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COMMUNICATIONS

Network Services Price March 2024

Line rental

Line Rental (per line/ channel)	Monthly Cost (ex. VAT)
Single analogue line	£31.60
Multi-analogue line	£31.60
ISDN2e	£34.91
ISDN30e	£34.33

New Connections (per line/ channel based on the line rental pricing stated above)	One-off Payment (ex. VAT)		
	12 month	24 month*	36 month*
Transfer of any existing service from another provider	Free	Free	Free
Single analogue line	£220.00	£130.00	Free
Multi-analogue line	£220.00	£130.00	Free
ISDN2e (x2 channels)	£440.00	£265.00	Free
ISDN30e (first 15 channels)	£200.00	£120.00	Free
ISDN30e (channel 16+)	Free	Free	Free

* 24 & 36 month discounted install charges subject to a £10 minimum call spend or call bundle per line or channel, otherwise 12 month price applies. Connection prices shown are available on the above line rental rates only.

Temporary Lines*	One-off Payment (ex. VAT)
Survey fee (payable whether service is taken or not)	£376.00
Analogue & ISDN2e (per line)	£695.00
ISDN30e (per bearer)	£730.00

*All short duration lines subject to survey per site installation & subject to additional excess construction charges where applicable.

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Line Conversions	One-off Payment (ex. VAT)	Notes
Conversion of Local Loop Unbundling (LLU) to a standard single line	£78.00	
Conversion of SOGEA to standard Single Line	£67.00	
Supply of new line using previously stopped LLU MPF line	£78.00	
Conversion of auxiliary multi-line to standard single line	£22.00	(Re-number charge)
Conversion of ISDN2e line to standard single analogue line	£155.00	
Change in analogue line termination	£33.00	"Plus visit charge if engineer not already present"
Conversion of standard single line to main multi-line	£22.00	(Re-number charge)
Conversion of standard single line to auxiliary multi-line	£22.00	(Re-number charge)
Conversion of ISDN2e line to auxiliary multi-line	£190.00	(Per channel)
Conversion of standard single analogue line to ISDN2e line	£260.00	
Conversion of digital system ISDN2e to digital standard ISDN2e	£45.00	(Per line)
Conversion of digital standard ISDN2e to digital system ISDN2e	£45.00	(Per line)
Conversion of ISDN30 DASS to ISDN30e per channel	£20.00	
Conversion of ISDN30 DASS to ISDN30e (61 or more channels)	£1,020.00	

* Re-number charge is only applicable when converting an existing multi-line to separate single lines. i.e. the lineplant already exists. If a new additional auxiliary line is required new connection charges are applicable.

Number Selections & DDIs	One-off Payment (ex. VAT)	Monthly Rental (ex. VAT)
Change of telephone number (re-number)	£22.00	
Number selection (at point of order)	£15.00	
DDI planning charge	£133.00	
DDI (supplied in blocks of 10 numbers)	£1.50	£0.45
DDI re-number connection charge	£1.10	
Single number DDI	£1.50	£0.45
Single number DDI re-number connection charge	£1.10	
Multiple subscriber number (MSN) (ISDN2e Standard)	£22.00	£1.10
MSN reconfiguration charge	£24.50	

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Cancellation Charges	One-off Payment (ex. VAT)
Change of telephone number (re-number)	£24.50
Number selection (at point of order)	Full Charge
ISDN30 cancellations (% of full install charge based on notice prior to confirmed install date)	
1 day or less	90%
2 - 4 days	75%
5 - 6 days	60%
7 - 14 days	30%
15 days or more	0%

ISDN30 Options	One-off Payment (ex. VAT)	Monthly Rental (ex. VAT)
Additional Channels (per channel, added after install)	£11.00	
Reconfiguration (based on installation size for changes to channel or DDIs after install)		
0 to 15 channels	£85.50	
16 to 30 channels	£175.00	
31 to 60 channels	£260.00	
61 channels or more	£345.00	
Standby power options (all supply power for up to 5 hours)		
Option 1 A - 4 x 2 and 1 x 2 integral batteries	£120.00	
Option 1 B - 16 x 2 battery pack and 1 x 2 SDH access	£235.00	
Option 2 - Standalone battery	£665.00	£42.00

Business Continuity Options	One-off Payment (ex. VAT)	Monthly Rental (ex. VAT)
Site assurance option 1 [Per channel, all channels must be included – Diverts to single number]		£3.20
Site assurance option 2 (diversion to a second circuit)		£10.50
Out of area - per 2M Bit/s Bearer - fixed monthly rental		£37.50
Out of area - per 2M Bit/s Bearer - per KM charge		£13.00
Alternative routing - 2 routes to same exchange	Subject to survey	
Diverse routing - connection to a second exchange	Subject to survey	
Out of area - per 2M Bit/s Bearer - fixed monthly rental	£1,165.00	£52.50

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Engineering and maintenance

Service Care Levels by Line Type	Service Level 1	Service Level 2	Service Level 3	Service Level 4
Rental charge per month	"End of next working day + 1 working day, Monday to Friday"	"End of next working day, Monday to Saturday"	"End of next half working day, Monday to Sunday"	6 hour SLA - all times
Single analogue line	Included in line rental	£3.50	£5.45	£9.20
Multi-analogue (per line)	N/A	Included in line rental	£5.45	£8.20
ISDN2e (standard or system per line)	N/A	Included in line rental	£5.54	£9.20
ISDN30e (per channel)	N/A	Included in line rental	£3.30	£5.50

Flexible Appointments	One-off Payment (ex. VAT)	
Mon-Fri 7am to 8am or 6pm to 9pm	£33.50	
Mon-Fri 10am to 12am or 2pm to 4pm (more focused appointment)	£66.50	
Saturday 8am to 1pm or 1pm to 6pm	£33.50	
Fault care level expedites Must be placed at point of logging fault	Level 1 to Level 2	£110.00
	Level 1 to Level 3	£750.00
	Level 1 to Level 4	£1,195.00
	Level 2 to Level 3	£635.00
	Level 2 to Level 4 (excluding ISDN30)	£1,085.00
	Level 3 to Level 4	£445.00
	Level 3 to Level 4 (ISDN30)	£1,225.00

Engineering Charges	One-off Payment (ex. VAT)
"Standard chargeable visit (includes up to 1 hour's work)"	Normal working day £175.00
"To repair faults, rearrange services or complete internal or external shifts outside of the standard terms of service"	Other times apart from Sundays/ Bank Holidays £230.00
	Sundays and public/Bank Holidays £290.00
Additional hours (or part thereof)	Normal working day £90.00
	Other times apart from Sundays/ Bank Holidays £140.00
	Sundays and public/Bank Holidays £175.00
Supplementary charges	Normal working day n/a
	Other times apart from Sundays/ Bank Holidays £45.00
	Sundays and public/Bank Holidays £83.00

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Engineering Charges		One-off Payment (ex. VAT)
Supplementary fixed charges (per visit)	Normal working day	N/a
To carry out work outside normal working hours, where work during normal hours is included within the normal fixed price	Other times apart from Sundays/ Bank Holidays	£45.00
	Sundays and public/Bank Holidays	£83.00
Abortive visit charge	Per engineer, per visit or call out	£125.00
Named engineer (for installation orders)	Normal working day (am availability only)	£95.00
Internal Pack (for internal work at a normal premises)		£12.50
External Pack (for external work at a normal premises)		£25.00
Data ext kit (associated with broadband health-check)		£12.50
SSFP NTE2000 (broadband front plate)		Withdrawn
Broadband micro filter		£750.00
NTE8 (for ISDN2 use)		£33.50
Block terminal 92A (for Redcare use)		£3.50

Excess Construction Charges		One-off Payment (ex. VAT)
Survey fee/planning charge (Only charged if excess construction charges are accepted)		£369.00
All other excess construction charges		Price subject to survey

Network features

Call Barring Options	Connection (ex. VAT)	Analogue (ex. VAT)	ISDN2e (ex. VAT)	ISDN30e (ex. VAT)
Call barring (incoming & outgoing)	N/a	£4.20	N/a	N/a
Outgoing calls barred - no 999 & 112 access	£5.50	-	-	-
Outgoing calls barred except with 999 & 112 access	£6.10	-	-	-
Incoming calls barred	£6.10	-	-	-
Call barring (PRS) - by admin control	£6.10	£4.20	£4.20	£4.20
Call barring (international & PRS) - by admin control	£6.10	£4.20	£4.20	£4.20
Call barring (118) - by admin control	£6.10	-	-	-
Indirect access call barring - per analogue line	-	£4.20	N/a	N/a
Indirect access call barring - ISDN2e & ISDN30e	-	N/a	£5.00	£5.00
"Outgoing - national, international & premium rate services calls"	-	N/a	£5.00	£5.00
Outgoing - international calls & premium rate services	-	N/a	£5.00	£5.00
Outgoing - operator calls	-	N/a	£5.00	£5.00
"Outgoing - international, operator & premium rate services"	-	N/a	£5.00	£5.00
Outgoing - all calls except 999, 112, 151, 0800	-	N/a	£5.00	£5.00
Permanent incoming call barring (ICB)	-	N/a	£5.00	£5.00
Permanent outgoing call barring (OCB)	-	N/a	£5.00	£5.00

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Analogue Line Features	Connection (ex. VAT)	Analogue (ex. VAT)	ISDN2e (ex. VAT)	ISDN30e (ex. VAT)
Call Diversion	-	£4.20	N/a	N/a
Call Waiting	-	£4.20	N/a	N/a
Call Sign	-	£4.20	N/a	N/a
Caller Display	-	Free	N/a	N/a
Reminder Call	-	£4.20	N/a	N/a
Bar use of Reminder Call	-	Free	N/a	N/a
Ring Back	-	£3.50	N/a	N/a
Removal of Ring Back	-	Free	N/a	N/a
Three-Way Calling	-	£4.20	N/a	N/a
Bar use of Three Way Calling	-	Free	N/a	N/a
Call Return 1471	-	Free	N/a	N/a
Call Return 1471 Erasure (1475)	-	Free	N/a	N/a
Withhold Number	-	Free	N/a	N/a
Bar use 141 &1470	-	Free	N/a	N/a
1571 Voicemail Service	-	£2.75	N/a	N/a
1571 Voicemail with Personal Greeting	-	£3.85	N/a	N/a
Call Minder Basic	-	£3.85	N/a	N/a
Call Minder with Extn	-	£4.50	N/a	N/a
Call Minder Premium (up to 5 mailboxes)	-	£8.10	N/a	N/a

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Numbering Options	Connection (ex. VAT)	Analogue (ex. VAT)	ISDN2e (ex. VAT)	ISDN30e (ex. VAT)
Number Selection	£25.50	-	-	-
Number Selection via Dialogue Services per request	£13.28	-	-	-
Presentation Number (Analogue)	£5.50	£4.50	N/a	N/a
Presentation Number (ISDN)	£70.00	N/a	£5.00	£5.00
I30e Presentation Number Type 3,4,5	£70.00	N/a	N/a	£5.00
ISDN2e Std 2 Number MSN Rental per number	£14.95	N/a	£1.30	N/a
"ISDN2e Std 3 Number MSN - 10 Number MSN Rental per number"	£14.95	N/a	£1.30	N/a
Calling Line Identity Presentation (CLIP)	-	N/a	Free	Free
Calling Line Identity Restriction (CLIR)	-	N/a	Free	Free
Connected Line Identity Presentation (COLP)	-	N/a	£4.50	£4.50
Connected Line Identity Restriction (COLR)	-	N/a	Free	Free
20 Octet Sub Addressing	-	N/a	£5.00	£5.00
Raw Call Data Reporting*	-	£0.10	£0.10	£0.10
"My Call View Portal Access (per 20,000 calls, per month)"	£11.00			

Call Handling Options	Connection (ex. VAT)	Analogue (ex. VAT)	ISDN2e (ex. VAT)	ISDN30e (ex. VAT)
Choose to Refuse	-	£5.00	-	-
Called Party Answer	-	£4.50	£4.50	£4.50
Direct Connect	-	£4.50	£4.50	£4.50
"Remote Call Forwarding (in addition to line rental and call charges)"	£45.00	£18.50	£18.50	£18.50
Customer Controlled Call Forwarding	-	N/a	£5.00	£5.00
Admin. Provided Call Forwarding - Unconditional	-	N/a	£5.00	£5.00
Admin. Provided Call Forwarding - On Engaged	-	N/a	£5.00	£5.00
Admin. Provided Call Forwarding - On No Reply	-	N/a	£5.00	£5.00
Call Deflection	-	N/a	£5.00	£5.00
BOL (Busy Out Line) (Per Billing Number)	£6.00	£0.00	£0.00	£0.00
Call Waiting / Call Hold	-	N/a	£4.50	N/a
Caller Redirect (CNI) - one month's service	£18.00	-	-	-
"Caller Redirect (CNI) - quarterly (or part thereof) service"	-	£18.50	£18.50	£18.50
Caller Redirect (one month service)	£18.00	-	-	-
Caller Redirect (ongoing service)	-	£18.50	£18.50	£18.50
"DDI Caller Redirect - Connection per install /rental is per 10 number DDI block"	£305.00	N/a	£18.50	£18.50
Anonymous Call Rejection - Single Line	-	£5.00	N/a	N/a
Anonymous Call Rejection - Multi Line	£135.00	£5.00	N/a	N/a
Anonymous Call Rejection - ISDN	£135.00	N/a	£5.00	£5.00
Smart Divert	£8.50	£8.50	£9.00	£9.00
Smart Divert with Bypass Number	£8.50	£5.00	£5.00	£5.00
Temporary Call Divert (use anytime) (per number)	£6.35	-	-	-
"Temporary Call Divert (use during fault repair) (per number)"	-	-	-	-
Temporary Out of Service (per billing number)	£12.75	-	-	-
Call Diversion - by admin control	£6.50	-	-	-
Change of Divert to Number	£4.00	-	-	-