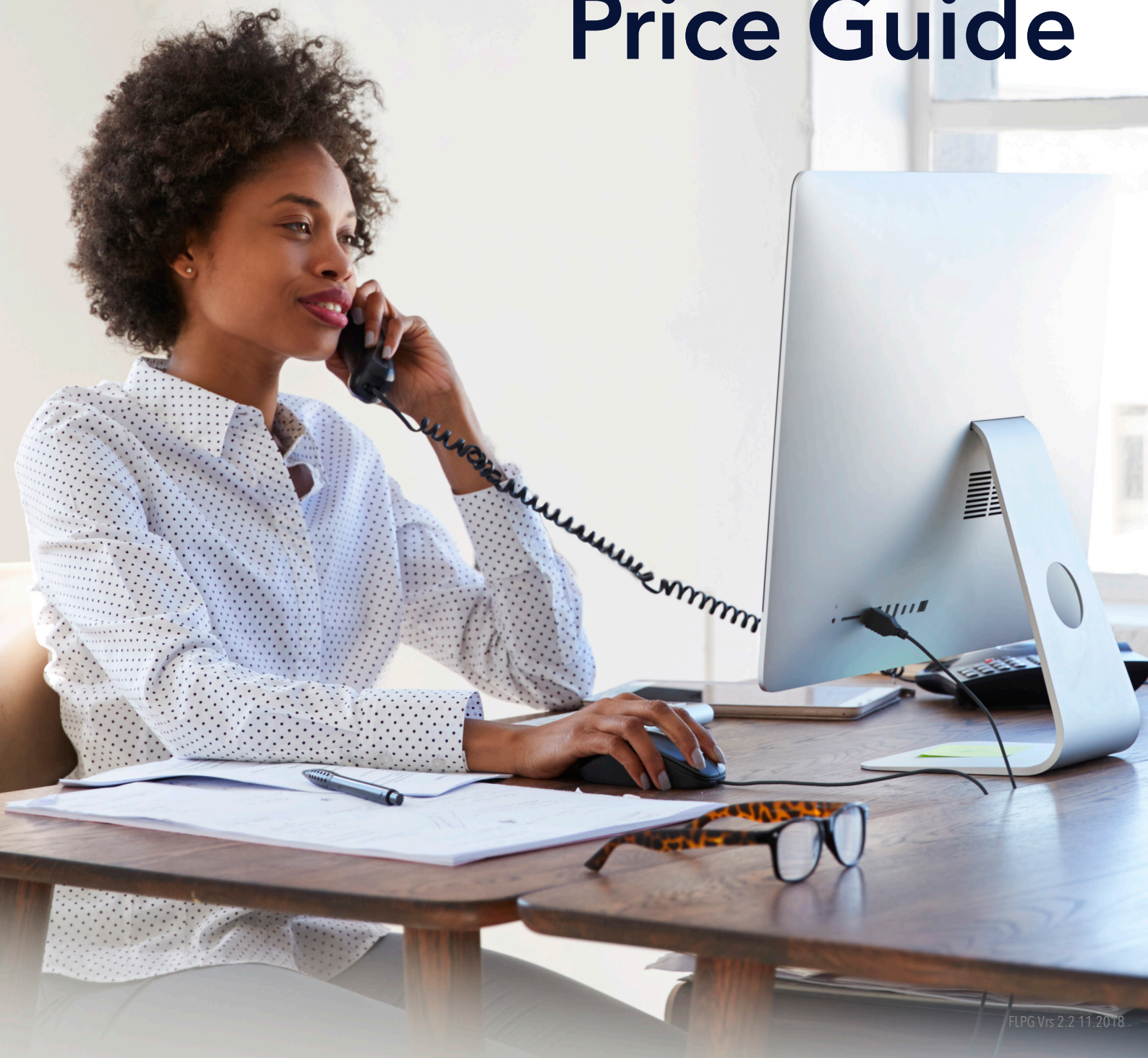


Fixed Line Price Guide





Rental Pricing

Line Rental

Per month, per line (or channel)

Rental type	Charge
Standard line rental	£14.99
Premium main auxiliary line	£14.99
Premium auxiliary line	£14.99
ISDN2e standard	£14.99
ISDN30 main channel	£14.99
DDI	£0.33

Connection Charges

Supply of new line, per line (or channel)

Analogue lines	Charge
Standard line	£99.99
Premium main auxiliary line	£99.99
Premium auxiliary line	£99.99
Standard line - restart	£35.00
Standard line - renumber	£40.00

ISDN2e lines	Charge per channel
ISDN2e standard	£240.00
ISDN2e main auxiliary channel	£124.50
ISDN2e auxiliary channel	£124.50
DDI planning charge	£110.00
DDI connection	£0.75
ISDN2e renumber per occasion	£55.00
ISDN2e renumber per number	£25.00

ISDN30e lines	Charge per channel
New install – ISDN30e	£975.00
Installation per channel	£6.50
DDI planning charge	£110.00
DDI connection	£0.81

Invoice Options

Option	Charge
E-billing	Inclusive
Paper Billing	£5.00
Non-direct debit payment	£5.00

Call Features

Per month, per line (or channel)

Feature	Connection Charge	Monthly Rental
Anonymous call rejection - standard line	-	£2.99
Anonymous call rejection - premium main	£75.00	£2.99
Bypass number - note (a)	-	£1.00
Call barring (118) - by admin control	-	£2.99
Call barring (incoming and outgoing)	-	£2.99
Call barring (international & PRS) - by Admin Control	-	£2.99
Call barring (PRS) - by admin control	-	£2.99
Call diversion - by admin control (b)	£10.00	-
Change of admin divert to number	£5.00	-
Call diversion (b)	-	£2.99
Call sign	-	£2.99
Call minder basic	-	£2.99
Call waiting	-	£2.99
Called party answer	-	£2.99
Caller redirect (CNI) - one month's service	£17.99	-
Caller redirect (CNI) - quarterly (or part thereof) service	-	£25.19
Choose to refuse	-	£2.99
Direct connect	-	£2.99
Incoming calls barred 1st line	£4.99	-
Incoming calls barred additional line	£4.99	-
Nuisance call service	£130.00	-
Outgoing calls barred	£10.00	-
Presentation number (PSTN)	£25.00	£2.99
Reminder call pay per use	£0.10	-
Reminder call	-	£2.99
Remote call forwarding - note (b)	£45.00	-
Ring back	-	£2.99
Ring back pay per use	£0.10	-
Smart divert	£10.00	£3.99
Smart divert with bypass number	£10.00	£3.99
The combined call barring and bypass number	-	£3.99
The combined call diversion and bypass number	-	£3.99
Three-way-calling	-	£2.99
Three-way-calling pay per use	£0.10	-
1571 Answer service	-	£2.99
Withheld numbers	Inclusive	-

(a) This is a separate product but must be associated with either Smart Divert, Call Diversion or Call Barring.

(b) The rental and connection charges for Remote Call Forwarding/Call Diversion are in addition to all forwarded call charges at the appropriate dialled rates and are in addition to standard 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.



Maintenance Options

Per month, per line (or channel)

Option	Charge	Features of service
Care Level 1 - Bronze	Included with basic analogue line	Fault repaired within 3 working days, Monday - Friday, excluding public and bank holidays
Care Level 2 - Silver	Included with premium analogue line	Fault repaired within 48 hours, Monday - Saturday, excluding public and bank holidays
Care Level 3 - Gold	£4.50	Fault repaired within 24 hours, 7 days a week, including public and bank holidays
Care Level 4 - Platinum	£6.00	Fault repaired within 6 hours, any time of day, any day of the year

Time Related Charges

Type of repair		Normal working day (Mon–Fri)	All other times except Sundays & public holidays	Sundays and public/bank holidays
Call-outs to repair faults associated with any network, cabling, dropwire or underground feeds within a customer's curtilage including the network termination point. Excludes ISDN30e	Per call out including first hour	£120.00	£150.00	£180.00
	Time in excess of the first hour	£60.00	£90.00	£120.00
	Minimum period charge	1 hour	1 hour	1 hour

Repair of Faults

Time Related Charges are raised to cover time spent by Openreach engineers repairing faults where this work is not covered, and for providing or rearranging services, customer-owned wiring or equipment.

Time Related Charges apply where the fault is found not to be with any Openreach service or equipment. In particular, this covers situations where no fault is found, or the fault is found to be on non-Openreach equipment, or due to damage caused by someone at the customer's premises, or due to theft, 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 (eg lightning, electrical surges or floods).

Abortive Visit Charges

Type of repair	Normal working day (Mon–Fri)	All other times except Sundays & public holidays	Sundays and public/bank holidays
Missed Faults Visit	£120.00	£150.00	£180.00
Missed NLI (New Line Install)	£99.99	£99.99	£99.99

Other Charges

Type	Charge
Unpaid invoice interest charge	If you do not pay all charges by the due date shown on your invoice, we may charge you interest and fixed-sum charges (which vary depending on how much you owe us) at the levels set out in the Late Payment of Commercial Debts (Interest) Act 1998 together with our reasonable costs. The interest rate as set by the Act is currently 8% above the Bank of England base rate.
Payment rejection charge	£10.00 per rejection*



Call Prices

A 5p connection charge applies all to pence per minute rates, unless stated otherwise. All prices are listed in pence per minute, calls to mobiles will be charged at the original operator rates. Calls will be charged per 60 seconds and rounded up to the nearest penny.

UK Landline (pence per minute)

Landline	All times
Local	£0.03
National	£0.03

UK Mobile (pence per minute)

Mobile	All times
Vodafone	£0.07
O2	£0.07
EE	£0.07
Three	£0.07
Other	£0.07

UK Other Calls (pence per minute)

Charge band	Daytime	Evening	Weekend
C	12.84	7.43	3.92
D	16.21	9.55	9.55
E	4.78	4.78	4.78
F	29.1	19.39	9.7
J	31.04	21.33	10.17
K	36.38	24.25	12.11
FW1	15.048	15.048	7.341
FW2	14.25	11.856	6.042
FW3	15.846	12.654	6.384
FW4	15.39	9.405	4.709
FW5	14.364	11.628	6.498
FW6	12.54	10.032	6.042
FW7	11.97	11.97	11.97
FW8	18.24	14.25	6.042
FW9	15.96	15.96	15.96
FW10	9.543	9.543	9.543
FW11	13.2	13.2	13.2
FW12	13.2	13.2	13.2
G6	5.105	5.105	5.105
G21	4.992	2.039	1.2

Access Charges

Type	Charge
Service	Determined by the provider of the number called
Access	£0.08

Personal Numbers (pence per minute)

Charge band	Daytime	Evening	Weekend
PN1	23.29	15.52	7.76
PN2	50.88	50.88	50.88
PN3	47.54	37.84	37.84
PN4	25.23	25.23	25.23
PN5	16.49	16.49	16.49
PN6	19.4	19.4	19.4
PN8	19.37	19.37	19.37
PN9	22.79	22.79	22.79
PN10	33.96	33.96	33.96
PN11	37.83	28.13	28.13
PN12	26.2	26.2	26.2
PN13	37.83	37.83	37.83
PN14	28.62	28.62	28.62
PN15	12.61	12.61	12.61
PN16	13.58	13.58	13.58
PN17	14.55	14.55	14.55
PN18	15.52	15.52	15.52
PN19	9.7	9.7	9.7
PN20	23.29	23.29	23.29
PN21	39.9	39.9	39.9
PN22	10.1	10.1	10.1

NGCS (pence per minute)

Name	PPM	Name	PPM
NGCS 1	0.00	NGCS 17	20.83
NGCS 2	0.83	NGCS 18	25.00
NGCS 3	1.66	NGCS 19	29.17
NGCS 4	2.50	NGCS 20	30.00
NGCS 5	3.33	NGCS 21	33.33
NGCS 6	4.16	NGCS 22	37.50
NGCS 7	5.00	NGCS 23	38.33
NGCS 8	5.83	NGCS 24	41.66
NGCS 9	6.66	NGCS 25	45.83
NGCS 10	7.50	NGCS 26	50.00
NGCS 11	8.33	NGCS 27	54.17
NGCS 12	9.17	NGCS 28	58.33
NGCS 13	10.00	NGCS 29	62.50
NGCS 14	10.83	NGCS 30	66.66
NGCS 15	12.50	NGCS 31	75.00
NGCS 16	16.66	NGCS 32	79.17

Calls charged by time duration



Call Prices

NGCS (pence per minute)

Name	PPM	Name	PPM
NGCS 33	82.50	NGCS 41	166.67
NGCS 34	83.33	NGCS 42	183.33
NGCS 35	91.67	NGCS 43	208.33
NGCS 36	100.00	NGCS 44	250.00
NGCS 37	120.83	NGCS 45	300.00
NGCS 38	125.00	NGCS 81	15.00
NGCS 39	129.17	NGCS 82	18.33
NGCS 40	150.00	NGCS 83	291.67

Calls charged by time duration

Charge Band	Pence per call
NGCS 46	4.17
NGCS 47	8.33
NGCS 48	12.50
NGCS 49	20.83
NGCS 50	25.00
NGCS 51	29.17
NGCS 52	33.33
NGCS 53	40.00
NGCS 54	41.66
NGCS 55	58.33
NGCS 56	62.50
NGCS 57	83.33
NGCS 58	120.83
NGCS 59	125.00
NGCS 60	166.66
NGCS 61	208.33
NGCS 62	250.00
NGCS 63	333.33
NGCS 64	416.67
NGCS 65	500.00

Calls charged by fixed fee

Charge Band	Connection Charge	PPM
NGCS 66	64.17	129.17
NGCS 67	66.67	20.83
NGCS 68	332.50	115.83
NGCS 69	415.83	112.50
NGCS 84	208.30	62.50
NGCS 85	216.60	82.50
NGCS 86	229.10	65.00

Calls charged by fixed fee and time duration (from the start of the call)

Charge Band	Connection Charge	PPM
NGCS 70	458.30	229.17
NGCS 71	478.30	249.17
NGCS 72	581.60	290.83
NGCS 73	0.00	208.33
NGCS 74	4.10	4.17
NGCS 75	8.30	8.33
NGCS 76	33.30	33.33
NGCS 77	58.30	58.33
NGCS 78	125.00	125.00
NGCS 79	166.60	166.67
NGCS 80	370.80	214.17
NGCS 87	748.30	374.17
NGCS 88	831.60	415.83
NGCS 89	998.30	499.17
NGCS 90	1165.00	582.50
NGCS 91	1331.60	665.83
NGCS 92	5.80	5.83
NGCS 93	10.80	10.83
NGCS 94	66.60	66.67
NGCS 95	83.30	83.33
NGCS 96	250.00	250.00
NGCS 97	300.00	41.66
NGCS 98	300.00	125.00
NGCS 99	300.00	166.66
NGCS 100	300.00	300.00

Calls charged by fixed fee and timed duration (where the fixed fee is the charge for the first 60 seconds of the call, or part thereof and the duration charge applies following the first 60 seconds)



International Price List

All rates are pence per minute

Destination	Landline	Mobile
Afghanistan	135	150
Albania	55	70
Algeria	55	70
American Samoa	185	200
Andorra	55	70
Angola	135	150
Anguilla	70	85
Antarctic Territories	135	150
Antigua & Barbuda	70	85
Argentina	105	120
Armenia	85	100
Aruba	85	100
Ascension Island	135	150
Australia	45	60
Austria	25	40
Azerbaijan	75	90
Azores	30	45
Bahamas	70	85
Bahrain	85	100
Bangladesh	55	70
Barbados	70	85
Belarus	75	90
Belgium	25	40
Belize	135	150
Benin	135	150
Bermuda	70	85
Bhutan	135	150
Bolivia	135	150
Bosnia & Herzegovina	135	150
Botswana	105	120
Brazil	45	60
British Virgin Islands	70	85
Brunei	105	120
Bulgaria	55	70
Burkina Faso	135	150
Burundi	135	150
Cambodia	135	150
Cameroon	105	120
Canada	20	35
Canary Islands	30	45
Cape Verde Island	135	150
Cayman Islands	70	85

Destination	Landline	Mobile
Central African Republic	135	150
Chad	135	150
Chatham Islands	30	45
Chile	105	120
China	75	90
Christmas Island	135	150
Cocos Island	135	150
Columbia	135	150
Comoros	135	150
Congo	135	150
Cook Islands	135	150
Costa Rica	135	150
Croatia	75	90
Cuba	135	150
Cyprus North	55	70
Cyprus South	30	45
Czech Republic	30	45
Denmark	25	40
Diego Garcia	150	165
Djibouti	135	150
Dominica	70	85
Dominican Republic	70	85
DR Congo	135	150
East Timor	135	150
Ecuador	135	150
Egypt	105	120
El Salvador	105	120
Emsat	380	395
Equatorial Guinea	135	150
Eritrea	135	150
Estonia	75	90
Ethiopia	135	150
Euro Sat	195	210
Faroe Islands	30	45
Falkland Islands	135	150
Fiji	135	150
Finland	25	40
France	25	40
French Guiana	135	150
French Polynesia	135	150
Gabon	135	150
Gambia	135	150



International Price List

All rates are pence per minute

Destination	Landline	Mobile
Georgia	85	100
Germany	25	40
Ghana	105	120
Gibraltar	30	45
Global Satellite-Thuraya	415	430
Greece	25	40
Greenland	135	150
Grenada	70	85
Guadeloupe	70	85
Guam	135	150
Guantanamo Bay	135	150
Guatemala	105	120
Guinea	135	150
Guyana	135	150
Haiti	135	150
Honduras	105	120
Hong Kong	45	60
Hungary	30	45
Iceland	55	70
India	55	70
Indonesia	85	100
Inmarsat B Maritime	345	360
Inmarsat Mini M	100	115
Iran	105	120
Iraq	105	120
Ireland	15	30
Iridium 8817	445	460
Israel	45	60
Italy	25	40
Ivory Coast	105	120
Jamaica	70	85
Japan	45	60
Jordan	105	120
Kazakhstan	85	100
Kenya	105	120
Kiribati	135	150
Korea North	135	150
Korea South	85	100
Kosovo	35	50
Kuwait	85	100
Kyrgyzstan	85	100
Laos	135	150

Destination	Landline	Mobile
Latvia	55	70
Lebanon	105	120
Lesotho	135	150
Liberia	105	120
Libya	55	70
Liechtenstein	55	70
Lithuania	55	70
Luxembourg	25	40
Macao	105	120
Macedonia	55	70
Madagascar	135	150
Malawi	105	120
Malaysia	45	60
Maldives	135	150
Mali	135	150
Malta	30	45
Marshall Islands	135	150
Martinique	70	85
Mauritania	135	150
Mauritius	135	150
Mayotte	135	150
Mexico	45	60
Micronesia	135	150
Midway Islands	135	150
Moldova	135	150
Monaco	30	45
Mongolia	135	150
Montserrat	70	85
Morocco	55	70
Mozambique	135	150
Myanmar	135	150
Namibia	135	150
Nauru	135	150
Nepal	105	120
Netherlands	25	40
New Caledonia	135	150
New Zealand	45	60
Nicaragua	105	120
Niger	135	150
Nigeria	85	100
Niue	135	150
Norfolk Islands	135	150



International Price List

All rates are pence per minute

Destination	Landline	Mobile
Northern Marianas	135	150
Norway	25	40
Oman	85	100
Pakistan	55	70
Palau	135	150
Palestine	45	60
Panama	105	120
Papua New Guinea	135	150
Paraguay	105	120
Peru	105	120
Philippines	85	100
Poland	30	45
Portugal	30	45
Puerto Rico	70	85
Qatar	85	100
Reunion Island	135	150
Romania	55	70
Russia	55	70
Rwanda	135	150
San Marino	30	45
Sao Tome & Principe	185	200
Saudi Arabia	85	100
Senegal	105	120
Serbia	55	70
Seychelles	105	120
Sierra Leone	105	120
Singapore	45	60
Slovakia	30	45
Slovenia	55	70
Solomon Islands	135	150
Somalia	135	150
South Africa	45	60
South Sudan	105	120
Spain	25	40
Sri Lanka	105	120
St. Helena	135	150
St. Kitts & Nevis	70	85
St. Lucia	70	85
St. Pierre	135	150
St. Vincent's	70	85
Sudan	105	120
Suriname	135	150

Destination	Landline	Mobile
Swaziland	135	150
Sweden	25	40
Switzerland	25	40
Syria	105	120
Taiwan	85	100
Tajikistan	135	150
Tanzania	105	120
Thailand	85	100
Togo	135	150
Tokelau	135	150
Tonga	135	150
Trinidad & Tobago	70	85
Tunisia	55	70
Turkey	55	70
Turkmenistan	85	100
Turks & Caicos Island	65	80
Tuvalu	135	150
Uganda	105	120
Ukraine	85	100
United Arab Emirates	85	100
Uruguay	105	120
USA	20	35
USA Toll Free	10	25
Uzbekistan	85	100
Vanuatu	185	200
Venezuela	105	120
Vietnam	135	150
Virgin Islands-US	70	85
Western Samoa	135	150
Yemen	135	150
Zambia	105	120
Zimbabwe	105	120

International Discount Plan

Discount Plan	Charge (monthly)
Euro - 25% discount on European Zones	£2.99
North America - 25% discount on European Zones, USA & Canada	£4.99
Global - 25% discount on all countries	£9.99



Call Bundles

Anytime UK Call Bundles

Bundle	Charge (monthly)
Voice 250	£5.95
Voice 500	£9.95
Voice 1000	£17.95
Voice 1500	£24.95
Voice 2000	£32.95
Voice 2500	£39.95
Voice 3000	£46.95
Voice 3500	£53.95
Voice 4000	£59.95
Voice 5000	£74.95
Voice 6000	£89.95
Voice 8000	£119.95
Voice 10000	£149.95

Termination Fees

Termination fees are calculated by multiplying the cost of line rental by the remaining months on your contract.

Broadband

Broadband Packages

Speeds	Charge (monthly)
ADSL - 16MB/64KB	£14.95
ADSL - 24MB	£14.95
FTTC - 40/10MB	£33.95
FTTC - 80/20MB	£37.95

Services

Service	Charge
Essentials wireless router	£3 per month
Enterprise wireless router	£5 per month
Static IP address	£5 per month
Moving broadband to a different telephone line	£50.00
Broadband reconnection	£50.00
Abortive end user site visit	£85.00
Engineer visit	£140.00



Horizon Prices

Packages

Premium subscription without Gamma voice-enabled access	Horizon Premium	Rental	£19.95
Premium subscription with Gamma voice-enabled access	Horizon Premium	Rental	£17.95

Legacy Call Recording Options

Call Recording 900 Meg	Horizon Call Recording Storage	Rental	£25.00
Call Recording 1800 Meg	Horizon Call Recording Storage	Rental	£35.00
Call Recording 3600 Meg	Horizon Call Recording Storage	Rental	£50.00
Call Recording 9000 Meg	Horizon Call Recording Storage	Rental	£75.00
Call Recording 18000 Meg	Horizon Call Recording Storage	Rental	£125.00
Call Recording 45000 Meg	Horizon Call Recording Storage	Rental	£195.00
Call Recording 90000 Meg	Horizon Call Recording Storage	Rental	£295.00
Call Recording 180000 Meg	Horizon Call Recording Storage	Rental	£595.00
Call Recording 360000 Meg	Horizon Call Recording Storage	Rental	£895.00

Hardware

Cisco SPA 504	Horizon - Handset - Cisco SPA 504	Connection	£93.20
Cisco SPA 122	Horizon - Handset - Cisco SPA 122	Connection	£51.00
Polycom VVX 201	Horizon - Handset - Polycom VVX 201	Connection	£61.60
Polycom VVX 310	Horizon - Handset - Polycom VVX 310	Connection	£84.70
Polycom VVX 410/411	Horizon - Handset - Polycom VVX 410/411	Connection	£115.00
Polycom VVX 500	Horizon - Handset - Polycom VVX 500	Connection	£145.20
Polycom VVX 600	Horizon - Handset - Polycom VVX 600	Connection	£187.60
Polycom VVX Colour Expansion Module	Horizon - Handset - Polycom VVX Colour Expansion Module	Connection	£163.40
Polycom VVX Monochrome Expansion Module	Horizon - Handset - Polycom VVX Mono Expansion Module	Connection	£78.70

Delivery

1 to 10 phones	Horizon - Delivery band 1	Connection	£15.00
11 to 30 phones	Horizon - Delivery band 2	Connection	£30.00
31 to 50 phones	Horizon - Delivery band 3	Connection	£35.00
51 to 79 phones	Horizon - Delivery band 4	Connection	£55.00
80 + Price available on request			