



Network And Internet Management Services Telecoms Pricing

Version 2.7

PSTN Lines (Analogue Lines)

PSTN lines are available in business or residential options as new provides, transfers and re-activations. PSTN Multi-lines are also available. Costs stated below are per auxiliary line.

PSTN		Set Up Fee	Monthly Rental Fee
New Provide	Business	£95.00	£12.50
	Residential	£95.00	£11.50
Transfers	Business	£10.12	£12.50
	Residential	£10.12	£11.50
Reactivation	Business	£10.12	£12.50
	Residential	£10.12	£11.50

ISDN Lines (Digital Lines)

ISDN lines (digital lines) are available as ISDN2e or ISDN30e. ISDN lines are available as new lines or line transfers.

ISDN2e	Set Up Fee	Monthly Rental Fee
New Lines	£169.10	£28.00
Line Transfers	£35.70	£28.00

ISDN30e		Set Up Fee	Monthly Rental Fee
New Lines	Install (8 channels)	£900.00	£16.23
	Per additional channel	£38.00	£16.23
Line Transfers	Install	£100.00	-
	Per channel	-	£16.23
DDIs	DDI Rental (Per DDI)	-	£0.35
	DDI Setup (Per block of 10)	£15.00	-

Maintenance Options

Three levels of maintenance are available on all PSTN and ISDN lines.

Level 1 provides a clear by 23:59hrs day after next, Monday to Friday, excluding Public and Bank holidays. E.g. report an issue on Tuesday, clear Thursday.

Level 2 provides a clear by 23:59hrs next day, Monday to Saturday, excluding Public and Bank holidays. E.g. report issue on Tuesday, clear Wednesday.

Level 3 provides a clear by 23:59hrs same day if reported by 13:00hrs. If reported after 13:00hrs clear by 12:59 next day, seven days a week including Public and Bank holidays.

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	Additional Monthly Fee		
	Level 1	Level 2	Level 3
Residential PSTN	Inclusive	£1.50	£5.00
Business PSTN	Inclusive	Inclusive	£5.00
ISDN2e (2 channels)	Inclusive	Inclusive	£5.00
ISDN30e (per channel)	Inclusive	Inclusive	£5.00

Engineer Call Out Charges

The following charges will apply if a BT engineer is called out. Please note the engineer visit will be free of charge if the fault turns out to be a line fault. If the fault is caused by the end customer such as end user equipment or user error, a time related charge will apply.

Call Out Type	Pricing
PSTN engineer call out fee	£130.00
PSTN engineer hourly rate	£85.00
ISDN2 engineer call out fee	£130.00
ISDN2 engineer hourly rate	£85.00
ISDN2 engineer call out fee (working day)	£130.00
ISDN30 engineer call out fee (out of hours)	£165.00
ISDN30 engineer call out fee (Sundays/bank holidays)	£200.00
ISDN30 engineer hourly rate (working day)	£85.00
ISDN30 engineer hourly rate (out of hours)	£135.00
ISDN30 engineer hourly rate (Sundays/bank holidays)	£185.00
Missed Appointments	£100.00

Additional PSTN Options

The options listed below can be added to your PSTN service for the additional charge as shown.

Option	Set Up Fee	Monthly Rental Fee
PSTN Call Barring	N/A	£0.75
PSTN Call Diversion	£10.00	£0.75
PSTN Bar Use of Call Return	FREE	FREE
PSTN Caller Display	N/A	£0.75
PSTN Reminder Call	N/A	£0.75
PSTN Ringback	N/A	£0.75
PSTN Anonymous Call Reject	£4.00	£0.75

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PSTN Indirect Access Call Barring	N/A	£0.75
PSTN Withhold Number	FREE	FREE
PSTN Presentation Number	£50.00	£2.50
PSTN Call Sign	N/A	£0.75
PSTN Call Waiting	N/A	£0.75
PSTN Called Party Answer	N/A	£0.75
PSTN Choose to Refuse	N/A	£0.75
PSTN 3 Way Calling	£0.75	£0.75
PSTN Ringback Inhibit	FREE	FREE
PSTN Call Minder 1571	N/A	£3.00
PSTN Call Redirection	N/A	£20.00
PSTN Remote Call Forwarding	£50.00	£20.00
PSTN Block Terminal Installation (Redcare)	£4.00	N/A
PSTN Direct Connect	N/A	£0.75

Additional ISDN Options

The options listed below can be added to your ISDN service for the additional charges as shown.

Option	Set Up Fee	Monthly Rental Fee
ISDN Caller Line Identity Presentation Number	£1.50	N/A
Permanent Outgoing Call Barring	£1.50	N/A
Call Waiting	N/A	£0.75
Admin Provided Call Forwarding	£4.00	N/A
Calling Line Identity Restriction	Free	Free
Connected Line Identity Presentation	N/A	£0.75
Connected Line Identity Restriction	Free	Free
Anonymous Call Reject	£1.50	N/A
20 Octet Sub Addressing	N/A	£0.75
Call Deflection	N/A	£0.75
Digital Indirect Access Call Barring	N/A	£0.75

Carrier Pre-Select (CPS)

CPS routes the customers' outgoing calls away from BT to an appointed carrier. Call charges to key destinations are detailed below, a full tariff is available on request.

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Freephone numbers (0800 and 0808) are free to call.

The cost to call 084, 087, 09 & 118 numbers is split into two parts:

- Standard Access Charge for Non Geographic Call Services which is 4.9 pence per minute (ex VAT) and;
- A Service Charge (presently from a set of 80, rising to 100 eventually), set by the number range holding network, and promoted by the organisation offering the service (usually displayed inclusive of VAT).

UK Destinations		Pence Per Minute
UK Local		1.74
UK National		1.74
UK Mobile	UK Orange	11.99
	UK Vodafone	11.99
	UK EE	11.99
	UK O2	11.99
	UK 3	11.99

UK Geographic Destination Charges	Pence Per Minute
Minimum Contract	None
Minimum Call Charge	None
Connection Fee*	£0.02
Minimum Spend	None
Cancellation Fee	None

*A connection fee of 2.55p applies to calls to Lo-call (0845) numbers

International Destinations	Pence Per Minute	International Destinations	Pence Per Minute
Australia	13.362	Netherlands	9.818
Austria	11.393	New Zealand	12.968
Belgium	9.398	Norway	9.818
Canada	7.456	Poland	9.923
China	9.031	Portugal	12.443
Denmark	6.101	Russia	28.743
Egypt	59.425	Singapore	12.181
Finland	26.410	South Africa	22.574

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France	7.929	Spain	10.868
Germany	7.194	Sweden	9.818
Greece	9.188	Switzerland	11.498
Iceland	16.433	Taiwan	14.700
India	24.700	Thailand	20.055
Ireland	5.619	Turkey	17.141
Italy	6.039	USA	12.064

Marketing Numbers

Marketing numbers (non geographic numbers) are available at a choice of rates and are particularly suitable for business customers looking to track marketing campaigns, appear larger and even earn additional revenue (from selected numbers only).

		es	Line Rental (Pence Per Minute)	End User Rate* (Pence Per Minute)
Fixed national rated numbers (0871)	Peak		Free	+ 2.00
	Off Peak		Free	+ 2.00
	Weekend		Free	+ 2.00
0844 Numbers	Peak		Free	0.00
	Off Peak		Free	0.00
	Weekend		Free	0.00
Lo-call rated numbers (0845)	Peak		Free	- 1.50
	Off Peak		Free	- 1.50
	Weekend		Free	- 1.50
Free rated numbers (0800/0808)	Peak		Free	- 5.00
	Off Peak		Free	- 5.00
	Weekend		Free	- 5.00

*A '+' indicates you will earn revenue per incoming call. A '-' indicates you will incur a charge per incoming call.

** Charges only apply to landline numbers.

Marketing numbers can terminate to UK mobile or international numbers. An additional charge will apply. These charges are detailed on the Carrier Pre-Select (CPS) section of this price guide.

Cancellation Charge

This charge is applied where a line provision order which has already been progressed to Openreach is cancelled prior to the order delivery date.

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The charge is also applied where, in a Simultaneous Provide scenario, either a PSTN order with the correct Linked Order Reference Number is not placed within the timescales required by Openreach; or a PSTN order is placed but then cancelled, leading to the cancellation of the broadband order.

Charges	Fee
Cancelling a New Supply PSTN Order at any time or day prior to 4pm on the calendar day before the Customer Required Date	£11.46
Cancelling a New Supply PSTN Order at any time or day after 4pm on the calendar day before the Customer Required Date	£38.41
Cancelling a PSTN Transfer Order at any time or day prior to 4pm on the calendar day before the Customer Required Date	£8.43
Cancelling a PSTN Transfer Order at any time or day after 4pm on the calendar day before the Customer Required Date	£8.43
Cancelling a New ISDN 2e Supply Order at any time or day prior to 4pm on the calendar day before the Customer Required Date	£11.46
Cancelling a New ISDN 2e Supply Order at any time or day after 4pm on the calendar day before the Customer Required Date	£120.00
Cancelling an ISDN 2e Transfer Order at any time or day prior to 4pm on the calendar day before the Customer Required Date	£11.46
Cancelling an ISDN 2e Transfer Order at any time or day after 4pm on the calendar day before the Customer Required Date	£11.46
ISDN 30 Cancellation prior to Customer Confirmed Date	Sum of installation and individual channel connection charges on order

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