

## AML Internet Service Levels

ADSL	Upload kb/s	Traffic Priority	Cost
Single/Share Max Lite / 2GB Cap *	448	Standard	£19.99
Single/Share Max Lite /10GB Cap *	448	Standard	£23.99
Single/Share Max *	448	Standard	£37.50
Single/Share 500	256	Standard	£22.50
Single/Share 1000	256	Standard	£31.50
Network Max Lite / 2GB Cap **	832	High	£31.50
Network Max Lite /10GB Cap **	832	High	£39.50
Network Max **	832	High	£66.50
Network 500	256	High	£32.50
Network 1000	256	High	£51.50

### ADDITIONAL GB (Gigabyte)

Extra 1GB £3.00

### FAULT CARE LEVEL

Standard Care Free

Enhanced Care £15

### CONNECTION CHARGES

Line Activation £47.00

Regrades £15.00

Upgrades Free

Migrations (IPstream & Datastream) Free

Migrations (LLU) £55.00

SDSL	Speed kb/s	Contention	Cost
Advanced 500	512	10:1	£150.00
Advanced 1000	1024	10:1	£175.00
Advanced 2000	2048	10:1	£210.00

### FAULT CARE LEVEL

Standard Care Free

Enhanced Care £40

### CONNECTION CHARGES

Line Activation £395.00

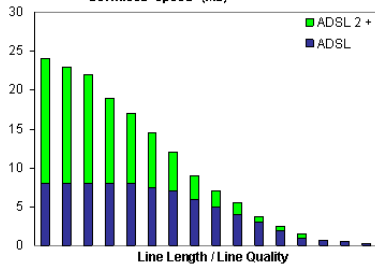
Regrades £100.00

ADSL 2+	Upload kb/s	Contention	Cost
Standard 24Mb / 1.3 Mb (dynamic IP)	1300	Unspecified	£34.99
Standard 24Mb / 1.3 Mb (fixed IP)	1300	Unspecified	£39.99
Network 24Mb / 2.5 Mb (fixed IP)	2500	Unspecified	£59.99
1 IP Address Option (Standard only)			£3.00
8 IP Address Option (Network only)			£8.00
16 IP Address Option (Network only)			£16.00

All prices are subject to VAT @ 17.5%

- All ADSL products **include a fixed IP** and are subject to our Acceptable Usage Policy (AUP) – see <http://www.amlltd.co.uk/aup.pdf>,
- \* Lite products deliver the maximum upload/download speed that the line can support up to 448kb/s/8meg.
- \*\* Single/Share Max products deliver the maximum upload/download speed that the line can support up to 448kb/s/8meg (40Gb fair usage).
- \*\* Network Max products deliver the maximum upload/download speed that the line can support up to 832kb/s/8meg (100Gb fair usage).
- Our **Lite** and **Single / Share** services are subject to standard traffic prioritisation which means that end users are likely to experience some degradation of service during busy periods and potentially a wider range of access speeds depending on the time of day and traffic on the network.
- Our **Network** services will provide end users with high traffic prioritisation across the network. This means that even during peak usage times end users should not experience much impact on the quality of their service or on the downstream and upstream transfer speeds.
- The products deliver the maximum upload/download speeds that the line can support up to that quoted.
- ADSL2+ speeds are particularly sensitive to distance from the exchange and the quality of the line.
- The availability checker is only a guide to speed as it cannot verify line quality - orders cannot be cancelled due to slower than expected speeds.

ADSL2+ Performance vs. ADSL Performance (Downstream)  
Download Speed (MB)



ADSL2+ Performance vs. ADSL Performance (Upstream)  
Upload Speed (MB)

