

Analogue line rentals and feature charges



Our service

Enjoy all the benefits of having one supplier and lower costs on a single bill for all your voice requirements by either transferring your existing line BT line rentals to us or by purchasing new lines and features.

Our charges

Our charges comprise of:

- one off connection charge for a new line
- on-going monthly line rental
- on-going monthly feature rental
- one off DDI charge for ISDN30
- a care level charge for line maintenance

Our call charges

Please refer to our current call packages e.g. NB1 - NB7.

The small Print

There is a minimum order of 8 lines for ISDN30 orders.

There is a minimum contract of 12 months. Please refer to our terms and conditions. Discounts only applicable on 3 year ISDN30. All lead-times are subject to order acceptance and survey.

Euro ISDN will be provided as standard unless specified at point of order.

Our lead-times

Our lead-times consist of 2 days for admin and the current BT SPG lead-times. Please refer to BT SPG lead-times for calling and network features.

Our lead-times are always target dates and subject to survey and order acceptance.

Analogue lines (1 year)

One-off connection for new lines	£100.00
Monthly rental per line	£11.95

Analogue lines (2 year)

One-off connection for new lines	FREE
Monthly rental per line	£15.00

Analogue Features

Call diversion rental per mnth	£1.75
Call waiting rental per mnth	£1.75
Call barring per mnth	£1.75
Reminder call per mnth	£1.75
Ring Back per mnth	£1.75
3 way calling per mnth	£1.75
Anonymous Call Rejection Single Line (Set up)	£0.00
Anonymous Call Rejection Single Line (Rental)	£4.00
Anonymous Call Rejection Mutli-line Line (Set up)	£90.00
Anonymous Call Rejection Mutli-line Line (Rental)	£4.00
Choose to refuse per mnth	£3.35
1471 Extra per mnth	£5.00
1571 per mnth	£1.00
1571 charge per call press '0' return call attempt plus normal charges	£0.075
Call Minder (1 Mailbox) per mnth	£2.50
Call Minder Extensions (9 Mailbox) per mnth	£3.00
Call Minder Premier (5+2) per mnth	£4.33
Call Minder Premier (5+4) per mnth	£4.66
Call Minder charge press '0' return call attempt per mnth	£0.75
Call Minder Multi 1 fixed line and up to 8 BT mobile phones	£0.00
Call Display per mnth	£1.75
Call Sign per mnth	£1.50

Digital line rentals and feature charges



Digital ISDN 2 & 30 Features

DDI planning fee (One off)	£100.00
DDI connection fee per 10 block	£10.00
DDI rental per 10 block per mnth	£4.00
Call barring per mnth	£2.00
Call display per mnth	£2.00
Call forward per mnth	£2.00
Connected Line Id Presentation pmth	£2.00
Caller Line Id Restriction pmth	£2.00
Connected Line Id Presentation pmth	£2.00
Connected Line Id Restriction	£0.00
Call Waiting pmth	£2.00
Admin Provided Call Forwarding Unconditional pmth ¹	£2.00
Admin Provided Call Forwarding on busy pmth	£2.00
Admin Provided Call Forwarding on no reply pmth	£2.00
Presentation Number (Set up)	£60.00
Presentation Number (Subs your telephone number with an NGN for display per mnth)	£2.50
Anonymous Call Rejection Connect (Set up)	£100.00
Anonymous Call Rejection Connect (Rental) per mnth	£4.00
Sub Addressing (ISDN2) pmth	£2.00
SMS Text Barring set up	£3.00
Call Deflection pmth	£2.00
Call Waiting with Call Hold pmth (ISDN2 only)	£2.00
Caller Redirect - one month only	£15.00
Caller Redirect - ongoing per mnth	£10.00

¹All calls immediately forwarded

Digital ISDN 2 lines (1 year)

One-off connection per service	£249.00
--------------------------------	---------

Monthly rental per service	£27.50
----------------------------	--------

Digital ISDN 2 lines (2 year)

One-off connection for new service	FREE
------------------------------------	------

Monthly rental per service	£35.00
----------------------------	--------

Digital ISDN 2 lines (3 year)

One-off connection for new service	£99.99
------------------------------------	--------

Monthly rental per service	£28.50
----------------------------	--------

Digital ISDN 30 lines (1 year)

One-off connection for < 15 lines	£115.00 per line
-----------------------------------	------------------

One-off connection for >15 lines	£1,725 fixed charge
----------------------------------	---------------------

Rental per line per mnth	£13.75
--------------------------	--------

Digital ISDN 30 lines (2 year)

One-off connection for new service	Free
------------------------------------	------

Rental per line per mnth	£17.50
--------------------------	--------

Digital ISDN 30 lines (3 year)

One-off connection for < 15 new lines	£80.00 per line
---------------------------------------	-----------------

One-off connection for > 15 new lines	£1,325 fixed charge
---------------------------------------	---------------------

Rental per line per mnth	£13.06
--------------------------	--------

Line care cover & out of hour charges



Care Cover Charges

Care Level 1 pmth per line	£0.00	Available 0900-1700 Monday to Friday with target response of next working day. Care level charges are included in line rental for analogue and ISDN2. Not available for ISDN30
Care Level 2 pmth per line	£2.00	Available 0900-1700 Monday to Saturday (excluding Bank and Public Holidays) with 4 hour target response time. Care level charges included in line rental for ISDN30 but chargeable for analogue. Not available for ISDN2.
Care Level 3 pmth per line	£5.75	Available 24/7 (including Bank and Public Holidays) with a 4 hour target response time.

Out of hour repairs for non-line faults

Type of Repair	0800-1700 Mon - Fri	All other times except Sundays and bank Holidays	Sundays and Bank Holidays
Call Out	£95.00	£120.00	£150.00
Hourly rate (or part). Analogue/ISDN2 min 1 hour	£65.00	£95.00	£115.00
Hourly rate (or part). ISDN30 min 2 hour	£95.00	£150.00	£165.00

Notes

Total cost for out of hour repairs = call out charge + hourly rate

There is a 1 hour minimum for analogue and ISDN2

There is a 2 hour minimum for ISDN30

These charges are applicable where a fault is not on a service we provide or where a customer is not available at the appointed time.

Line feature descriptions



Call diversion	Diversion of a call to another phone number
Call waiting	An repetitive tone indicating another calling trying to contact you
Call barring	To stop users receiving or making outbound calls to other numbers and destinations
Reminder call	To book an alarm call
Ring Back	An incoming call that connects you to someone when they have become available
3 way calling	Ability for three callers to conference
Anonymous Call Rejection	Prevents calls from those who withhold their telephone number
Choose to refuse	Ability to refuse an incoming call
1471 Extra	Details of last 5 callers numbers
1571	Basic messaging service with no personal greeting
1571 press '0' return call attempt	Option to press '0' and attempt to call the person who has left a message
Call Minder (1 Mailbox)	This is a standard voice messaging service consisting of one mailbox plus personal greeting
Call Minder Extensions (9 Mailbox)	A voice messaging service consisting of nine mailboxes
Call Minder Premier (5+2)	A voice and fax messaging service of 5 mailboxes and offers customers option to rent up to 7 mailboxes in total (5 standard and 2 additional)
Call Minder Premier (5+4)	A voice and fax messaging service of 5 mailboxes and offers customers option to rent up to 9 mailboxes in total (5 standard and 4 additional)
Call Minder charge press '0' return call attempt	A voice messaging service with the option to press '0' and attempt to call the person who has left a message
Call Minder Multi 1 fixed line and up to 8 BT mobile phones	A voice messaging service allowing access to voice messages associated with a BT fixed line and up to 8 nominated BT Mobile/BT Fusion phones
Call Display	Provides caller's details
Caller Line Identity Presentation	(CLIP) Provides a called party with the Calling Line ID of the caller
Connected Line Identity Presentation	(CLOP) Provides the caller with the identity of called party
Caller Line Identity Restriction	(CLIR) Prevents the called party from seeing your telephone number
Connected Line Identity Restriction	(COLR) Prevents CLOP
Admin Provided Call Forwarding Unconditional/Busy/No reply	Automatically forwards incoming call/or when called party is busy or not available
Presentation Number	Substitutes your telephone number with an NGN e.g 0800 for display
Sub Addressing (ISDN2)	Enables an end user to extend his/her number with an additional address for delivery of traffic to specific equipment e.g. modem/pc
SMS Text Barring	Allows the barring of SMS Texts
Call Deflection	Ability to re-direct an incoming call to another number with answering the call
Call Waiting with Call Hold (ISDN2 only)	An repetitive tone indicating up to 4 parties waiting and the ability to place on hold while switcyhing between parties
Caller Redirect	Ability for a business to redirect calls for a site that has closed to an alternative number either for one month only or on-going
Call Sign	Allows the end user to have 2 numbers on a single analogue line with a different ring tone to each number