

Connect Fibre Wholesale Pricelist



Effective from date: October 1st 2024

Effective until superceded

All prices within are exclusive of VAT unless otherwise indicated

Version control

Month of publication	Major change(s) summarised
Mar-24	Update made to improve clarity of business SLA vs residential SLA, main differentiator of product. Formatting fixes.
Oct-24	Update made to SLA definitions and introduction of multi-gig services.

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Connect Fibre Wholesale Service fee

A monthly minimum service fee applies for all Retail Service Providers, for administration and account management

Product ID	Product Description	Minimum term	Price	Notes
CFWSL10GSF	Minimum service charge which includes the provision of a single 10Gbps NNI port, not including the cross-connect charge. The cross-connect charge is the responsibility of the Retail Service Provider.	Per contract terms	£500 pcm	The monthly charge is offset against the monthly fees for service products ordered and active. The total invoiced value of services provided in each month is deducted from the minimum service fee. Where this net value is zero or negative, the net service fee is zero.

Connect Fibre Early Termination Charges

Each instance of the services provided has a minimum term defined in the relevant Retail Service Provider agreement, with the term commencing on the service activation date. The minimum term is the length of time

If the wholesale partner ends the service during the minimum term period, an early termination fee may apply, as the contract is being ended before the agreed end date

The totality of the ETC will not exceed the amount you would have paid for the services within the minimum term period and will include VAT for the remaining period.

The ETC is calculated by multiplying the monthly subscription price by the number of whole or part months remaining for the subscription, including VAT

ETCs apply after 1 month notice has been provided by the Retail Service Provider.

Exceptions to the ETC

1. Where the residential end customer is vacating the property and moving to another property not on the Connect Fibre network, ETCs will not apply. Evidence of the move may be required.

2. Should the residential end customer move to another property on the Connect Fibre network, and within 1 calendar month of leaving the previous property order and proceed to activate the same or higher tier service via the Retail Service Provider, the ETC will be waived and the minimum term period restarted for the new service.

Connect Fibre Service Level Agreements

Service Levels offered to Retail Service Providers are as follows

Full terms and conditions are available on demand through your Connect Fibre account manager

Service Level	SLA ID	Applicable services	Target restoration time
ALL RESIDENTIAL	CFSLAT3	Residential active	3 business days
ALL PASSIVE	CFSLAT2	Passive	3 business days
ALL BUSINESS	CFSLAT1	Business active	2 business days

Connect Fibre Engineer Callout Fees

A fee is charged for on-site presence requested and supplied of a Connect Fibre engineer to investigate and/or resolve a reported fault

Where a Retail Service Provider requests such a callout, Connect Fibre will determine whether it or the Retail Service Provider is responsible for the root cause of the fault, as defined under the terms of our contract

Where the root cause was determined to be the Connect Fibre service, the Engineer Callout Fee will NOT apply.

Engineer Callout Fees will be charged in the month following the callout

Service ID	Description	Fee	Notes
CFWSLENG01	Connect Fibre engineer minimum callout charge	£500	Fee applies per-event as per the above conditions
CFWSLENG02	Per-engineer HOURLY fee	£150	Subject to minimum callout charge and includes travel time to the point of fault location. Deducted from the minimum fee.

Connect Fibre Active Services offer pricing

For Active Residential and Business products, Connect Fibre has two pricing tiers; Standard and Offer.

Where the criteria below are met in each calendar month, and where the Retail Service Provider is on a current contract and is not arrears, offer Pricing is automatically applied to all Active products in excess of the qualifying criteria.

The price tier is re-calculating each month based on the prevailing criteria

Offer pricing relates only to ACTIVE services, not PASSIVE

Price tier	Price qualifying criteria	Notes
Standard	Less than 1,000 total Active product subscription instances live at the end of the previous calendar month	
Offer	At least 1,000 total Active product subscription instances live at the end of the previous calendar month	

Connect Fibre Active Residential Broadband Services

Active Residential services are available for residential premises only
These products may not be sold to business premises

Product ID	Product type	Service Description	Activation Fee	STANDARD Monthly subscription	OFFER Monthly subscription	Minimum term	STANDARD installation	OFFER installation	Standard maintenance response (CFLAT3 - See SLAs)	Notes
CFWSSL2R50	Residential Active 50Mbps	Wholesale symmetric FTTP L2 service at 50Mbps maximum	£15	£19.62	£14.75	18 months	£114.78	£78.00	Included	
CFWSSL2R150	Residential Active 150Mbps	Wholesale symmetric FTTP L2 service at 150Mbps maximum	£15	£24.71	£16.20	18 months	£114.78	£78.00	Included	
CFWSSL2R500	Residential Active 500Mbps	Wholesale symmetric FTTP L2 service at 500Mbps maximum	£15	£31.87	£20.00	18 months	£114.78	£78.00	Included	
CFWSSL2R1000	Residential Active 1000Mbps	Wholesale symmetric FTTP L2 service at 1000Mbps maximum	£15	£39.00	£24.00	18 months	£114.78	£78.00	Included	
CFWSSL2R2000	Residential Active 2000Mbps	Wholesale symmetric FTTP L2 service at 2000Mbps maximum	£15	£42.00	£30.00	18 months	£114.78	£78.00	Included	

Connect Fibre Active Business Broadband Services

Active Business services may be provisioned at Residential premises on request

Product ID	Product type	Service Description	Activation Fee	STANDARD Monthly subscription	OFFER Monthly subscription	Minimum term	STANDARD installation	OFFER installation	Enhanced Response (CFSLATI - see SLAs)	Notes
CFWSLL2B50	Business Active 50Mbps	Wholesale symmetric FTTP L2 service at 50Mbps maximum	£15	£19.62	£18.44	18 months	£114.78	£78.00	Included	
CFWSLL2B150	Business Active 150Mbps	Wholesale symmetric FTTP L2 service at 150Mbps maximum	£15	£24.71	£20.25	18 months	£114.78	£78.00	Included	
CFWSLL2B500	Business Active 500Mbps	Wholesale symmetric FTTP L2 service at 500Mbps maximum	£15	£31.87	£25.00	18 months	£114.78	£78.00	Included	
CFWSLL2B1000	Business Active 1000Mbps	Wholesale symmetric FTTP L2 service at 1000Mbps maximum	£15	£47.90	£27.50	18 months	£114.78	£78.00	Included	
CFWSLL2B2000	Business Active 2000Mbps	Wholesale symmetric FTTP L2 service at 2000Mbps maximum	£15	£52.50	£35.00	18 months	£114.78	£78.00	Included	

Connect Fibre Passive Services

Passive Services availability is subject to survey and supply of additional details by the requesting Retail Service Provider

As Passive Services are bespoke on-request projects, they are subject to different processes to Active Services. More details are available from your Connect Fibre Account Manager

Service ID	Product type	Description	Management fee (one-off)	
CFWSLPIARQ	Passive access request	Administration charge to investigate and manage the request with the wholesale partner. This includes the backoffice correspondence and documentation but does not include site visit(s) as required.	£450	

Product ID	Product type	Service Description	Installation fee (one-off)			Minimum term	Standard Response (CFSLAT2 - see SLAs)	Notes
			Survey fee (one-off)	off)	Monthly subscription			
CFWSLPDFATC	Dark fibre access tail between AC and DP	Dark fibre access tail from BDUK subsidised Access Cabinet to Cabinet	£0	£142	£0.0483 per metre plus £10.03 per tail	24 months	Included	The demarcation between Connect Fibre network and Service Provider service will use industry standard SC/APC connector ports on the front of the patch panel. It will be service Provider responsibility to provide the required patch cords with which to onward connect the DFX service to your active electronic equipment upon which your wider network solution will be built.
CFWSLPDFATS	Dark fibre access tail between AC & AC	Dark fibre access tail from BDUK subsidised Access Cabinet to Cabinet	£0	£142	£0.0483 per metre plus £10.03 per tail	24 months	Included	The demarcation between Connect Fibre network and Service Provider service will use industry standard SC/APC connector ports on the front of the patch panel. It will be service Provider responsibility to provide the required patch cords with which to onward connect the DFX service to your active electronic equipment upon which your wider network solution will be built.
CFWSLPSUBD	"PIA" type subduct on BDUK subsidised Connect Fibre-owned duct routes	Placing of subduct in Connect Fibre owned duct. Only available in non-OR CF-main-ducted routes. Max 25mm duct within Connect Fibre duct. No microducts other than within own subduct.	£400	Subject to survey	£0.021 pcm per metre of duct (minimum £0/ 24 months		Included	Subject to survey and availability Not available where BTOR PIA has been used for transit as the CP relationship is between the RSP and Openreach only. Available only for very limited "self-dig" subsidised routes. Connect Fibre will provide a ODF/Patch panel either end of link and this will be the demarcation point.
CFWSLPJCH	"PIA" type access to BDUK subsidised Connect Fibre-owned joint chambers access (breakout)	Access is typically via a core-drill into a separate adjacent chamber for the requestors' own fibre.	£250	£450	£0.79 pcm per metre of duct from CF chamber to wholesale partners' chamber	24 months	Included	Subject to survey and availability of Connect Fibre-owned (i.e. not BTOR) chambers' space and subject to local planning and permitting considerations
CFWSLPPOL	"PIA" type access to BDUK subsidised Connect Fibre-owned poles	Mounting of wholesale partners distribution node (single or multiple) or fibre on Connect Fibre-owned poles	£250	£0	£0.55 per pole	24 months	Included	Subject to survey and availability
CFWSLCAB	Adjacent cabinet siting for non CF-equipment (equipment space and power provision)	A cabinet can be sited adjacent to the CF cabinet for installation of non-CF equipment to be owned and maintained by the Wholesale partner.	£400	£500/hour on site	£208 pcm	5 years	Included	Subject to survey, availability and local planning and permitting considerations Connect Fibre-built and installed cabinets are engineered for a specific set of equipment to a high degree of specific tolerances including heat and power. Access to/from routes and power will be only through a breakout into a separate cabinet to be sited adjacent to or near to the existing cabinet, no wholesale partner equipment is permitted within the Connect Fibre cabinet for security purposes. Power is mains-only, not battery-backed. Battery backup is separate cabinet tenants own responsibility.
CFWSLPACA	Access to power and cable routing in BDUK subsidised Active Cabinets	Bespoke via a breakout from the existing Connect Fibre-owned cabinet	£400	Subject to survey	£70.83 pcm	5 years	Included	Should a Wholesale partner supply and install their own cabinet within 50m of a Connect Fibre cabinet and desire to take power and backhaul as a service from the BDUK subsidised CF cabinet. Subject to survey, availability and local planning and permitting considerations for the cross-connect route. Power is mains-only, not battery-backed. Battery backup is separate cabinet tenants own responsibility.