

# Your Ogi Service Description

Ogi Pro Offnet  
Business Broadband Services

**ogipro**



## Welcome to Ogi.

We're really pleased that you've chosen one of our Ogi Pro Offnet business 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 connectivity provider and we're here to provide you with the ultrafast, reliable broadband 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 0535** 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 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 Pro Offnet broadband business service.

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

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### Summary

This is a service description for Ogi's range of offnet broadband services for business customers. They are provided using Openreach's network in your area.

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### Service Availability

These are services that are delivered over Openreach's network in areas where Ogi has enabled the Openreach exchange for the delivery of our products. These services are standard Openreach products. All your Business Care support will be provided by Ogi.

Ogi also offers a range of managed services to enhance your basic connectivity package from us.

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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 Offnet broadband packages 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 Offnet broadband 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 0535** 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.



## 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 terminating 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 0535** to find out more.

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## Installing your Service

An Openreach crew will come to your premises to install your offnet broadband service. They may be accompanied by members of the Ogi Business Services Team, depending on whether you've also opted to receive managed service support from us.

The lead time for this service is subject to survey and is typically around 10 working days.

We'll discuss your installation needs with you when we take your order. You'll also need to provide us with details of the planned location of your installation (see below) as well as a contact on-site.

In some instances, Excess Construction Charges may need to be applied. Please see below. Where Excess Construction is required, this will typically extend the normal lead times.

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

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## For Ogi Pro Offnet 40/10 and 80/20 Customers

We'll always try to provide Ogi customers with full fibre broadband or leased lines solutions. However, in some instances we'll provide businesses with fibre-to-the-cabinet connectivity if other options are not available. Ogi Pro Offnet 40/10 or 80/20 packages are fibre-to-the-cabinet based services. You'll need a phone line to receive these services from us. To do so, you can:

1. Provide us with an existing phone line and pay your phone line provider accordingly.
2. Get a new phone line from Ogi – we'll provision your phone line and include the relevant charges as part of your Ogi monthly fee.
3. Ask us to take over a phone line on your behalf, meaning that we'll take ownership of both the phone line and the broadband service.

Where Ogi Provide a copper phone line this will be to support the broadband service only and calls will be barred. Ogi have a range of Managed VoIP services suitable for businesses of all sizes. Speak to our Business Development team at [business@ogi.wales](mailto:business@ogi.wales) or **029 2002 0535** to find out more.

### Excess Installation Charges

Occasionally, additional charges may be required to carry out Excess Construction on site. These costs are shared with Ogi once we or our agents have carried out a survey of the work required and cannot be provided prior to order.

You'll be asked to either approve and accept the charges or to cancel the order before we take things further.

## Contact us

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### Email

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

### Webform

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### Letter

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Hodge House,  
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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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## Your Customer Premises Equipment (CPE)

Once the Optical Network Terminal (ONT) is active, Openreach'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 DX3301 (FTTC Broadband packages) or a Zyxel EX3301 (Fibre Broadband packages) Wifi 6 Router, free of charge, as part of your Ogi Pro Offnet package.

The CPE will automatically request an Internet Protocol IP Address and configure itself on our platform.

### 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.

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.

### 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 0535** to find out more.

## The Speed of your Ogi Connection

Your Ogi Pro Offnet broadband package offer the following speeds during peak hours (12pm-2pm):

	Speeds up to
<b>Ogi Pro FTTC Offnet 40/10</b>	40
<b>Ogi Pro FTTC Offnet 80/20</b>	80

Ogi Pro Offnet 40/10 and 80/20 services are based on fibre-to-the-cabinet Openreach technology. Our Enhanced Managed Line Checker will check whether we can provide a service to you and the ranges of speeds that you can expect to receive on your copper line at your property.

Openreach has implemented a Prioritisation Rate for downloads, to help manage network capacity during peak times. It acts like a variable speed limit where they will momentarily reduce any line that is working above the Prioritisation Rate or Minimum Speed outlined above, to ensure that everyone gets a share of bandwidth during that peak period. If your speed is already below this rate, your line will be unaffected by any momentary speed reduction that is applied.

Our fibre based Ogi Pro Offnet packages offer the following speeds during peak hours (12pm-2pm):

	Average Download Speed* at Peak Time	Minimum Download Speed at Peak Time	Average Upload Speed* at Peak Time	Minimum Upload Speed at Peak Time
<b>Ogi Pro Offnet 80/20</b>	80	30	20	20
<b>Ogi Pro Offnet 160/30</b>	160	110	30	30
<b>Ogi Pro Offnet 220/20</b>	220	30	20	20
<b>Ogi Pro Offnet 330/50</b>	330	110	50	50
<b>Ogi Pro Offnet 500/165</b>	500	220	165	110
<b>Ogi Pro Offnet 550/75</b>	550	110	75	50
<b>Ogi Pro Offnet 1000/115</b>	1000	110	115	50
<b>Ogi Pro Offnet 1000/220</b>	1000	330	220	110

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

The Minimum Speed sets a bandwidth allocation which is lower than your Average Rate and is designed to ensure that, where possible, 'should not drop' or essential packets of data are successfully carried. 'Should not drop' traffic includes quality critical services such as voice services, telemetry for your alarms and monitoring systems etc.

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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.

### 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 wifi router.
- If you've damaged the wifi router, then you'll be charged the appropriate fee for a replacement router.
- If you've chosen to use your own wifi router/s, we can only be responsible for the connection to the ONT.

If the issue is linked to your Ogi CPE equipment, we may also send an Ogi Engineer if necessary but in the event that an Ogi Engineers is called out and no fault is found, a call-out charge may be levied.

Some faults and issues will have nothing to do with your Ogi service 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. Visit [ogi.wales](http://ogi.wales) to find out more.

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 0535** 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 address, more IPv4, as well as IPv6 addresses may be available on request.



## 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 0535** to find out how you can benefit from watertight security options, enhanced wifi capability, cloud solutions and more.

## Service Options

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### Wifi

Speak to us about wifi solutions to suit your business. Please contact [business@ogi.wales](mailto:business@ogi.wales) or call **029 2002 0535** to find out more.

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 0535**.

### Upgrades

- You can choose to upgrade the speed of your service from us within the same product family (e.g. Fibre or FTTC) at any stage where available at your address. 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 from us within the same product family (e.g. Fibre or FTTC) 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.

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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.

Version	Date	Author	Summary
1.0	15/01/24	MS	First Publication