



Price list for Residential Line Rental, Broadband and Packages

All prices include VAT @ 20%
Last Updated 1 Feb 2020

Definitions

Access Charge

A per minute rate applied to your call when you dial Service Numbers.

All Day Calls

All Day Calls Includes all calls under 60 minutes to numbers beginning 01, 02 and 03, as well as mobile numbers on The Phone Co-op network. These rates can be found under Current Call Costs [here](#).

Anytime calls

Includes all calls under 60 minutes to numbers beginning 01, 02 and 03, as well as mobile numbers on The Phone Co-op network. These rates are found under Current Call Costs [here](#).

Broadband

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

The cost for services payable to The Phone Co-op.

Commencement Date

The date upon which services are first provided to you.

Equipment

The hardware 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, mobile numbers on The Phone Co-op network made on Saturday, Sunday and on weekday evenings between 6pm and 8am. Details of rates are found under Current Call Costs [here](#).

Gigabyte (GB)

Expression used to describe storage capacity or amount of data. One gigabyte is about 1,000 million bytes/characters.

International Call package

Geographic phone numbers in 26 countries made in accordance to your call package. Details of rates are found [here](#). Included countries are: Australia, Austria, Belgium, Canada, Canary Islands, Cyprus, Czech Republic, Denmark, France, Germany, Gibraltar, Greece, Hong Kong, Hungary, Ireland, Italy, Netherlands, New Zealand, Norway, Poland, Portugal, South Africa, Spain, Sweden, Switzerland, and USA

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

The minimum number of months in your contract.

Monthly Data Allowance

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 (e.g. receiving email, web browsing, downloading files) and upload (sending email, file sharing).

Network Termination Point (NTP) or Network Termination Equipment (NTE)

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).

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.

Service Numbers

Telephone numbers beginning 084, 087, 09 and 118.

Set-up fee

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

Superfast Broadband or Fibre Optic Broadband or Superfast Fibre

The service to get direct access to the internet. This can be via your phone line by using fibre optic cables to transfer the data, whether from your premises or from the nearest street cabinet to the exchange. It is typically faster than a Broadband service that transmits exclusively down copper wires.

Transfer

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

Package constituents

Product ^(h)	Minimum Period (months)	Description	Price (per month) ^(e)
Line Rental	12	Standard monthly rental	£17
Unlimited Broadband ^(a)	12	Unlimited Broadband with router included, when taken in conjunction with Line Rental ^{(f)(i)}	£5
Out of network area supplement	12	Surcharge to cover the extra cost of providing service within an exchange area where LLU is not provided	£8
Evening & Weekend calls	1 ^(b)	Inclusive calls to 01, 02, 03, and mobile numbers on The Phone Co-op network after 6pm and all day Sat and Sun ^{(c)(d)(g)(n)}	£3
Superfast Fibre	12	Superfast fibre optic broadband with a max speed of 38Mbps with router included, when taken in conjunction with Line Rental ^{(i)(j)(k)(l)}	£11
Superfast Fibre Plus	12	Superfast fibre optic broadband with a max speed of 76Mbps with router included, when taken in conjunction with Line Rental ^{(i)(j)(k)(l)}	£16
Anytime Calls	1	Inclusive calls to 01, 02, 03, and mobile numbers on The Phone Co-op network all day ^{(c)(d)(g)(n)}	£7
International calls	1	Inclusive calls to landlines in 26 countries ^(o)	£3
100 UK Mobile Minutes	1	100 minutes of mobile calls ^(m)	£3
300 UK Mobile Minutes	1	300 minutes of mobile calls ^(m)	£5

See notes below.

Standard prices will not change any Special Offer given to you at the time you sign up.

Other charges

Additional charge	Description	Price ^(e)
Broadband set-up fee	Set-up fee for Broadband with a 12 month contract. Is not applied if a 24 month contract is selected.	£20 set-up
Superfast set-up fee	Set-up fee for Easy Install Superfast. Will not be applied if a 24 month contract is selected.	£20 set-up
Paper bill charge	All bills will be sent by email unless you opt to receive a paper bill.	£1.90 per month
Router delivery charge	Router is inclusive, but a delivery charge will be added to the first bill.	£6 one off
No router discount	Discount for not requiring a router ^(k)	-£1 per month
Non Direct Debit charge	A £1.20 monthly fee is applied for customers not paying by direct debit.	£1.20 per month

Notes

- a) Unlimited Broadband, Superfast Fibre and Superfast Fibre Plus require Line Rental.
- b) 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.
- c) Calls packages have a connection charge of 16p for non-inclusive calls. Service numbers have no connection charge.

- d) Inclusive 01, 02, 03, The Phone Co-op mobile network calls free for the first 60 minutes. After exceeding 60 minutes they will be billed at 10.5p/minute to landlines and 13p/minute to mobiles, with a connection fee of 16p. Hang up after an hour and redial to avoid being charged.
- e) Prices are for customers paying by Direct Debit.
- f) Packages include a wireless router.
- g) Call tariffs can be found [here](#).
- h) Services 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.
- i) A Fair Use Policy exists for Unlimited Broadband, Superfast Fibre and Superfast Fibre Plus
- j) Upgrade to Superfast includes a new router and starts a new 12 month minimum term. If you are already in contract with us there is no charge to leave your existing contract.
- k) No router discount is not available with Superfast broadband.
- l) If you are already using a router that we sent to you for free and you upgrade to Superfast Broadband then you will need a new router. We will send you instructions and a bag to return the old router. If you do not return it according to the instructions provided, there will be a charge listed under equipment.
- m) Mobile calls are free for the duration of the bundle. After exceeding your minutes they will be billed at 13p/minute, with a connection fee of 16p.
- n) Calls packages have an Access Charge of 9p per minute, charged per minute, for calls to Service Numbers.
- o) Requires Evening & Weekend calls or Anytime calls.

Equipment

All routers delivered by The Phone Co-op come preconfigured with service details. Routers include 2 micro-filters and have a 24 month warranty.

Equipment	Price
Technicolor TG588v2 wireless router	£50.00 (free with 12 month ADSL packages)
Technicolor DWA0120 wireless router	£70.00 (free with 12 month Superfast packages; £20 upgrade with ADSL package)
Technicolor DWA2231 wireless router	£112.00 (£42 upgrade with Superfast package)
Additional ADSL Micro filter	£6
Router returns bag unreturned ^(a)	£10.80
Tenda MW3 Wi-fi Mesh 2 pack ^(b)	£66.00 (or £5.50 a month for 12 months)

- a) If you are already using a router that we sent to you for free and you upgrade to Superfast Broadband, you will need a new router. We will send you instructions and a bag to return the old router. If you do not return it according to the instructions provided, there will be a charge equal to the price of a router as indicated above and the cost of the router returns bag.
- b) Wi-fi Mesh requires a smartphone app to function

Other service charges

Item	Price
Cease and re-provide at another address	Free
Cease charge ^(a)	£37.34
Cancellation fee – less than 2 days prior to activation	£85.26
Cancellation Fee – 3 to 5 days prior to activation	£21.29
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	Minimum period (months)	Price
Monthly rental	3 months for a Transfer or Restart 12 months for a connection 12 months if part of a combined package	£17

- a) A £1.20 monthly fee is applied for customers not paying by Direct Debit.
 b) Customers who opt to receive a paper bill will be charged £1.90 a month.
 c) All customers are entitled to one ordinary type BT directory entry and one Phone Book for their local area.

Call packages

Product	Minimum Period (months)	Price (£ per month)
Evening & Weekend Calls	1	£3
Anytime Calls	1	£7

Call Packages have an Access Charge of 9p per minute, charged per minute, for calls to service numbers.

Additional Charges

Product	Price
Line 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)	Free
Change of Number ^(b)	£15
Missed appointment ^(c)	£108

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) 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 (£ per month)
1471	Call return	Free
Withhold	Withhold your number	Free
1571	Simple messaging service	Free
1571 with personal messaging+	Messaging service and add your own answer message	£1.20
Call Diversion	Diverts calls to another phone	£1.79
Caller Display	See who's calling – included as standard	Free
Call Waiting	Know when someone's trying to get through	£1.79
Call Sign*	Additional number with a different ring tone	£1.79
1571 extra+	Additional features to 1571 including personal message	£3
Call Minder+	Additional features to 1571 including personal message	£3
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 Outgoing Call Barring [†]	Bar certain outgoing calls – customer controlled	£1.79
Subscriber Incoming Call Barring	Bar incoming calls – customer controlled	£1.79
Outgoing calls barred*	Bar all calls except 999	£6 set-up fee
Incoming calls barred*	Bar all incoming calls	£6 set-up fee
Call Barring	Bar Premium Rate or International calls	Free

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

*not available on LLU.

[†] Subscriber controlled call barring means you can enable or disable outgoing call barring. Available with LLU Home Phone and Broadband packages only. Otherwise the barring can be set-up by calling Customer Services.

Features Charged per Use

Name	Price(p)
Ring Back	7.5p per use
3 way calling	7.5p per use
Reminder call	7.5p 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

[†] Not available on LLU.

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

Call Privacy Features

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

Call Redirection and BT Caller Redirect

Call Redirection is available following cessation or renumbering of a line when the old number is not being used as part of a new installation. It can be applied following a move to redirect incoming calls to the old number to the new premises or to an answering service that sends the message by email.

BT Caller Redirect does not forward or record the call and provides an announcement informing callers of your new number.

Name	Price (£)
Call Redirection – set-up charge	£18
Call Redirection – set-up charge for optional personal greeting message	£6
Call Redirection - monthly charge*	£3
Call Redirection - forward calls to new number	pence per minute**
BT Caller Redirect - one month's service	£5.10 per order
BT Caller Redirect - on-going (quarterly charge)	£9 per quarter

*includes voicemail to email

**Calls forwarded to a landline are charged at 1.8p/minute and calls forwarded to a mobile are charged at 8p/minute.

BT Caller Redirect is not available on an LLU line. Caller Redirection is not available on numbers originating from Talk Talk.

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.

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 your premises. Your incoming calls can be diverted during the period that you cannot use your line. Call charges will be raised for the diverted part of each call.

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.

MBORC (Matters Beyond Our Reasonable Control)

Openreach manages the local network which connects our customers to the exchange. On occasion, Openreach will release statements explaining why repairs due to take place have

fallen behind schedule as a result of bad weather and an unusually high volume of repair work caused by the elements. When this happens they may issue us with an MBORC notice for the affected areas. In these circumstances we may not be able to clear the fault according to your agreed Care Level.

Care Level Charges

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

* Incoming calls can be diverted during the period that you cannot use your line. Call charges will be raised for the diverted part of each call.

Engineer Visits and Charges for lines including line shifts and missed appointments

Service	Price (£)
Call-out charge for line faults (if fault not with the service) including 1 st hour	£120
Call-out per hour (or part) thereafter	£54
Aborted visit charge	£108

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. Items of small stores will be charged separately, utilising the standard stores where appropriate. Non-standard items will be charged 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 an aborted visit charge will apply as indicated in the Fault Repair Service price list above.

The Call-out charge will be charged for the following:

- Repairing faults where this work is not covered under the terms of the Line Rental service (see definitions).
- Providing or rearranging services where standard charges are not available.
- Internal and external shifts including change in line termination.
- A fault is found not to be with any Line Rental service or equipment. In particular this covers the situation where no fault is found, or the fault is found to be on non-Phone Co-op equipment, or is due to theft, loss or removal of equipment, or in the case of customer owned or rented equipment fault caused by external or environmental factors (e.g. lightning, electrical surges, floods or damp).
- Where work is done outside of the times of the customer's maintenance agreement or for provision outside the times of a normal working day.

Provision and rearrangement work

Call-out charges apply where a work is requested to be carried out at the premises involving the provision or rearrangement of equipment, wiring, network or services.

Where a customer requires extra engineering work as part of an installation such as extension wiring then standard additional hourly costs apply. If the work is a separate appointment, the call-out charges apply.

Internal NTE shifts or external shift or rearrangement of line-plant from the distribution point

Service	Price (£)
Visit charge	£66
Internal or external shift	£66
Additional line shift	£66

If the order is split between two buildings on one site, the work is treated as two jobs but only one incurs the call-out charge whilst the second is charged as 1 hours' work per line. If the order is split between two sites then two visit charges apply.

The external shift or rearrangement to a different building on a customer's premises attract normal connection charges.

Change of network termination equipment will incur a call-out charge.

Standard store items

Item	Price (£)
Internal pack	£13.20
External pack	£19.20
Block Terminal 92A (for Redcare use)	£1.49

Work carried on 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	Price
Call-out charge including first hour	£180
Call-out charge per hour (or part)	£108
Sundays and Public/Bank Holidays	
Call-out charge including first hour	£216
Call-out charge per hour (or part)	£144

Supplementary charges are to carry out provision work outside of normal working hours, where work during normal hours is included within the normal price (e.g. connection charges). This can only be used in conjunction with a request involving normal list prices or contracted work and is in addition to these charges.

All out of hours times except Sundays and Public/Bank Holidays	Price
Per visit	£36

Per hour (or part)	£36
Sundays and Public/Bank Holidays	
Visit charge	£72
Per hour (or part)	£72

Engineer Visits and Charges - Broadband

Item	Price
Engineer – Broadband Special Faults Investigation base charge (a)	£184.8
Special Faults Investigation Internal Equipment charge (b)	£45.6
Special Faults Investigation Internal Wiring Charge (b)	£66
Special Faults Investigation Collaborative Visit	£114
Special Faults Investigation Line Investigation Charge (Network Module)(b)	£96
Special Faults Investigation Exchange Investigation Charge (b)	£144
Special Faults Investigation Abortive Visit (c)	£108
FTTC/Superfast Engineer Visit	£218.4
SFI Engineer Base and Equipment charge	£211.2
SFI Engineer Base and Wiring charge	£237.6
Time Related Charge	£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.

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.

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 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 dialing 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 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

Text Direct 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 Text Direct 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 Text Direct 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 for in the Minimum Period or the early termination fee, whichever is less.

Where Broadband or Superfast Broadband is terminated either by ceasing the service or changing to a different product (e.g. downgrading to line rental only) when not within the minimum term then a cease charge will apply.

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
Early termination fee for contract termination within the minimum period - fixed fee.	£73
Additional early termination fee for Superfast	£10 per remaining month in the minimum period.
Broadband Cease Charge	£37.34
Broadband Cancellation Fee – less than 2 days prior to activation	£85.34
Broadband Cancellation Fee – 3 to 5 days prior to activation	£21.29