

Price List

Price list for Residential Line Rental, Broadband and Packages

All prices include VAT @ 20%
Last Updated 1st February 2012

Definitions

Anytime calls. Includes all calls under 60 minutes to numbers beginning 01, 02 and 03, as well as 0870 & 0845 numbers. These rates are found at <http://www.thephone.coop/support/residential-call-costs>.

Broadband. Means Our Internet Service whereby you may gain direct high speed access to the internet via your phone line using ADSL (Asymmetric Digital Subscriber Line) technology according to the package You have selected.

Charges. Means the charges for Services payable to The Phone Co-op.

Commencement Date. Means the date upon which Services are first provided to the customer.

Equipment. Means the hardware which is required to access any of the Services. Your equipment may be recommended or supplied by The Phone Co-op or you may purchase the equipment from an alternative supplier.

Evening & Weekend calls. Includes all calls under 60 minutes to numbers beginning 01, 02, 03 and 0870, 0845 made on Saturday, Sunday and on weekday evenings. Details of rates and evening hours are found at <http://www.thephone.coop/support/residential-call-costs>.

Gigabyte (GB). Expression used to describe storage capacity or amount of data. One gigabyte is about 1000 million bytes/characters.

International Call package. Geographic phone numbers in 26 countries made on Saturday, Sunday and on weekday evenings. Details of rates and evening hours are found at <http://www.thephone.coop/support/residential-call-costs>

Line Rental. Line rental covers the provision, repair and maintenance of the exchange line up to the Network Termination Point (NTP). It does not cover the replacement of internal or external wiring damaged accidentally or maliciously or due to factors within the customer premises (such as damp).

LLU. Local Loop Unbundling (LLU) is the process where the incumbent operators (BT and Kingston in the UK) make their local Network (the copper cables that run from customers' premises to the telephone exchange) available to other companies to offer line and broadband packages.

Megabyte (MB). Expression used to describe storage capacity or amount of data. One megabyte is about one million bytes/characters.

Migration. The Process by which customers move seamlessly from one broadband service provider to another with minimal interruption in service.

Minimum Period. Means the minimum number of months in your contract.

Monthly Data Allowance. Means the amount of data usage available on your broadband service without extra charge. We measure the total data transferred over your broadband connection, both download (receiving email, web browsing, downloading files) and upload (sending email, file sharing).

Network Termination Point (NTP). The physical point in a premises that provides access to the public telephone network.

New Exchange Line. A new line is where network wiring is needed to enable service up to the NTP (Network Termination Point).

NTE. Network Terminating Equipment. The physical point in a premises that provides access to the public telephone network.

PSTN. Public Switched Telephone Network is the international term for a public telephone service, which carries analogue voice signals between connections.

Restart. A restart is where a previous service has been stopped and no network wiring up to the NTP is required to start the service.

Service. Includes but not limited to calls, call packages, Internet Services, line rental or mobile Services provided by The Phone Co-op in accordance with the Terms and Conditions.

Set up Fee. A one off payment required in order to activate your PSTN line for Broadband services.

Transfer. A Transfer is where The Phone Co-op takes over the service at a site where it already exists.

Combined Packages: Line Rental, Broadband and Calls

Product	Price	Minimum Period (months)	Description
Line rental, Broadband and Evening & Weekend calls package - LLU	£11.45	18	Inclusive calls to 01, 02, 03, 0845 and 0870 numbers after 6pm and all day Sat and Sun, plus 40GB of up to 24Mbps broadband, when taken in conjunction with Line Rental or Value Line Rental
Line rental, Unlimited Broadband and Evening & Weekend calls package	£19.50	18	Inclusive calls to 01, 02, 03, 0845 and 0870 numbers after 6pm and all day Sat and Sun, plus an unlimited broadband allowance with speeds up to 12Mbps, when taken in conjunction with Line Rental or Value Line Rental
Evening & Weekend supplement if not LLU	£4.60	18	Inclusive calls to 01, 02, 03, 0845 and 0870 numbers after 6pm and all day Sat and Sun, plus 20GB of up to 8Mbps broadband
Anytime calls	£3	1	Inclusive calls to 01, 02, 03, 0845 and 0870 numbers all day
International calls	£3	1	Inclusive calls to landlines in 26 countries
Mobile saver	£3	1	Calls to mobile numbers charged at 8.2p per minute at all times
Extra broadband	£3	1	Add extra 10GB to your allowance
No call connection charge	£2.50	1	Removal of the 10.9p connection fee on non-inclusive calls
Line and Broadband – LLU only	£9.45	18	Line and broadband combination with no call package or router included. 40GB allowance and up to 24Mbps, when taken in conjunction with Line Rental or Value Line Rental

Notes

- A 1 month minimum period means you will continue to receive the feature and it will be renewed on a monthly basis. If a request is made to end the feature it will be ended at the end of the current billing month and if the feature is requested to start then it will start at the beginning of the next billing month.
- Line rental, Broadband and Evening & Weekend calls and Line rental, Unlimited Broadband and Evening & Weekend calls packages have a connection charge of 10.9p for non-inclusive calls.
- Prices are for customers paying by Direct Debit.
- A £1 monthly fee is applied for customers not paying by direct debit.

- e) Customers who opt to receive a paper bill will be charged £1.50 a month.
- f) Line rental, Broadband and Evening & Weekend calls package includes Technicolor TG585 V8 wireless router.
- g) Router is inclusive, but a delivery charge of £6 will be added to the first bill.
- h) Discount for not requiring a router: £1 per month. Not available with Unlimited Phone and Broadband.
- i) Line rental, Broadband and Evening & Weekend calls package has a contract length of 18 months.
- j) 12 months minimum period available for £30 set up fee.
- k) Call tariffs can be found at www.thephone.coop/support/residential-call-costs
- l) Packages are available for non-cable numbers only. If a line on a BT exchange has a cable originating number then a renumber would be required.

Broadband

Services

Product	Price	Monthly Data Allowance
Light	£12.45	1GB
Regular Email and surfer	£14.45	5GB
Downloader	£20.45	10GB
Additional 10GB (up to 80GB maximum)	£3	+10GB

Equipment

Equipment	Price
Thomson 510 1 Port Router	£23.50
Technicolor TG582n 4 port Wireless Router	£42.90
Additional ADSL Micro filter	£6

All equipment shipped by The Phone Co-op comes preconfigured with service details. Routers include 2 micro-filters and have a 12 month warranty.

Other Service Charges for broadband

Item	Price
Set up fee	Free
Set up fee for contracts shorter than 12 months	£42
Migration fee if moving from another provider	Free
Cease and Re-Provide at another address ^(a)	Free
Cease Charge ^(a)	£29.69
Cancellation Fee – less than 2 days prior to activation	£83.26
Cancellation Fee – 3 to 5 days prior to activation	£21.29
Additional data usage charge (non LLU)	0.15p per MB
Additional data usage charge (LLU)	0.05p per MB
Static IP Address – LLU	£0.60
Postage for routers	£6

a) This does not apply to existing customers moving premises, changing phone lines or billing details.

Standard Monthly Line Rental

Product	Price	Minimum Period (months)
Monthly rental	£12.50	3 months for a Transfer or Restart 12 months for a connection
Value Line Rental	£120 one-off payment	12

- a) A £1 monthly fee is applied for customers not paying by Direct Debit.
- b) Customers who opt to receive a paper bill will be charged £1.50 a month.
- c) All customers are entitled to one ordinary type BT directory entry and one Phone Book for their local area.
- d) Value Line Rental requires an up front payment of £120. Payment is by credit or debit card only. Please note the advance payment for Value Line Rental is non-refundable unless you cancel within seven working days of placing your order.

Call Packages

Product	Price	Minimum Period (months)
Evening and Weekend	£3.95	1
Anytime	£4.95	1

Additional Charges

Product	Price
Transfer fee	Free
Restart of a stopped line (number exists on the line – not available on LLU lines ^(a))	Free
Migration from an LLU line	Free
New or ceased line connection (new number required)	£60 (£50 for existing customers moving house)
Change of number ^(b)	£15
Internal shift call out charge ^(c)	£108
Internal shift per line moved ^(c)	£58.80
External shift ^(d)	£160.80
Change of network terminating equipment ^(e)	£36

Missed Appointment ^(f)	£108
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- a) New lines on LLU may incur a new line connection fee.
- b) The charge for change of number is additional to any transfer charge, and is limited to number changes within the local exchange area only. As a general principle when a customer asks for a telephone number to be provided at an alternative address, a Change of Number charge is made. The only exception is when the line at the new address is a new connection, in which case no Change of Number charge is made.
- c) Internal wiring is wiring from the protection box up to and including the first (main) socket, block terminal or other network terminating point. Total cost for a single line moved is the call out charge plus the internal shift charge.
- d) Shift or reposition external overhead wires to same building (up to a maximum of 90 minutes work on multiple shifts). External wiring is wiring from the distribution point to the protection box (or where one would be fitted) at the End User's premises. Requests to shift an exchange line to a different building on a customer's premises attracts normal connection charges.
- e) Conversion of hard-wired/master socket to linebox and regularisation of master socket.
- f) Should an engineer visit a customer's premises at a time pre-arranged with the customer and is unable to carry out work because the customer is either unready or absent then a missed appointment charge will apply.

Line Rental Calling Features

General Features

Name	Function	Price
1471	Call Return	Free
Withhold	Withhold your number	Free
1571	Messaging service	Free
Call Diversion	Diverts calls to another phone	£1.79
Caller Display	See who's calling	£0.60
Call Waiting	Know when someone's trying to get through	£1.79
Subscriber controlled Call Barring [†]	Bar certain outgoing calls	£1.79
Call Sign*	Additional number with a different ring tone	£1.79
1571 extra+	Additional features to 1571 including personal message	£3.00
Call Minder+	Additional features to 1571 including personal message	£3.00
Call Minder Extra+	Up to 9 separate mailboxes	£3.57
Call Minder Premier+	Voice and fax messaging service	£5.10
Smart divert*	Call diversion with remote control	£1.79 (£6 set up fee)

[†] Subscriber controlled outgoing call barring means you can enable or disable call barring for different call types from your phone. Alternatively you can call Customer Services to apply call barring and there is no monthly charge.

+1571 extra is available to customers on LLU and Call Minder is available to customers on BT exchanges (non LLU).

*not available on LLU

Features Charged per Use

Name	Price
Ring Back	7.50p per use
3 way calling	7.50p per use
Reminder call	7.50p per use

Call Forwarding Features

Name	Function	Price
Bypass number [†]	Separate number to bypass diversion for Smart Divert, Call Diversion or Call Barring	£1.79 per month
Admin controlled call diversion*	All calls immediately forwarded to prearranged number	£6 set-up fee
Change of divert to number		£6 set-up fee

*The renter of the service is charged the appropriate dialled call rates for the diverted leg of the call

[†] Not available on LLU

Call Privacy Features

Name	Function	Price
Choose to Refuse	Stop calls from selected numbers	£1.79
Anonymous Call Rejection	Stops calls from people who withhold their number	£1.79

Call Redirect Features

Caller Redirect is available following cessation or renumbering when the number is not being used as part of a new installation, and provides an announcement informing callers of your new number. It is not available on LLU Packages

Name	Price
Caller Redirect - one month's service	£5.10 per order
Caller Redirect – ongoing (quarterly charge)	£9 per quarter

Call Barring Features (not directly controlled by the residential customer)

Name	Function	Price
Call Barring	Bar Premium Rate or International calls	Free
Outgoing Calls Barred	All calls except 999	£6 set up
Incoming Calls Barred	First line or additional lines	£6 set up

Miscellaneous Features

Name	Function	Price
Number Selection	Per request per line	Free
Nuisance Calls Service (NCS)	Request for NCS assistance (charge per request)	£168

In the event of nuisance or malicious calls, The Phone Co-op will advise on appropriate action to resolve the issue. Given suspicion of a criminal offence or if further investigation is required to establish the source, then the customer may choose to forward the case to the NCS.

Faults and Repair Services

Fault Repair Service - Lines

The Phone Co-op will provide a fault reporting service. The service is free and operates during working hours (0900-1900 hours Monday to Friday and 0900-1500 Saturdays excluding Public and Bank Holidays).

Where a fault is reported out of normal working hours (Monday to Friday), the fault will be treated as if it has been reported at the beginning of the next working day. We aim to clear a fault report received before the end of the second working day from when the fault is reported. We will provide advice by telephone including, where appropriate, tests and checks to be carried out and, where possible, carry out diagnostic checks from our premises. If this does not diagnose or clear the fault we will arrange for an engineer to visit the customer premises. Your calls can be diverted during the period that you cannot use your line. If the fault lies with the line then this service is free of charge.

In the case of failed appointments at customer premises (e.g. no access possible for visiting engineer at the agreed appointment time), for out of hours visits, for repair of faults not on our maintained equipment, call-out charges may be payable.

If the visit is aborted e.g. the engineer does not gain any access then the abortive visit charge will become payable. If a Special Faults Investigation visit is aborted, then the full charge will be applied. Once ordered, this cannot be cancelled without incurring the full charge.

Care Levels

Standard Faults can be reported 9am-5pm Monday to Friday, excluding Public and Bank Holidays. Where a fault is reported outside of normal working hours, the fault will be treated as if it has been reported at the beginning of the next working day. We aim to clear a fault before the end of the second working day from when the fault is reported.

High Care Faults can be reported 24 hours per day, 7 days per week including Bank and Public Holidays. We will aim to clear the fault within 12 hours of receipt of a fault report. If the fault is not cleared during this period we will be able to advise the progress being made to clear the fault.

Care Level Charges

Service	Price
Standard	Free
High Care per month	£7.20
Temporary Call Divert	Free

Engineer Visits and Charges - Lines

Call-out charges are raised to cover time spent by the engineer repairing faults where this work is not covered by Line Rental, and for providing or rearranging services, customer-owned wiring or equipment where standard Openreach charges are not available. Items of small stores will be charged separately, utilising the standard stores were appropriate. Non-standard items will be charge on a per occasion basis.

Charges for new lines usually include an engineer's visit to a customer's premises.

Call-out charges will not apply if the customer cancels the appointment before the engineer has arrived at the premises. However should an engineer visit a customer's premises at a time pre-arranged with the customer and is unable to carry out work because the customer is either unready or absent then a call-out charge will apply as indicated in the Fault Repair Service price list above.

Particular situations where call-out charges apply are where:

- no fault is found, or
- the fault is found to be on non-Phone Co-op equipment, or
- is due to damage caused within the customers' premises, or
- due to theft, loss or removal of equipment, or faults caused by external or environmental factors (e.g. lightening, electrical surges or floods, but not the Phone Co-op network).

Where a customer requires extra engineering work as part of an installation such as extension wiring then engineers hourly costs apply..

Service	Price
Call-out charge for line faults (if fault not with the service) including 1 st hour	£132
Call-out per hour (or part) thereafter	£66
Aborted visit charge	108

Standard store items

Item	Cost
Internal pack	£13.20
External pack	£16.44
Block Terminal 92A (for Redcare use)	£1.49

Work carried outside of normal working hours

The minimum charge period for repair work out of hours is 1 hour. The minimum charge period for provision or rearrangement work out of hours is 3 hours. This can only be used in conjunction with a provide or change request involving normal list prices and is in addition to these charges.

Timescale charges will not apply if the customer cancels the appointment before the engineer has arrived at the premises. Once the engineer has arrived at the premises, the visit charge only will apply if the work is cancelled or postponed by the customer, or if the appointment is not kept by the customer.

All out of hours times except Sundays and Public/Bank Holidays		Cost
Call-out charge including first hour		£162
Call-out charge per hour (or part)		£102
Sundays and Public/Bank Holidays		
Call-out charge including first hour		£180
Call-out charge per hour (or part)		£120

Supplementary charged to carry out provision work outside of normal hours in conjunction with a provide or change request. Minimum charge period 3 hours.

All out of hours times except Sundays and Public/Bank Holidays		Cost
Per visit		£36
Per hour (or part)		£42
Sundays and Public/Bank Holidays		
Visit charge		£60
Per hour (or part)		£60

Engineer Visits and Charges - Broadband

Item	Price
Engineer – Broadband Special Faults Investigation base charge ^(a)	£132
Engineer Charge –Special Faults Investigation Internal Equipment charge ^(b)	£69.60
Engineer Charge – Special Faults Investigation Internal Wiring Charge ^(b)	£69.60
Engineer Charge – Special Faults Investigation Collaborative Visit	£54
Engineer Charge – Special Faults Investigation Line Investigation Charge ^(b)	£114

Engineer Charge – Special Faults Investigation Exchange Investigation Charge ^(b)	£78
Engineer Charge – Special Faults Investigation Abortive Visit	£172.80
Engineer Charge – Time Related Charge ^(c)	£66 per hour

- a) Broadband Special Faults Investigation is a service which permits The Phone Co-op to request a visit by an engineer to End User premises for the purpose of resolving certain Broadband faults. Where Openreach provides maintenance of any non-Openreach Network equipment (including wiring) beyond the End User NTE a charge will apply. Additional charges may be incurred depending on the location of the fault.
- b) Charge applies in addition to Broadband Special Faults Investigation base charge where Openreach provides maintenance of any non-Openreach Network equipment (including wiring) beyond the End User NTE.
- c) Applies where an Openreach engineer is unable to access the customer's site when scheduled to visit them to investigate a fault.

Phone Directory

We will provide one entry and additional directory entries are at an additional charge.

Entry types are:

- O – ordinary
- DQR – directory enquiries only
- XDNC – ex-directory no calls
- XDCO – ex-directory calls offered
- NQR – no entry required.

Feature (per line)	Price
Extra entry in ordinary type	£2.75
Additional word in ordinary type	£0.82 per word
Main entry in Bold	£4.39
Additional word in Bold	£1.67 per word
Main entry "Super Bold"	£12.48
Additional phonebook	£12

Printed Telephone Directory

Through regulatory obligation BT Retail provides a printed telephone directory to all households and businesses in the UK. The directory, known as *'The Phone Book'* is distributed annually and replacements are ordered directly from BT Retail either by telephone, (0800 833 400) or over the internet, www.shop.bt.com/page/phonebook. This service is available to all Customers.

Operator call connection and assisted calls

Except for calls from payphones, the 100 operator will connect a call on request from a customer.

Customers that require special assistance may use the 198 Special Assistance Operator to connect calls to many destinations. There is no charge for making a call to the Special Assistance Operator. The Operator service and call charges apply when the services are requested.

100 and 198 services are not available on LLU (i.e. Customers on the 40GB Packages).

Customers calling the 100 operator from payphones will receive assistance from the operator, but will not be offered onward connection (this does not apply to the 198 Operator).

Operator charges are charged at standard BT rates and are published on the BT website at <http://www.bt.com/pricing/>.

Special Assistance Directory Enquiries

Customers can register to use the Blind & Disabled Services by ringing 195. It is a free service. Customers who wish to apply for this service should contact the Free Directory Enquiry Registration Team on the free Helpline number 0800 587 0195 (open Mon - Fri (09:00 - 17:00)).

Once registered, you will be able to use the service by dialling and furnishing the Operator with your pin number.

Reverse Charge Calls

A Reverse Charge call is paid for by the person receiving the call rather than the one making it. They can be made from ordinary or payphone lines in the United Kingdom, the Isle of Man, the Channel Islands and the Republic of Ireland.

They cannot be made to mobile, pager, Freefone, number translation service numbers (such as 0800, 0845 and 0870), or payphone numbers.

A reverse charge call can be made by dialling 100 or 0800 REVERSE (0800 7383773).

Reverse call charges are charged standard BT rates and are published on the BT website at <http://www.bt.com/pricing/>.

LLU lines do not support the 194 reverse call service.

Text messaging

Available to customers on BT exchanges using telephones with the ability to send and receive text messages. The fees appear on the line rental charges at on your bill. Text messaging is not available on LLU.

Message	Cost per activation
Fixed line to mobile/another fixed line	8.1p

Text Direct

TextDirect is the service that allows people using textphones to make calls to someone using a standard voice phone. An operator helps translate the call between the text and voice users. The customer is charged for the call.

There are no additional charges incurred against the TextDirect conveyancing or the Relay Operator. The fees appear on the line rental charges on your bill. Due to the amount of time required to make a call via a text phone (consider how long it would take to type a telephone conversations), an automatic discount of 60% is applied on any text call made via the TextDirect Service.

Cancellations

You may cancel your order for the Line Rental Service at any time up to 8 days after we receive your application except if your Service is used or activated within this time. Full details are in our Terms and Conditions.

Orders for Value Line Rental can be cancelled up to seven working days after the order is placed, and a full refund will be given. After seven working days, the order is non-refundable.

You can close your account by giving thirty days notice. If you close your account or end a service within the Minimum Period then you must pay the rest of the charges due in the Minimum Period or the termination fee, whichever is less.

Where Broadband is terminated either by ceasing the service or moving from LLU then a cease charge will apply. Note, fees charged for early termination include cease charges.

If you are changing your Service such as re-grading your broadband, ending a calling feature or changing tariff, and is not part of a termination of the account, then termination terms do not apply and the current minimum period continues.

Item	Price (£)
Contract termination within minimum period fixed fee	£73
Broadband Cease Charge	29.69
Broadband Cancellation Fee – less than 2 days prior to activation	81.26
Broadband Cancellation Fee – 3 to 5 days prior to activation	21.29

Special Offer until 15th March 2011

Product	Price	Minimum Period (months)	Description
Line rental only (no broadband on the line) with Caller Display	£10.95	12	Option for Call Waiting instead of Caller Display
Line Rental only (no broadband on the line) with Caller Display	£11.69	1	For existing line rental customers. Option for Call Waiting instead of Caller Display