. VAT

Included Minutes	3000 minutes to 01/02 UK landline numbers	3000 minutes to 01/02 UK landline numbers	3000 minutes to 01/02 UK landline numbers	3000 minutes to 01/02 UK landline numbers	3000 minutes to 01/02 UK landline numbers
<b>Name</b>	<b>Broadband Phone Business Extra</b>	<b>Broadband Phone Business Extra</b>	<b>Broadband Phone Business Extra</b>	<b>Broadband Phone Business Extra</b>	<b>Broadband Phone Business Extra</b>
Monthly subscription	£29.99 Ex. VAT	£29.99 Ex. VAT	£29.99 Ex. VAT	£29.99 Ex. VAT	£29.99 Ex. VAT
Included Minutes	5000 minutes to 01/02 UK landline numbers	5000 minutes to 01/02 UK landline numbers	5000 minutes to 01/02 UK landline numbers	5000 minutes to 01/02 UK landline numbers	5000 minutes to 01/02 UK landline numbers
<b>Tariff Information</b>					
UK Off-Peak tariffs	1p per minute	1p per minute	1p per minute	1p per minute	1p per minute
UK Peak tariffs	1.5p per minute	1.5p per minute	1.5p per minute	1.5p per minute	1.5p per minute
International tariffs	From 2.5p per minute	From 2.5p per minute	From 2.5p per minute	From 2.5p per minute	From 2.5p per minute
Mobile tariffs	From 6p Off-Peak, 15p Peak	From 6p Off-Peak, 15p Peak	From 6p Off-Peak, 15p Peak	From 6p Off-Peak, 15p Peak	From 6p Off-Peak, 15p Peak
0845 tariffs	4p Off-Peak, 7.5p Peak	4p Off-Peak, 7.5p Peak	4p Off-Peak, 7.5p Peak	4p Off-Peak, 7.5p Peak	4p Off-Peak, 7.5p Peak
0870 tariffs	5p Off-Peak, 8.5p Peak	5p Off-Peak, 8.5p Peak	5p Off-Peak, 8.5p Peak	5p Off-Peak, 8.5p Peak	5p Off-Peak, 8.5p Peak
Additional information	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime	Included minutes can only be used to call 01 & 02 UK landline numbers. Make calls to other broadband users and the customers of other associated VoIP providers for free at anytime
<b>CONTRACT &amp; PAYMENT</b>					
Payment method(s)	Direct Debit, Credit Card or Cheque	Direct Debit, Credit Card or Cheque	Direct Debit, Credit Card or Cheque	Direct Debit, Credit Card or Cheque	Direct Debit, Credit Card or Cheque
Credit Check?	No	No	No	No	No



Cancellation charges	30 day notice period required. If account is cancelled within first 12 months then remaining subscription charges must be paid. If Free Hardware or Activation was taken then appropriate charge will be levied at cancellation	30 day notice period required. If account is cancelled within first 12 months then remaining subscription charges must be paid. If Free Hardware or Activation was taken then appropriate charge will be levied at cancellation	30 day notice period required. If account is cancelled within first 12 months then remaining subscription charges must be paid. If Free Hardware or Activation was taken then appropriate charge will be levied at cancellation	30 day notice period required. If account is cancelled within first 12 months then remaining subscription charges must be paid. If Free Hardware or Activation was taken then appropriate charge will be levied at cancellation	30 day notice period required. If account is cancelled within first 12 months then remaining subscription charges must be paid. If Free Hardware or Activation was taken then appropriate charge will be levied at cancellation
Additional fees	£6.99 P&P on hardware	£6.99 P&P on hardware	£6.99 P&P on hardware	£6.99 P&P on hardware	£6.99 P&P on hardware

	Evenings and Weekends	Anytime+	Notes
Type	Home Phone PSTN	Home Phone PSTN	
Contract Length	Monthly	Monthly	
Monthly subscription	£9.99	£15.00	
Included Minutes	All 01/02/03 calls between 18:00-08:00 Mon-Fri. Weekends: 18:00 Fri - 08:00 Mon	All 01/02/03 calls. 300 Minutes to Top 20 Int'l destinations	
UK Off-Peak 01/02/03 tariffs	3p per minute*	3p per minute*	*4.5p set-up fee on non inclusive calls
UK Peak 01/02/03 tariffs	3p per minute*	3p per minute*	*4.5p set-up fee on non inclusive calls
International tariffs	From 4.5p per minute*	From 4.5p per minute*	*4.5p set-up fee on non inclusive calls
Mobile tariffs	From 5p Off-Peak, 9.75p Peak*	From 5p Off-Peak, 9.75p Peak*	*4.5p set-up fee on non inclusive calls
0845 tariffs	0.5p Off-Peak, 2p Peak*	0.5p Off-Peak, 2p Peak*	*4.5p set-up fee on non inclusive calls
0870 tariffs	1.5p Off-Peak, 6p Peak*	1.5p Off-Peak, 6p Peak*	*4.5p set-up fee on non inclusive calls
Additional information	Included minutes can only be used to call 01, 02 & 03 UK landline numbers. Maximum free call duration is 60 minutes. Full tariff guide available at: <a href="http://www.plus.net/images/residential/voice/pdf/home_phone_tariffs.pdf">http://www.plus.net/images/residential/voice/pdf/home_phone_tariffs.pdf</a>	Included minutes can only be used to call 01, 02 & 03 UK landline numbers and 300 minutes to Top 20 international destinations. Maximum free call duration is 60 minutes (30 minutes for international calls). Full tariff guide available at: <a href="http://www.plus.net/images/residential/voice/pdf/home_phone_tariffs.pdf">http://www.plus.net/images/residential/voice/pdf/home_phone_tariffs.pdf</a>	
	<b>THE FOLLOWING TARIFFS ARE APPLICABLE FOR EVENING &amp; WEEKENDS, ANYTIME+ AND ESSENTIAL</b>		
<b>UK MOBILES</b>	*4.5p set-up fee applies for all non inclusive mobile calls. 6p set-up fee for Plusnet Essential. Weekend calls charged at daytime or evening rate		
<b>INTERNATIONAL TOP 20 FIXED &amp; MOBILE</b>	*4.5p set-up fee applies for all non inclusive International calls. 6p set-up fee for Plusnet Essential		
<b>OTHER INTERNATIONAL FIXED &amp; MOBILE</b>	*4.5p set-up fee applies for all non inclusive International calls. 6p set-up fee for Plusnet Essential		
<b>CONTRACT &amp; PAYMENT</b>			
Payment method(s)	Direct Debit	Direct Debit	
Credit Check?	No	No	
Cancellation charges	n/a	n/a	