

# Your Ogi Service Description

Ogi Pro 300 / Ogi Pro 500 / Ogi Pro 900  
Business Fibre Broadband Services





## Welcome to Ogi.

We're really pleased that you've chosen one of our Ogi business fibre broadband packages.

As you know, here in Wales, when someone shouts 'Ogi!', it's impossible not to smile – or respond. That's why we chose Ogi as our name: it's about connecting people to one another, which is exactly what we do, digitally.

We're your Welsh full fibre internet provider and we're here to provide you with the ultrafast, reliable real fibre you need every day.

This little booklet aims to set out, simply, what you can expect from us. Read it – along with our Terms and Conditions – and keep it safe.

We really look forward to connecting you to our service, and to making you part of our Ogi community. Please remember that your broadband is just the start: speak to our specialist business support team today on **029 2002 2300** or **[business@ogi.wales](mailto:business@ogi.wales)** to find out how you can also benefit from watertight security options, enhanced wifi capability, cloud solutions and more.

For now, we hope that our full fibre broadband makes a real difference to your business's productivity and performance and opens up opportunities for you for the future.

Thank you again for choosing Ogi.

Let's get started.

## Service Description

This Service Description explains everything you need to know about your Ogi fibre broadband service: Ogi Pro 300, Ogi Pro 500 or Ogi Pro 900.

This is just about your broadband package, so if you've also signed-up for other Ogi business services, all the Service Descriptions can be found [here](#).

Please read this document carefully, alongside Ogi's [Terms and Conditions for Business Services](#).

## Your Ogi Service

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### Summary

Ogi Pro 300, Ogi Pro 500 and Ogi Pro 900 are Ogi's range of real fibre broadband to the premises services for business customers. They are provided using Ogi's own fibre network in your community.

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### Service Availability

These are services that are delivered over Ogi's own built fibre network in your local area. They are only available in areas where Ogi has built a full fibre network and are not delivered by a third-party provider.

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### Terms and Conditions

The full Ogi General Terms and Conditions for Business Customers can be found on our website, [ogi.wales](#).

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### Contract Period

Ogi Pro 300, Ogi Pro 500 and Ogi Pro 900 are offered as 12 and 24 month contracts. Check your paperwork to see what you've signed-up for.

Installation fees and monthly charges will vary depending on the duration of your contract with us.

Cancellations and Terminations are governed by our General Terms and Conditions for Business Services.

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### Billing

Your Bill will be sent to your e-mail address and will include all the charges incurred during the billing period, including your broadband costs.

Our bills will typically cover a period of 1 month, unless this is your first Bill, which will start from your activation date to the end of the following billing period

You can pay via direct debit – collected on or around the date notified on your Bill – or bank transfer, in-line with your agreed payment terms.

Any discounts will be shown on your Bill with a description, we'll also explain if it's a one-off or recurring discount.

If you're concerned about your Bill, contact Ogi's Business Service Desk at [business.care@ogi.wales](mailto:business.care@ogi.wales) or **029 2002 2333**.

For help to understand your Bill please go to [ogi.wales](#).

## Contact us

### Phone

029 2002 2333

### Email

[business.care@ogi.wales](mailto:business.care@ogi.wales)

### Webform

Go to [www.ogi.wales](http://www.ogi.wales) and click on 'Contact us'

### Letter

Ogi Business Care,  
Hodge House,  
114-116 St. Mary Street,  
Cardiff, CF10 1DY

We also offer a Welsh Language Line if you'd like to get in touch in Welsh: 029 2002 3200

[cymraeg@ogi.cymru](mailto:cymraeg@ogi.cymru)

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## Ogi Business Care

All Ogi Pro 300, Ogi Pro 500 and Ogi Pro 900 customers can contact Ogi by phone on **029 2002 2333** or email at [business.care@ogi.wales](mailto:business.care@ogi.wales).

Our normal business hours are Monday-Friday, 8am-6pm.

This is our standard customer care service for all business customers.

Business customers can also choose to sign-up for out-of-hours support from our team, speak to our Business Development team at [business@ogi.wales](mailto:business@ogi.wales) or **029 2002 2300** to find out more.

We aim to provide a trouble-free service, but from time-to-time faults develop. If you report a fault, you'll receive an initial response from us within the period agreed in your Service Level Agreement and we'll deal with the fault as specified. Find out more about your Service Level Agreements on our website.

If you experience a fault then you may be eligible for compensation – read your Service Level Agreement to find out more.

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## Complaints

Our aim is to always provide a positive experience. However, things go wrong from time to time, and if you feel that our service has fallen short of your expectations, then please let us know, so that we can improve things for the future.

Contact **029 2002 0550** to share your complaint with us, or email [complaints@ogi.wales](mailto:complaints@ogi.wales).

Please refer to your Service Level Agreement. If you're a micro or small business of up to 10 people, our standard Complaints Code also applies to you. Visit [ogi.wales](http://ogi.wales) for more information.

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## Cancellations and Terminations

Cancellations and Terminations are governed by our General Terms and Conditions for Business Services.

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## Security

Ogi Early Warning Service is a value-add for Business Customers and is intended to help you mitigate the risks from certain cyber-threats. We do not provide any guarantees about the effectiveness or accuracy of the information provided. This is not intended to replace other cyber-security measures. Our subject matter experts are available to discuss with you how this service fits in as part of a layered approach to security.



## Moving Premises

If you decide to move, you may be able to migrate your service over to a new address to minimise the hassle and loss of service to you. Our ability to do this will depend on where you're moving to, and the nature of your current service from us.

Our standard terms for ceasing a service will apply if you don't choose to take-up a new package from us – or if we are not able to provide you with a service – at your new property.

You may be charged an installation fee for a new connection at your new address.

Please get in touch with [business@ogi.wales](mailto:business@ogi.wales) or call **029 2002 2300** to find out more.

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## Installing your Service

Ogi will connect the fibre optic service to your business, and set up your Customer Premises Equipment (CPE), including your wifi router.

If you've opted to receive additional managed IT services from us, we may combine installing some of these services with your connectivity installation.

We offer two types of broadband installation:

- A Standard Ogi Installation, which will take around 1.5 hours.
- An Enhanced Ogi Installation, taking up to 2.5 hours, that may come at an additional cost.

We'll discuss your installation needs with you when we take your order and, in some instances, we may need to organise a physical survey to find out more.

Ogi will remind you of your installation time: there may be a penalty for us if we miss you, or a charge for you if aren't at the premises as planned. Please see the relevant Service Level Agreement.

Find out more about the installation process at [ogi.wales](https://www.ogi.wales).

### Additional site visits

If during the installation – or following your installation – it becomes clear that you need internal wiring not considered originally when booking the installation, an additional site visit may need to be booked if we can't fit the work in around your standard installation. These additional visits will be chargeable.

If there are issues with the install, please follow our Complaints process. If the Complaint is upheld, we may need need to organise further visits to your premises to sort things out free of charge.

### If your premises has already been connected

If you already have an Ogi installation, we are still likely to come out on an installation visit to check that all your CPE is working as expected.

## Your Ogi Connection

Your real fibre broadband is delivered via a fibre optic connection from a local cabinet or green box to your property. This stops at the Optical Network Terminal (ONT) – a little box installed inside your premises. The ONT has a Gigabit Ethernet Port into which your router is connected. Your ONT and routers are also called Customer Premises Equipment (CPE).

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### Your Customer Premises Equipment (CPE)

Once the Optical Network Terminal (ONT) is active, Ogi's Engineers will connect your router to it.

The ONT and router will need standard plug sockets. These should be within 1m of the equipment.

You'll be supplied with a Zyxel EX3301 Wifi 6, free of charge, as part of your Ogi Pro package.

The CPE will request an Internet Protocol (IP) Address and we'll also use this opportunity to find your Media Access Control or MAC Address to allow us to identify any other CPE in your property and help to support you with any future connectivity issues you may have.

#### Security

All business customers benefit from our commitment to make sure that we are following best practice for security throughout the lifecycle of service provision.

This includes making sure routers are shipped with the latest firmware, and that the default configuration doesn't allow them to be accessed from the public Internet using standard passwords.

We'll also provide you with the following support during your time as an Ogi customer:

- Information feeds from all our suppliers to ensure that you're aware of any vulnerabilities that impact any hardware we support.
- Vulnerability Notifications and Alert Notifications from the National Cyber Security Centre (NCSC).

Business customers are informed of any threats or vulnerabilities, and we work with customers to manage any risk related to these.

More details can be found in the Early Warning Service Guide.

#### Returning your router to Ogi

- Your CPE – including your Optical Network Terminal and router – remain the property of Ogi throughout the period of your service from us.
- At the end of your contract, you'll be required to return your router/s to us. The process is simple: we'll send you a pre-paid postage pack, and all you need to do is put the hardware into this package, pop to your local Post Office, and return the kit to us to recycle. You'll be charged if you do not return the router.



## Enhanced packages

Businesses can benefit from enhanced wifi support packages from Ogi, as well as a range of other managed IT services. Please contact [business@ogi.wales](mailto:business@ogi.wales) at 029 2002 2300 to find out more.

### The Speed of your Ogi Connection

The speed achieved by our customers can vary for a range of reasons, including how much traffic there is on your local network and wider issues on the internet network across the UK and beyond.

Ogi's advertised download and upload speeds are achievable for at least 50% of our customers during peak hours (12pm-2pm).

As these are average speeds, they're not guaranteed.

The minimum download and upload speed you can expect to receive during peak time is around half your advertised speed.

Here's a summary of the speed you can expect to receive from us:

Product	Average Download Speed* at Peak Times	Minimum Download Speed at Peak Times	Average Upload Speed* at Peak Times	Minimum Upload Speed at Peak Times
<b>Ogi Pro 300</b>	300 Mbps	200 Mbps	300 Mbps	200 Mbps
<b>Ogi Pro 500</b>	500 Mbps	350 Mbps	500 Mbps	350 Mbps
<b>Ogi Pro 900</b>	900 Mbps	600 Mbps	900 Mbps	600 Mbps

\*Achievable for at least 50% of our customers.

We constantly check and optimise the Ogi network, but you can also test your own speeds using the Ogi Speed Test.

If your actual speeds are significantly lower than expected, please let us know and if we aren't able to improve things for you within 30 days then you can terminate your contract from us free of charge. Please also refer to our Terms and Conditions for more information.

## Contact us

### Phone

029 2002 2333

### Email

[business.care@ogi.wales](mailto:business.care@ogi.wales)

### Webform

Go to [www.ogi.wales](http://www.ogi.wales) and click on 'Contact us'

### Letter

Ogi Business Care,  
Hodge House,  
114-116 St. Mary Street,  
Cardiff CF10 1DY

We also offer a Welsh Language Line if you'd like to get in touch in Welsh: 029 2002 3200  
[cymraeg@ogi.cymru](mailto:cymraeg@ogi.cymru)

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## Faults

Faults can be raised with our Business Care team by phone on **029 2002 2333** or email to [business.care@ogi.wales](mailto:business.care@ogi.wales).

### Faults on our network

- If the issue is due to a fault on our network, Ogi will aim to resolve the matter as outlined in your Terms and Conditions and Service Level Agreement.
- We'll send Ogi Engineers to investigate, if necessary, but if an Ogi Engineer is called out and no fault is found, a call-out charge may be levied.

### Faults with your CPE, including your wifi router/s

- If you're in contract and there is a fault with your router, we'll replace the faulty item free of charge.
- If you're not in contract and your wifi router develops a fault, you may need to pay an administration and delivery fee for a replacement.
- If you've damaged the wifi router, then you'll be charged the appropriate fee for a replacement.
- If you've chosen to use your own wifi router/s, we can only be responsible for the connection to the ONT.

Some faults and issues will have nothing to do with Ogi's network or the CPE we've supplied to you. The issue might be to do with internet issues elsewhere, or with some of your own devices, for instance.

If you've ongoing wifi issues, we may be able to upgrade your wifi service for an additional fee. Contact [business@ogi.wales](mailto:business@ogi.wales) or call **029 2002 2300** for more.

If you experience a fault with our network or due to the CPE we've installed that isn't resolved according to our Terms and Conditions you may be eligible for compensation. Please read the relevant Service Level Agreement for more details.

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## Internet Protocol (IP) Address

These Services come with a single static IPv4, and/or IPv6 address on request. Under normal conditions this IP Address will not change during the contract term.



## Managed Services

We can offer you a range of support services. Speak to our specialist business support team today at [business@ogi.wales](mailto:business@ogi.wales) or **029 2002 2300** to find out how you can benefit from watertight security options, enhanced wifi capability, cloud solutions and more.

## Service Options

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### Enhanced Installation

You may need to book an Enhanced Ogi Installation to ensure the best possible connection to and around your business premises.

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### Moving your Connection

If you're like to change the physical location of your connection we can discuss this with you and provide you with a quote for this work.

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### Upgrades and Downgrades

If you would like to upgrade or downgrade the speed of your service from us, please contact [business@ogi.wales](mailto:business@ogi.wales) or call us on **029 2002 2300**.

#### Upgrades

- You can choose to upgrade the speed of your service from us at any stage. The increased charges will be applied pro rata from the next bill and remains within existing contract term.
- There is a 1 month minimum term, and we don't charge an admin fee for upgrading.
- If you're at the end of your contract, or out of contract, any upgrade would require entering a new contract period with Ogi.

#### Downgrades

- You can downgrade the bandwidth of your service at any time during your contract term. The reduced charges will be applied pro rata from the next bill and you'll remain within your existing contract term. There is a 1 month minimum term, and we don't charge an admin fee for downgrading.
- If you're at the end of your contract with us, or if you're out of contract, a downgrade will require you to enter a new contract period with us. No admin fee is charged.

Thank you for joining Ogi.

For updated information about Ogi please visit the website [www.ogi.wales](http://www.ogi.wales)

## Get in touch

### Got a question?

Let's get you to the right team.

### Customer Care

Here for your every need.

Monday to Friday, 8am–6pm

Tel: 029 2002 2333

Email: [business.care@ogi.wales](mailto:business.care@ogi.wales)

### Something not up to scratch?

[www.ogi.wales/complaints](http://www.ogi.wales/complaints)

### Llinell Gymraeg

Adborth, cais neu broblem?

Rho wybod i ni trwy gyfrwng y Gymraeg:

Llun i Gwener, 8am–6pm

Ffôn: 029 2002 3200

Ebost: [cymraeg@ogi.cymru](mailto:cymraeg@ogi.cymru)

Your Service Description is available in braille, large print or audio formats. Just let us know how you'd like it.