

# Business Line Rental Price List

1<sup>st</sup> Jan 2016

All prices exclude VAT. Minimum Period of the service is 12 months.

## Definitions

*Network Termination Point.* 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).

*Transfer.* A Transfer is where The Phone Co-op takes over the service at a site where it already exists. This includes a previous service that has been stopped and where no network wiring up to the NTP is required to start or transfer this service.

*Line Rental.* Line rental covers the provision, repair and maintenance of the exchange line up to the 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).

## Business Line Rental (Analogue single and multi-line)

Product	Price
Premium Business Line Rental per month <sup>(a)</sup>	£13.00
Business Line Rental per month <sup>(b)</sup>	£12.50
Basic Line Rental per month	£10.42
Transfer fee	Free
Restart of a stopped line (number exists on the line) <sup>(c)</sup>	Free
Migration from an LLU line	Free
New or ceased line connection (new number required)	£50
Change of number <sup>(d)</sup>	£12.77

- a) Premium Line Rental includes a higher on the day priority for any fault, Smart Divert calling feature and named engineer (the customer can request the name of the engineer that will attend – especially useful where a site is sensitive/secure)
- b) Premium Line Rental and Business Line Rental include Standard Plus care level
- c) New lines on LLU may incur a new line connection fee.
- d) 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.

## Digital Line Rental (ISDN 2: includes digital standard, digital system)

Product	Price
Monthly rental per line (2 channels)	£27.90
New Installation per line (2channels)	£149.00
Transfer fee	Free
Convert and transfer from PSTN	£159.00
Convert from PSTN	£159.00
Connection charge per DDI number range	£90.00
PLUS Connection charge per DDI number	£0.90/ddi
DDI monthly rental	£0.33/ddi
MSN install	£15.00
MSN rental	£0.90/msn
Convert and transfer from DASS	£74.00
Convert and transfer Standard to System	£26.50
Convert Standard to System	£13.29
Re-number per number	£10.50
Reconfiguration charge MSN (per MSN group)	£15.00
Reconfiguration charge per channel	£10.86

**MSN:** Multiple Subscriber Numbering. An optional feature of ISDN2(Standard) lines allowing up to 10 telephone numbers to be assigned to a single line so that devices connected to that line can be called individually. Can be used to produce a limited version of DDI.

**DDI:** Direct Dialling In. A feature of ISDN2(System) and ISDN30 lines. Typically used to provide direct dial numbers for extension users, fax machines, departments or groups of extensions. A business may have 10 lines and 100 telephone numbers. The dialled number is passed to the telephone system that routes the call to the intended recipient. As a result fewer lines need to be rented overall to provide the same level of service. A Digital System may have a Single Number DDI for which all DDI charges will still apply.

**Re-configuration** applies where the digital line configuration changes, for example, a single Digital system consisting of 8 channels may split into a combination of two or more Digital systems of minimum 2 channels each at the same address.

## Digital Line Rental (ISDN30)

Product	Price
Monthly rental per channel	£13.67
New Installation (inclusive of 1st 8 channels)	£1000.00
Installation per channel (9 upwards)	£10.00
Transfer fee	Free
Install DDI (per DDI)	£0.90
Monthly DDI rental (per DDI)	£0.33
Connection charge per DDI Installation	£90.00
Site Assurance Option 1 per channel per month	£1.00
Site Assurance Option 2 per bearer per month	£6.00
Reconfiguration 0-15 Channels	£60.00
Reconfiguration 16-30 Channels	£120.00
Reconfiguration 31-60 Channels	£180.00
Reconfiguration 61 and over	£240.00

Site assurance enables you to have your calls rerouted to an alternative site if your normal site becomes unusable for any reason. Call charges will be raised for the diverted part of each call when the diversion is activated. Option 1 diverts all calls on all channels to a pre-arranged single number. Option 2 is for diversion to standby site. Full ISDN30 connection

and rental charges apply for channels at the standby site and the site assurance charge applies to each bearer at both the main and standby site.

Reconfiguration is used to change the attributes of channels already installed. This applies to changes to telephone numbers or DDI ranges associated with a channel or changing from non DDI to DDI or visa versa. This does not apply to the initial provision of a DDI range or where the configuration of the DDI range is being changed, where the DDI planning charge will apply instead.

## Analogue Calling Features

Available to analogue and digital lines on the analogue ports

Name	Function	Price pm
Withhold*	Withhold number per call	Free
1571	Messaging service	Free
1571	With personal greeting	£1.00
Call Diversion	Diverts calls to another phone	£1.49
Call Waiting	Know when someone's trying to get through	£1.49
Reminder Call*	Book an alarm call	£1.49
Ring Back*	Know when an engaged number is free	£1.49
3 Way Calling*	Let three callers talk together	£1.49
Caller Display	See who's calling	£1.49
Call Sign	Additional number with a different ring tone	£1.49
Call Barring	Customer controlled for incoming calls only	£1.49
Call Minder**	Additional features to 1571 including personal message	£2.55
Call Minder Extra**	Up to 9 separate mailboxes	£2.98
Call Minder Premier**	Voice and fax messaging service	£4.25

Call barring (outgoing) is free if you call customer services who will arrange this for you.

\*Can be charged on a per use basis without a monthly fee

\*\*Call Minder is available to customers on digital exchanges but not UXD5 exchanges

## Network Calling Features

Available to customers on AXE-10 and System-X exchanges (UXD5 exchanges currently restricted to Anonymous Call Rejection only).

Call Diversion	Function	Price
Smart divert	Call diversion with remote control	£5.00 set up, £1.49 pm
Bypass number	Separate number to bypass diversion for Smart Divert, Call Diversion or Call Barring	£1.49
Admin controlled call diversion	All calls immediately forwarded to prearranged number	£5.00 set up

When a line has call diversion then call charges will be raised for the diverted part of each call.

Call Privacy	Function	Price pm
Choose to Refuse	Allows you to stop calls from chosen numbers	£1.49
Anonymous Call Rejection	Stops calls from people who withhold their number	£1.49
Anonymous Call Rejection (Multi-line)		£90.00 set up, £1.49
Presentation Number (single lines)	Substitute your telephone number with a chosen number (such as 0845...), for display to the called party.	£25.00 set up, £1.49

## Call Redirection and BT Caller Redirect

Caller Redirection is available following cessation or renumbering when the number is not being used as part of a new installation. It can be applied following a move to redirect incoming calls to the new premises or to direct calls 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 – single line set up	£15
Call Redirection – multi line or DDI range set up*	£50 per range
Call Redirection – set up charge for optional personal greeting message	£5
Call Redirection – monthly charge per number**	£2.50
Call Redirection – forwarded to new number***	pence per minute call
BT Caller Redirect - one month's service	£4.25 per order
BT Caller Redirect – on-going (quarterly charge)	£7.50 per quarter

\*DDI caller redirection replaces DDI Caller Redirect that was charged at £160 set up and £5 per month per block of 10 numbers.

\*\*Includes voicemail to email.

\*\*\* When call forwarding is set up the forwarded calls will be charged at the appropriate dialled rates. This product has replaced Remote Call Forwarding and line rental on call forwarding which was charged at £25 set up and £7.50 per month plus line rental at £12.50 per month.

Caller redirection is not available on numbers originating from Talk Talk.

## Call Barring

Administrative Control Call Barring (not controlled by the customer)		Price
Call Barring *	Bar Premium Rate, Mobile or International calls	Free
Outgoing Calls Barred	All calls except 999	£9.00 set up
Incoming Calls Barred	First line or additional lines	£9.00 set up
Text Barring	Barr All Premium rate or Adult Premium Rate Texts	£3.00 set up

\* Activated by Phone Co-op customer services.

Miscellaneous	Function	Price pm
Number Selection	Per request per line	£15.00
Nuisance Calls Service	Request for NCS assistance	£140.00
Called Party Answer	Call metering	£1.49

## Digital Calling Features

Available to customers with ISDN2 and ISDN30 lines.

Feature (per line)	Function	Price pm
Caller Line Identity Presentation (CLIP)	Display Caller's telephone number	£2.00
Connected Line Identity Presentation (COLP)	Display telephone number that the call has been connected to	£2.00
Caller Line Identity Restriction (CLIR)	Prevents others from seeing your telephone number when you call them	£2.00
Connected Line Identity Restriction (COLR)	The release of your telephone number to incoming callers can be restricted	£2.00
Permanent Incoming/Outgoing Call Barring	Have outgoing/incoming only lines	£2.00
Sub Addressing	Send up to 20 alphanumeric digits with the digits of the dialled number	£2.00
Anonymous Call Rejection	Stops calls from people who withhold their number	£2.00
Anonymous Call rejection Connect	Connection charge for ISDN2 and ISDN30 lines	£90.00
Call Barring	Bar incoming or selective outgoing calls	£2.00
SMS Text Barring	Barr Premium Rate/Adult texts	£3.00 set up
Call Deflection	Respond to an incoming call by deflecting the call to another number without answering	£2.00
Call Waiting	A beep tells you another call is coming in. If you continue with your call the caller will be asked to ring back later	£2.00
Call Waiting with Call Hold*	Keep up to 4 calls waiting. Call hold allows you to switch calls and the original call is placed on hold	£2.00
Admin Provided Call Forwarding – Unconditional	All calls immediately forwarded to a prearranged number	£2.00
Admin. Provided Call Forwarding – on busy	Automatically forwards incoming calls to a prearranged number if the line is already engaged	£2.00
Admin. Provided Call Forwarding – on no reply	Automatically forwards incoming calls to a prearranged number if there is no reply	£2.00
Customer Controlled Call Forwarding	You control your call forwarding (needs compatible equipment)	£2.00
Presentation Number	Substitute your telephone number with a chosen number (such as 0845...), for display to the called party.	£50.00 connect, £2.00 rental

\*ISDN2 only

## Caller Redirect

Caller Redirect for digital lines	Price pm
BT Caller Redirect - one months service per number	£4.25
BT Caller Redirect - quarterly per number	£7.50 pq
DDI BT Caller Redirect. Rental per block of 10	£160.00 set up, £5.00 pm

BT 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.

## Calling Features per use

The following calling features are available and charged per activation.

Feature	Price per activation (pence)
Ring Back	6.25
3 way calling	6.25
Reminder call	6.25

## Fault Repair Service

The Phone Co-op will provide a fault repair service. 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. Note call charges will be raised for the diverted part of each call.

The **Care Levels** of service and prices are:

**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.

**Standard Plus** - Faults can be reported 9am-5pm Monday to Friday, 9am-3pm Saturdays, excluding Public and Bank Holidays. Where the 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 the fault by the end of the next working day from when the fault was reported. If the fault is not cleared during this period; we will advise of the progress being made to clear the fault

**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.

Please note, High Care can only be ordered for all channels on an ISDN30 line and cannot be ordered for a subset of the channels.

Level (per month)	Price pm
Standard	Free
Standard Plus (Analogue lines only) per month	Free on Business and Premium Line Rental £2.00
ISDN30 (Standard Plus service) per month/channel	Free
High Care per month per line (Analogue and ISDN2)	£6.00
High Care per channel on ISDN 30 lines	£3.00

## 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 external factors such as bad weather and an unusually high volume of repair work. 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.

### Engineer Visits and Charges including line shifts and missed appointments

Level (per month)	Price pm
Standard Chargeable Visit (including 1st hour)	£100.00
Additional hours (or part)	£45.00
Missed appointment	£90.00

Call-out charges will not apply if the customer cancels the appointment before the engineer has arrived at the premises. 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.

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

The Standard Chargeable Visit 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 damage caused by someone at the premises, or due to theft, loss or removal of equipment, or in the case of customer owned or rented equipment faults caused by external or environmental factors (e.g. lightning, electrical surges or floods).

Charges also may apply 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

Time related charges apply where a work is requested to be carried out on site 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 then the standard chargeable visit applies.

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

Level (per month)	Price pm
Visit charge	£55.00
Internal or external shift	£55.00
Additional line shift	£55.00

If the order is split between two buildings on one site, the work is treated as two jobs but only one incurs the Standard Chargeable Visit call-out, whilst the second is charged as 1

hours work per line. If the order is split between two sites, then two Standard Chargeable Visits apply.

The External Shift or Rearrangement of Line-plant covers the external wiring from the distribution point to the protection box (or where one would be fitted) at the End User's premises, and the internal wiring from the protection box up to and including the first (main) socket, block terminal or other network terminating point.

Requests to shift an exchange line to a different building on a customer's premises attract normal connection charges.

Change of network termination equipment will incur a standard chargeable visit charge.

### Standard store items

Item	Price
Internal pack	£11.00
External pack	£16.00
Block Terminal 92A (for Redcare use)	£1.24
NTE8 (for ISDN2 use)	£15.90

### 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	Price
Standard chargeable visit (including 1st hour)	£120.00
Additional hours (or part) thereafter	£70.00
Sundays and Public/Bank Holidays	
Call-out charge including first hour	£150.00
Call-out charge per hour (or part)	£90.00

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	£30.00
Per hour (or part)	£30.00
Sundays and Public/Bank Holidays	
Per visit	£60.00
Per hour (or part)	£60.00



## 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 [www.bt.com/pricing/](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 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, Freephone, 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/](http://www.bt.com/pricing/).

LLU lines do not support the 194 reverse call service.

## Text messaging

Available to customers using telephones with the ability to send and receive text messages. The fees appear on the line rental charges section of your bill.

Message	Price per activation (pence)
Fixed line to mobile/another fixed line	6.75

## 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 and it costs no more than a normal phone call. There are no additional charges incurred against the TextDirect conveyancing or the Relay Operator.



### **Cancellations**

You may cancel your order for the Line Rental Service at any time up to 7 days prior to the transfer date.

You may end your Contract for the Line Rental Service after it has been provided. We require 30 days notice. If you give us notice that ends during the Minimum Period (12 months) you will not receive any refund on your advance payments and will be charged rental up to the end of the minimum period.