

Your Ogi Service Description

Ogi Pro Dedicated Line 100,
Ogi Pro Dedicated Line 500 and
Ogi Pro Dedicated Gigabit Line
Business Connectivity Services





Welcome to Ogi.

We're really pleased that you've chosen one of our Ogi Pro Dedicated Line services for business.

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 connectivity provider and we're here to provide you with the ultrafast, reliable internet 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 connection is just the start: speak to our specialist business support team today on **029 2002 2300** or **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 your Ogi Pro Dedicated Line 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 Line Service: our 100, 500 or Gigabit packages.

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

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

Your Ogi Service

Summary

Ogi Pro Dedicated Line 100, Ogi Pro Dedicated Line 500 and Ogi Pro Dedicated Gigabit Line are Ogi's range of dedicated connectivity services for business customers. They are provided using Ogi's own fibre network in your community.

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.

Terms and Conditions

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

Contract Period

Ogi Pro Dedicated Line services are offered on a 12, 24 and 36-month contract basis. 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.

Billing

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

Webform

Go to 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

Ogi Business Care

All Ogi Pro Dedicated Line customers can contact Ogi by phone on **029 2002 2333** or email at business.care@ogi.wales.

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

Faults can be reported to the Business Care team 24/7.

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 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.

It's also worth knowing that our Network Operations team monitors the network for issues 24/7, dealing with known problems straight away, so even if the Business Service Desk isn't open and you don't have out-of-hours support in-place, our Ogi Engineers will still be busy repairing any issues we spot.

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

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.

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 for more information.

Cancellations and Terminations

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



Moving Premises

If you decide to move, and are already an Ogi customer, 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 or call **029 2002 2300** to find out more.

Installing your Service

An Ogi team will come to your premises to install your service.

We offer two types of dedicated line 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.

In order to set things up properly, we'll undertake a desk-based survey with you when we first take your order to find out whether a standard installation can take place or if a physical survey is needed as a next step. If a physical survey is required, we'll set this up and get back to you with a further proposal – including any excess installation charges – for your approval.

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 or following the 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, then 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.

Installation of previously connected premises

Even if you are already an Ogi customer, we'd follow the same process as we would with a new dedicated line customer, starting with a desk-based survey to find out what's needed to give you the best possible new service from us.

Your Ogi Connection

Your Ogi Pro Dedicated Line service is an exclusive fibre optic connection to your property. This stops at the Network Terminating Equipment (NTE) in your premises. Your core connectivity package does not include wifi equipment or a wifi service but these are available from Ogi at an additional cost.

Your Customer Premises Equipment

Ogi Pro Dedicated Line services are 'wires only' services. That means that they end at the Network Terminating Equipment (NTE) in your premises. The core package doesn't include Customer Premises Equipment, wifi routers or security firewall solutions as part of the standard package price.

However, you can opt to sign-up to receive a wide range of managed services from Ogi to support your dedicated leased line connection – including wifi and firewall options. Please speak to our Business Development team to find out more.

Please contact business@ogi.wales or call **029 2002 2300** to find out more.

The Speed of your Ogi Connection

As a dedicated line customer, you can expect to receive the following speeds regularly from us:

	Guaranteed Download Speed	Guaranteed Upload Speed
Ogi Pro Dedicated Line 100	100 Mbps	100 Mbps
Ogi Pro Dedicated Line 500	500 Mbps	500 Mbps
Ogi Pro Dedicated Gigabit Line	1000 Mbps	1000 Mbps

Please refer to your Service Level Agreement for more information.

Faults

Faults can be raised with our Business Care team by phoning **029 2002 2333** or emailing 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 Service Level Agreement and Terms and Conditions.
- 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.

If you experience a fault with our network 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.

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.

Internet Protocol (IP) Address

These services include five IPv4 Addresses. More IPv4 and IPv6 Addresses may be available on request.



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 at **029 2002 2300** to find out more.

Service Options

Enhanced Installation

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

Move of Connection

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

Upgrades and Downgrades

If you would like to upgrade or downgrade the speed of your service from us, please contact 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.

Managed Services

We can offer you a range of support services. Speak to our specialist business support team today at 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.

Thank you for joining Ogi.

For updated information about
Ogi please visit the website
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

Something not up to scratch?

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

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