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Pricing Schedule

Business Phone, Broadband and Fibre Packages
Plus Other Charges

Line Rental

Per Month, Per Line, Per Channel

		24 Month Contract	12 Month Contract	1 Month Contract
Business Phone Only Standard Line Rental		£14.00	£15.50	£17.00
Premium Main Auxiliary line		£14.00	£15.50	£17.00
Premium Auxiliary line		£14.00	£15.50	£17.00
ISDN2e Standard		£14.00	£15.50	£17.00
ISDN2e Main Auxiliary channel		£14.00	£15.50	£17.00
ISDN2e Auxiliary channel		£14.00	£15.50	£17.00
ISDN30 Main channel		£16.00	£17.50	£19.00
ISDN30 Auxiliary channel		£16.00	£17.50	£19.00
DDI		£0.33	£0.33	£0.33
Business Broadband Only	Standard (25GB)	£9.50	£11.00	£12.50
	Unlimited	£14.50	£16.00	£17.50
Business Broadband and Phone	Standard (25GB)	£7.00 + £14.00	£8.50 + £15.50	£10.00 + £17.00
	Unlimited	£10.00 + £14.00	£11.50 + £15.50	£13.00 + £17.00
Business Fibre Broadband and Phone	Standard (50GB)	£21.00 + £14.00	£25.00 + £15.50	£32.00 + £17.00
	Unlimited	£28.00 + £14.00	£32.00 + £15.50	£36.00 + £17.00

Other Charges

24 Month Contract

12 Month Contract

1 Month Contract

Supply of New Analogue Line (charge per line or channel)	Standard Line		£45.00	
	Premium Main Auxiliary Line		£99.00	
Supply of New ISDN2e Line (charge per line)	ISDN2e Standard		£240.00	
	ISDN2e Main Auxiliary channel		£124.50	
	ISDN2e Auxiliary channel		£124.50	
	DDI Planning charge		£75.00	
	DDI Connection		£0.75	
	ISDN2e Renumber Per occasion		£55.00	
	ISDN2e Renumber Per number		£25.00	
Supply of New ISDN30e Line (charge per line)	New Install— ISDN30e		£900.00	
	Installation per channel		£5.50	
	DDI Planning charge		£81.57	
	DDI Connection		£0.81	
Standard Line Restart ^			£20.00	
Standard Line Renumber ^			£30.00	
BT/LLU Transfer			£0.00	
Cable Transfer			£50.00	
Broadband Activation Fee		£0.00		£30.00
Fibre Activation Fee		£0.00	£30.00	£150.00

^ Pricing applicable to PSTN Single Lines only. Subject to survey and availability. For other line types or products please give us a call.

Other Charges

	24 Month Contract	12 Month Contract	1 Month Contract
Broadband / Fibre Overage	£1.00 per GB (capped at £15.00 per month)		
Wireless Router	£7.99 (P&P)		£7.99 + £25.00
Static IP	£0.00 (on request) <small>If you require more than 5 per Broadband service then please call us</small>		
Moving Broadband to a different telephone line	£50.00		
Premises Move ~	£50.00		
Bronze Level 1 Care	Included with Business Phone Line Rental		
Silver Level 2 Care	£1.50 per month		
Gold Level 3 Care	£3.50 per month		
Platinum Level 4 Care	£5.00 per month		
Paper Billing	Summary		
	Full Itemisation		
	£2.50 per copy		
	£4.50 per copy		
Non-Direct Debit Payment Charge	£7.50 per month		
Unpaid Invoice Interest Charge	1.5% per month or part month		
FraudDefender	£1.50 per month (first 2 months £0.00)		

~ Pricing applicable to PSTN Single Lines only. Subject to survey and availability. For other line types or products please give us a call.

Termination Fees

Per Connection

	24 Month Contract	12 Month Contract	1 Month Contract
Business Phone Line Rental Only	£8.50 x number of months left	£8.50 x number of months left	£0.00
Standard Business Broadband Only	£6.25 x number of months left	£6.25 x number of months left	£0.00
Unlimited Business Broadband Only	£8.75 x number of months left	£8.75 x number of months left	£0.00
Standard Business Broadband and Phone	£14.75 x number of months left	£14.75 x number of months left	£0.00
Unlimited Business Broadband and Phone	£17.25 x number of months left	£17.25 x number of months left	£0.00
Standard Business Fibre Broadband and Phone	£24.50 x number of months left plus If you cancel Fibre within the first 12 months of a contract, a £99 early termination charge applies	£24.50 x number of months left plus If you cancel Fibre within the first 12 months of a contract, a £99 early termination charge applies	£0.00
Unlimited Business Fibre Broadband and Phone	£26.50 x number of months left plus If you cancel Fibre within the first 12 months of a contract, a £99 early termination charge applies	£26.50 x number of months left plus If you cancel Fibre within the first 12 months of a contract, a £99 early termination charge applies	£0.00

The termination fee will include a sum equal to 100% of any discounts, if any, which have been received prior to the date of termination.

Call Out Charges

Per Call Out (min period 1hr) *	Normal Working Day (Mon-Fri)	£120.00
	All Other Times (exc. Sundays & BHs)	£150.00
	Sundays & BHs	£180.00
Time in excess of 1st hour *	Normal Working Day (Mon-Fri)	£60.00
	All Other Times (exc. Sundays & BHs)	£90.00
	Sundays & BHs	£120.00

Call Plans

Call Prices	UK Landlines (01/02/03)	2.00p per minute
	UK Mobiles	10.00p per minute
	084/087/118/09	Service charge + Access charge (8.00p)
Connection Fee		10.00p per call
UK Landline Anytime (01/02/03)		£5.00 per month
UK Landline and Mobile Anytime		£10.00 per month
International 500 *		£5.00 per month
International 1500 *		£10.00 per month

* Time Related Charges apply where:

- 1) The fault is found not to be with any Openreach service or equipment. In particular this covers the situation where no fault is found, or the fault is found to be on non-Openreach equipment, or is due to damage caused by someone at the end user's premises, or due to the loss or removal of equipment, or in the case of customer or end user owned or rented equipment (but not Openreach's network) faults caused by external or environmental factors (e.g. lightning, electrical surges or floods).
- 2) Openreach agrees to carry out work at specific times (e.g. during the evening or on a Sunday when the customer has a Silver maintenance agreement or earlier).

* International 500 / 1500 destinations: Australia, Austria, Bangladesh, Belgium, Canada, China, Denmark, France, Germany, Hong Kong, India, Ireland, Italy, Netherlands, New Zealand, Norway, Pakistan, Poland, Portugal, Spain, Sweden, Switzerland, Turkey and USA. Landlines only.

Call and Network Features and Bundles

Call and Network Features	1571	£2.00
	Bypass Number	£1.00
	Call Barring	£2.00
	Caller Display*	£1.00
	Call Diversion* ¹	£2.00
	Call Sign*	£2.00
	Call Waiting*	£2.00
	Reminder Call*	£2.00
	Choose to Refuse	£2.50
	Ringback	£2.00
	Call Minder Basic	£2.50
	Anonymous Call Reject	£3.00
	Called Party Answer	£2.00
	Called Party Answer (Setup Charge)	£37.00
	Call Redirect - 1 Month	£18.00
	Call Redirect - 3 Months	£26.00
	Remote Call Forward (Setup Charge) ¹	£45.00
	Remote Call Forward ¹	£3.00
	Smart Divert	£4.00
	Smart Divert (Setup Charge)	£14.00
Withhold Number	£0.00 (only at customer's request)	

* Available in Bundle

Call and Network Features Bundles	2 Features	£2.50
	3 Features	£4.00
	4 Features	£5.50
	5 Features	£6.00

¹ The rental and connection charges for Call Diversion / Remote Call Forwarding are in addition to all forwarded call charges at the appropriate dialled rates and are in addition to line rental charges. The renter of the service pays the appropriate dialled call rates for the diverted leg of the call. The caller pays for the call to the number dialled. Calls will be charged per 60 seconds and rounded up to the nearest penny.

All prices exclude VAT and are charged monthly in advanced, unless stated otherwise. Call charges are invoiced in arrears.

Call Prices

Personal Numbers		
Charge Band	Peak	Off Peak
pn1	24.52	16.34
pn2	51.06	51.06
pn3	50.04	39.83
pn4	26.56	26.56
pn5	17.36	17.36
pn6	20.42	20.42
pn8	20.40	20.40
pn9	24.00	24.00
pn10	35.75	35.75
pn11	39.83	29.62
pn12	27.58	27.58
pn13	39.83	39.83
pn14	30.13	30.13
pn15	13.27	13.27
pn16	14.30	14.30
pn17	15.32	15.32
pn18	16.34	16.34
pn19	10.21	10.21
pn20	24.52	24.52

UK Other Calls		
Charge Band	Peak	Off Peak
C	12.84	7.44
D	17.06	10.06
E	5.04	5.04
F	30.64	20.42
j	32.68	22.46
k	38.29	25.52
m	41.92	28.92
n	15.12	15.12
fw1	15.84	15.84
fw2	15.00	12.48
fw3	16.68	13.32
fw4	16.20	9.90
fw5	15.12	12.24
fw6	13.20	10.56
g6	7.00	7.00

Access Charges		
UK Landline	Peak	Off Peak
Service Charge	7.00	7.00
Access Charge	8.00	8.00

Paging Services	
Charge Band	Fixed Price Call
ff10	21.70
ff3	25.00
ff8	15.80
ff9	36.20

Connection charges apply; 10p to local, national, mobile and international destinations, unless stated otherwise. Calls are capped at the "Capped" rates quoted for the first hour. Calls longer than 60 minutes will be charged at the applicable rates after 60 minutes. All prices exclude VAT and are listed in pence per minute. Calls to mobiles will be charged at the above original operator rates. Note: Mixed Per Minute and Per Call, where the per minute charge applies after the first minute.

Call Prices

NGCs	
Name	PPM
NGCS 1	0.00
NGCS 2	1.00
NGCS 3	2.00
NGCS 4	3.00
NGCS 5	4.00
NGCS 6	5.00
NGCS 7	6.00
NGCS 8	7.00
NGCS 9	8.00
NGCS 10	9.00
NGCS 11	10.00
NGCS 12	11.00
NGCS 13	12.00
NGCS 14	13.00
NGCS 15	15.00
NGCS 16	20.00
NGCS 17	25.00
NGCS 18	30.00
NGCS 19	35.00
NGCS 20	36.00

Name	PPM
NGCS 21	40.00
NGCS 22	45.00
NGCS 23	46.00
NGCS 24	50.00
NGCS 25	55.00
NGCS 26	60.00
NGCS 27	65.00
NGCS 28	70.00
NGCS 29	75.00
NGCS 30	80.00
NGCS 31	90.00
NGCS 32	95.00
NGCS 33	99.00
NGCS 34	100.00
NGCS 35	110.00
NGCS 36	120.00
NGCS 37	145.00
NGCS 38	150.00
NGCS 39	155.00
NGCS 40	180.00

Name	PPM
NGCS 41	200.00
NGCS 42	220.00
NGCS 43	250.00
NGCS 44	300.00
NGCS 45	360.00
NGCS 46	5.00
NGCS 47	10.00
NGCS 48	15.00
NGCS 49	25.00
NGCS 50	30.00
NGCS 51	35.00
NGCS 52	40.00
NGCS 53	48.00
NGCS 54	50.00
NGCS 55	70.00
NGCS 56	75.00
NGCS 57	100.00
NGCS 58	145.00
NGCS 59	150.00
NGCS 60	200.00

Name	PPM	PPC
NGCS 61	250.00	
NGCS 62	300.00	
NGCS 63	400.00	
NGCS 64	500.00	
NGCS 65	600.00	
NGCS 66	155.00	77.00
NGCS 67	25.00	80.00
NGCS 68	139.00	399.00
NGCS 69	135.00	499.00
NGCS 70	275.00	550.00
NGCS 71	299.00	574.00
NGCS 72	349.00	698.00
NGCS 73	250.00	0.00
NGCS 74	5.00	5.00
NGCS 75	10.00	10.00
NGCS 76	40.00	40.00
NGCS 77	70.00	70.00
NGCS 78	150.00	150.00
NGCS 79	200.00	200.00
NGCS 80	257.00	445.00

International Call Prices

Destination	International Land Line		International Mobile	
	Off Peak	Peak	Off Peak	Peak
Afghanistan	150.00	150.00	165.00	165.00
Albania	60.00	60.00	75.00	75.00
Algeria	60.00	60.00	75.00	75.00
Andorra	60.00	60.00	75.00	75.00
Angola	137.50	137.50	152.50	152.50
Anguilla	80.00	80.00	95.00	95.00
Antigua & Barbuda	80.00	80.00	95.00	95.00
Argentina	112.50	112.50	127.50	127.50
Armenia	95.00	95.00	110.00	110.00
Aruba	95.00	95.00	110.00	110.00
Ascension Island	150.00	150.00	165.00	165.00
Australia	3.00	3.00	70.00	70.00
Austria	3.00	3.00	45.00	45.00
Azerbaijan	95.00	95.00	110.00	110.00
Azores	37.50	37.50	52.50	52.50
Bahamas	80.00	80.00	95.00	95.00
Bahrain	95.00	95.00	110.00	110.00
Bangladesh	60.00	60.00	75.00	75.00
Barbados	80.00	80.00	95.00	95.00
Belarus	95.00	95.00	110.00	110.00
Belize	137.50	137.50	152.50	152.50
Belgium	3.00	3.00	45.00	45.00
Benin	137.50	137.50	152.50	152.50
Bermuda	80.00	80.00	95.00	95.00
Bolivia	137.50	137.50	152.50	152.50
Bosnia & Herzegovina	137.50	137.50	152.50	152.50
Botswana	112.50	112.50	127.50	127.50
Brazil	112.50	112.50	127.50	127.50
British Virgin Islands	80.00	80.00	95.00	95.00
Brunei	112.50	112.50	127.50	127.50
Bulgaria	60.00	60.00	75.00	75.00
Burkina Faso	137.50	137.50	152.50	152.50
Burundi	137.50	137.50	152.50	152.50
Cambodia	150.00	150.00	165.00	165.00
Cameroon	112.50	112.50	127.50	127.50

Destination	International Land Line		International Mobile	
	Off Peak	Peak	Off Peak	Peak
Canada	3.00	3.00	42.50	42.50
Canary Islands	37.50	37.50	52.50	52.50
Cape Verde Island	150.00	150.00	165.00	165.00
Cayman Islands	80.00	80.00	95.00	95.00
Central African Republic	150.00	150.00	165.00	165.00
Chad	150.00	150.00	165.00	165.00
Chile	112.50	112.50	127.50	127.50
China	95.00	95.00	110.00	110.00
Colombia	137.50	137.50	152.50	152.50
Cook Islands	150.00	150.00	165.00	165.00
Costa Rica	112.50	112.50	127.50	127.50
Croatia	60.00	60.00	75.00	75.00
Cuba	150.00	150.00	165.00	165.00
Cyprus North	37.50	37.50	52.50	52.50
Cyprus South	60.00	60.00	75.00	75.00
Czech Republic	37.50	37.50	52.50	52.50
Denmark	3.00	3.00	45.00	45.00
Diego Garcia	150.00	150.00	165.00	165.00
Djibouti	150.00	150.00	165.00	165.00
Dominica	80.00	80.00	95.00	95.00
Dominican Republic	80.00	80.00	95.00	95.00
Ecuador	137.50	137.50	152.50	152.50
Egypt	112.50	112.50	127.50	127.50
Emsat	200.00	200.00	200.00	200.00
Equatorial Guinea	150.00	150.00	165.00	165.00
Eritrea	137.50	137.50	152.50	152.50
Estonia	60.00	60.00	75.00	75.00
Ethiopia	137.50	137.50	152.50	152.50
Faeroe Islands	37.50	37.50	52.50	52.50
Falkland Islands	137.50	137.50	152.50	152.50
Fiji	150.00	150.00	165.00	165.00
Finland	30.00	30.00	45.00	45.00
France	3.00	3.00	45.00	45.00
French Polynesia	150.00	142.50	157.50	157.50
Gambia	150.00	150.00	165.00	165.00

Destination	International Land Line		International Mobile	
	Off Peak	Peak	Off Peak	Peak
Georgia	95.00	95.00	110.00	110.00
Germany	3.00	3.00	45.00	45.00
Ghana	112.50	112.50	127.50	127.50
Gibraltar	37.50	37.50	52.50	52.50
Global Satellite-Thuraya	350.00	350.00	350.00	350.00
Greece	30.00	30.00	45.00	45.00
Grenada	80.00	80.00	95.00	95.00
Guadeloupe	80.00	80.00	95.00	95.00
Guatemala	112.50	112.50	127.50	127.50
Guinea	137.50	137.50	152.50	152.50
Guyana	137.50	137.50	152.50	152.50
Honduras	112.50	112.50	127.50	127.50
Hong Kong	3.00	3.00	70.00	70.00
Hungary	37.50	37.50	52.50	52.50
Iceland	60.00	60.00	75.00	75.00
India	60.00	60.00	75.00	75.00
Indonesia	95.00	95.00	110.00	110.00
Inmarsat B Maritime	350.00	350.00	350.00	350.00
Inmarsat Mini M	250.00	250.00	250.00	250.00
Inmarsat-Atlantic West-B	350.00	350.00	350.00	350.00
Inmarsat-Atlantic West-Mini	350.00	350.00	350.00	350.00
Inmarsat-Indian-B	350.00	350.00	350.00	350.00
Inmarsat-Indian-Mini	350.00	350.00	350.00	350.00
Inmarsat-Pacific-A	600.00	600.00	600.00	600.00
Inmarsat-Pacific-B	350.00	350.00	350.00	350.00
Iran	112.50	112.50	127.50	127.50
Iraq	112.50	112.50	127.50	127.50
Ireland	3.00	3.00	40.00	40.00
Iridium 8816	350.00	350.00	350.00	350.00
Iridium 8817	350.00	350.00	350.00	350.00
Italy	3.00	3.00	45.00	45.00
Israel	55.00	55.00	70.00	70.00
Ivory Coast	112.50	112.50	127.50	127.50
Jamaica	80.00	80.00	95.00	95.00
Japan	55.00	55.00	70.00	70.00

Destination	International Land Line		International Mobile	
	Off Peak	Peak	Off Peak	Peak
Jordan	112.50	112.50	127.50	127.50
Kazakhstan	95.00	95.00	110.00	110.00
Kenya	112.50	112.50	127.50	127.50
Korea North	150.00	150.00	165.00	165.00
Korea South	95.00	95.00	110.00	110.00
Kosovo	60.00	60.00	75.00	75.00
Kuwait	95.00	95.00	110.00	110.00
Kyrgyzstan	95.00	95.00	110.00	110.00
Laos	150.00	150.00	165.00	165.00
Latvia	60.00	60.00	75.00	75.00
Lebanon	112.50	112.50	127.50	127.50
Lesotho	137.50	137.50	152.50	152.50
Liberia	112.50	112.50	127.50	127.50
Libya	60.00	60.00	75.00	75.00
Liechtenstein	60.00	60.00	75.00	75.00
Lithuania	60.00	60.00	75.00	75.00
Luxembourg	30.00	30.00	45.00	45.00
Macao	112.50	112.50	127.50	127.50
Macedonia	60.00	60.00	75.00	75.00
Madagascar	137.50	137.50	152.50	152.50
Malawi	112.50	112.50	127.50	127.50
Malaysia	55.00	55.00	70.00	70.00
Maldives	137.50	137.50	152.50	152.50
Malta	37.50	37.50	52.50	52.50
Martinique	80.00	80.00	95.00	95.00
Mauritania	137.50	137.50	152.50	152.50
Mauritius	112.50	112.50	127.50	127.50
Mexico	95.00	95.00	110.00	110.00
Moldova	137.50	137.50	152.50	152.50
Monaco	37.50	37.50	52.50	52.50
Mongolia	150.00	150.00	165.00	165.00
Montserrat	80.00	80.00	95.00	95.00
Morocco	60.00	60.00	75.00	75.00
Mozambique	137.50	137.50	152.50	152.50
Myanmar	137.50	137.50	152.50	152.50
Namibia	137.50	137.50	152.50	152.50

Destination	International Land Line		International Mobile	
	Off Peak	Peak	Off Peak	Peak
Nepal	112.50	112.50	127.50	127.50
Netherlands	30.00	30.00	45.00	45.00
New Caledonia	150.00	150.00	165.00	165.00
New Zealand	3.00	3.00	70.00	70.00
Nicaragua	112.50	112.50	127.50	127.50
Niger	137.50	137.50	152.50	152.50
Nigeria	95.00	95.00	110.00	110.00
Norway	30.00	30.00	45.00	45.00
Oman	95.00	95.00	110.00	110.00
Pakistan	60.00	60.00	75.00	75.00
Palestine	55.00	55.00	70.00	70.00
Panama	112.50	112.50	127.50	127.50
Papua New Guinea	150.00	150.00	165.00	165.00
Paraguay	112.50	112.50	127.50	127.50
Peru	112.50	112.50	127.50	127.50
Philippines	95.00	95.00	110.00	110.00
Poland	3.00	3.00	45.00	45.00
Puerto Rico	80.00	80.00	95.00	95.00
Portugal	3.00	3.00	45.00	45.00
Qatar	95.00	95.00	110.00	110.00
Reunion	150.00	150.00	165.00	165.00
Romania	60.00	60.00	75.00	75.00
Russia	60.00	60.00	75.00	75.00
San Marino	37.50	37.50	52.50	52.50
Sao Tome & Principe	150.00	150.00	165.00	165.00
Saudi Arabia	95.00	95.00	110.00	110.00
Senegal	112.50	112.50	127.50	127.50
Serbia	60.00	60.00	75.00	75.00
Seychelles	112.50	112.50	127.50	127.50
Sierra Leone	112.50	112.50	127.50	127.50
Singapore	55.00	55.00	70.00	70.00
Slovakia	37.50	37.50	52.50	52.50
Slovenia	60.00	60.00	75.00	75.00
Solomon Islands	150.00	150.00	165.00	165.00
Somalia	150.00	150.00	165.00	165.00
South Africa	55.00	55.00	70.00	70.00

Destination	International Land Line		International Mobile	
	Off Peak	Peak	Off Peak	Peak
Spain	3.00	3.00	45.00	45.00
Sri Lanka	112.50	112.50	127.50	127.50
St. Helena	150.00	150.00	165.00	165.00
St. Kitts & Nevis	80.00	80.00	95.00	95.00
St. Lucia	80.00	80.00	95.00	95.00
St. Vincents	80.00	80.00	95.00	95.00
Sudan	112.50	112.50	127.50	127.50
Suriname	137.50	137.50	152.50	152.50
Swaziland	137.50	137.50	152.50	152.50
Sweden	3.00	3.00	45.00	45.00
Switzerland	3.00	3.00	45.00	45.00
Syria	112.50	112.50	127.50	127.50
Taiwan	95.00	95.00	110.00	110.00
Tajikstan	137.50	137.50	152.50	152.50
Tanzania	112.50	112.50	127.50	127.50
Thailand	95.00	95.00	110.00	110.00
Togo	137.50	137.50	152.50	152.50
Tonga	150.00	150.00	165.00	165.00
Trinidad & Tobago	80.00	80.00	95.00	95.00
Tunisia	60.00	60.00	75.00	75.00
Turkey	3.00	3.00	75.00	75.00
Turkmenistan	95.00	95.00	110.00	110.00
Turks & Caicos Island	80.00	80.00	95.00	95.00
Tuvalu	150.00	150.00	165.00	165.00
Uganda	112.50	112.50	127.50	127.50
Ukraine	95.00	95.00	110.00	110.00
United Arab Emirates	95.00	95.00	110.00	110.00
Uruguay	112.50	112.50	127.50	127.50
USA	3.00	3.00	42.50	42.50
Uzbekistan	95.00	95.00	110.00	110.00
Venezuela	112.50	112.50	127.50	127.50
Vietnam	137.50	137.50	152.50	152.50
Western Samoa	150.00	150.00	165.00	165.00
Yemen	137.50	137.50	152.50	152.50
Zambia	112.50	112.50	127.50	127.50
Zimbabwe	112.50	112.50	127.50	127.50