

COMMUNICATION

PRICING DOCUMENTS

**FIXED LINE
SERVICES**

Content: A full price list covering the current monthly, one off and time related charges associated to our analogue and digital fixed line services. Any legacy pricing can be found in a separate document.

VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason of change
1.0	<i>Chris Horne</i>	22/08/2019	Self-Approved	22/08/2019	Review
2.0	<i>Chris Horne</i>	21/10/2019	Self-Approved	21/10/2019	Expedite changes

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Cloud services

Pricing: Analogue & ISDN

1 ANALOGUE PRICING

1.1 BASE PRICING

Licence Type	Description
Premium Business Line Rental per month ¹	£13.00 per month
Standard Business Line Rental per month ²	£12.50 per month
Transfer of an existing line	Free
Restart of a stopped line (number exists on the line)	Free
Migration from an LLU line	Free
New line installation	£50.00 one off
Change of number/renumber of a line ³	£13.75 one off

1. Includes level 2 plus care (see section 3)
2. Includes level 2 care (see section 3)
3. The charge for change of number 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

1.2 CALLING FEATURES

Name	Description	Monthly cost
Withhold*	Withhold number per call	Free
1571	Messaging service	Free
1571 Extra	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	£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 also be charged on a per use basis without a monthly fee

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

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1.3 NETWORK CALLING FEATURES

1.3.1 CALL DIVERTS

Call feature	Description	Price
Smart divert	Call diversion with remote control	£5.00 set up, £1.49 per month
Bypass number	Separate number to bypass diversion for Smart Divert, Call Diversion or Call Barring	£1.49 per month
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.

1.3.2 CALL PRIVACY

Call feature	Description	Price
Choose to Refuse	Allows you to stop calls from chosen numbers	£1.49
Anonymous Call Rejection	Stops calls from people who withhold their number (Multi-lines have a £90.00 set up fee)	£1.49 per line
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

1.3.3 CALL REDIRECTION SERVICES

Call Forward is available following cessation of a line and 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. Caller Redirect only provides an announcement informing callers of your new number.

Name	Price
Call Forward – single line set up	£15.00
Call Forward – multi line or DDI range set up	£50.00 per range
Call Redirection – per number (includes 400 minutes to a landline) ¹	£5.00 per month
Caller Redirect - one month's service ²	£4.25 per order
Caller Redirect – on-going (quarterly charge) ²	£7.50 per quarter

1. Minutes outside of this diverted allowance are charged at a pence per minute rate
2. Caller redirection is not available on numbers originating from and LLU line.

1.3.4 CALL BARRING

Call feature	Description	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

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2 DIGITAL PRICING

2.1 BASE PRICING

2.1.1 ISDN2 SERVICES

Product	Price
Monthly rental per line (2 channels)	£27.90 per month
New Installation	£149.00 per pair
Transfer fee	Free
Convert and transfer from PSTN	£159.00 per pair
Convert from PSTN	£159.00 per pair
Connection charge per DDI number range	£90.00 + £0.90 per DDI
DDI monthly rental	£0.33 per DDI
MSN install	£15.00 per MSN
MSN rental	£0.90 per MSN
Convert and transfer Standard to System	£26.50 per pair
Convert Standard to System	£13.29 per pair
ReNUMBER	£10.50 per number
Reconfiguration charge MSN (per MSN group)	£15.00
Reconfiguration charge per channel	£10.86

2.1.2 ISDN30 SERVICES

Product	Price
Monthly rental	£13.67 per channel
New Installation (inclusive of 1st 8 channels)	£1000.00
Installation per channel (9 upwards)	£10.00
Transfer fee (ISDN30e)	Free
Transfer fee (ISDN30 DASS)	£85.00 per bearer
Connection charge per DDI number range	£90.00 + £0.90 per DDI
Monthly DDI rental (per DDI)	£0.33
Reconfiguration 0-15 Channels ¹	£60.00
Reconfiguration 16-30 Channels ¹	£120.00
Reconfiguration 31-60 Channels ¹	£180.00
Reconfiguration 61 and over ¹	£240.00

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1. 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.

2.2 CALLING FEATURES

All features and rates listed below are applicable on both ISDN2 and ISDN30 services

Feature	Description	Monthly cost
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
Anonymous Call Rejection	Stops calls from people who withhold their number	£90.00 one off, £2.00 per month
Call Barring	Bar incoming or selective outgoing calls	£2.00
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
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

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2.3 CALLER REDIRECT

Caller Redirect for digital lines	Price
Caller Redirect - per number	£4.25 per month
Caller Redirect – per number	£7.50 per quarter
DDI Caller Redirect. Rental per block of 10	£160.00 set up, £5.00 per month

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.

2.4 PAY PER USE FEATURES

The following calling features are available and charged per activation.

Feature	Price per activation
Ring Back	6.25p
3 way calling	6.25p
Reminder call	6.25p

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3 FAULT REPAIR

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.

All fault response times are as per below

Service Maintenance Level	Fault reporting and SLA times.
Level 1	Clear by end of next working day + 1, Monday to Friday, excluding Public Holidays and Bank Holidays. Example: Fault reported at any time between 00.01 – 23.59.59 on Tuesday would have a commitment time of 23.59.59 on Thursday
Level 2 (Standard business)	Clear by end of next working day, Monday to Saturday, excluding Public Holidays and Bank Holidays. Example: Fault reported at any time between 00.01 – 23.59.59 on Tuesday would have a commitment time of 23.59.59 on Wednesday.
Level 2 plus (Premium business)	As per Level 2 but 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)
Level 3 (High care)	Reported by 12.59 – clear by 23.59.59 same day. Reported after 13.00 – clear by 12.59.59 next day (Monday – Sunday including Public and Bank Holidays)
Level 4 ¹ (Ultra-care)	6hr fix round the clock, 365 days a year

1. In the event that a visit to the end customer's premises is required in the Highlands and Islands for an SML4 fault Openreach will make all reasonable efforts to make an engineer available within the 6 hour period. However, it must be noted that the availability of the engineer can depend on travel constraints outside Openreach's influence, such as ferries to the remote Scottish islands.

3.1 CARE LEVEL PRICING

Level	Line type	Monthly cost
Level 2	Analogue (standard)	Free
	Analogue (Premium)	Free
	ISDN2 (per channel)	Free
	ISDN30 (per channel)	Free
Level 2 plus	Analogue (standard)	£0.50
	Analogue (premium)	Free
	ISDN2 (per channel)	£1.00
	ISDN30 (per channel)	£0.50

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Level	Line type	Monthly cost
Level 3	Analogue (standard)	£4.00
	Analogue (Premium)	£3.50
	ISDN2 (per channel)	£3.50
	ISDN30 (per channel)	£1.50
Level 4	Analogue (standard)	£5.00
	Analogue (Premium)	£4.50
	ISDN2 (per channel)	£4.50
	ISDN30 (per channel)	£2.50

3.1.1 MBORC (MATTER 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.

3.1.2 EXPEDITE REPAIR

This is the cost to raise the service level on an active fault to one that is higher than the one associated to your service. This is a one-off occurrence and will not permanently raise your service level (this can be requested once the fault is cleared and will then be subject to the revised monthly fees detailed in Section 3.1). Expedites are best efforts for Openreach and as such are not guaranteed to meet the higher SLA's chosen.

Service Maintenance Level	Expedite level	Cost per request
Level 1	Up to level 2	£55.00
	Up to level 2 plus	£160.00
	Up to level 3	£450.00
	Up to level 4	£550.00
Level 2 (Standard business)	Up to level 2 plus	£110.00
	Up to level 3	£400.00
	Up to level 4	£500.00
Level 2 plus (Premium business)	Up to level 3	£400.00
	Up to level 4	£500.00
Level 3 (High care)	Up to level 4	£110.00
	Up to level 4 (ISDN30 line only)	£800.00

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4 **TIME RELATED CHARGES**

4.1 **BASE CHARGES**

Level (per month)	Price
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 you cancel the appointment before the engineer has arrived at the premises. Should an engineer visit a customer's premises at a time pre-arranged and is unable to carry out work because you are either unready or absent then a missed appointment charge will apply.

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.

4.2 **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 you require 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.

4.2.1 **LINE SHIFTS**

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

Level (per month)	Price
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.

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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.

4.2.2 STANDARD STORE ITEMS

Item	Price
Internal pack	£11.00
External pack	£20.00
Block Terminal 92A (for Redcare use)	£1.24
NTE8 (for ISDN2 use)	£30.00

4.2.3 WORK CARRIED OUTSIDE OF NORMAL WORKING HOURS

a) Faults

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 you cancel 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, postponed, or if the appointment is not kept by yourself.

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

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a) Provisions (supplementary work)

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

5 **CANCELLATIONS**

If you terminate the Service within the Minimum Period (where applicable) then you must immediately pay for the rest of the charges due in the Minimum Period.

After the Minimum Period, you may end this Agreement by giving thirty days' notice by providing written confirmation of your request to our business services department. You acknowledge that termination of your account will only be valid if you notify us in this manner. The end date of all services will be thirty days after we receive notification, although any active services can be terminated with immediate effect you will be charged for this service for the remainder of this period.

Where any service is terminated (however that may happen) you agree to pay to Us any applicable cease charges where our Third-Party Operators levies such a fee against us.

If you are changing your service such as removing a calling feature and are not part of a full termination of the account, then termination terms do not apply, and the current minimum period continues unless specifically agreed by both parties.

5.1.1 **EQUIPMENT**

All early terminations are subject to repayment of any remaining recurring costs. In this case, the payment will be any monthly rental value of the equipment multiplied by the number of months remaining until the end of your minimum period. You will make this payment to us immediately on request following the agreement coming to an end.

Any equipment added at any point after the initial contact period begins will be subject to their individual associated minimum period unless otherwise agreed. At the end of any agreed minimum period the customer will then own this equipment.

Any initial hardware purchases do not carry any such termination fees

6 **DEFINITIONS**

CHARGES

The charges for services payable to The Phone Co-op

COMMENCEMENT DATE

The date upon which services are first provided the customer end user

SET UP FEE

A one off payment required for any equipment or service activations related to your chosen package

END USER

Refers to the customer who receiving the Service

EQUIPMENT

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

MINIMUM PERIOD

The period of service from commencement date to contractual end date as specified by each service/package

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.

NETWORK TERMINATION POINT (NTP)

The physical point in a premise 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).

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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.

US

Refers to The Phone Co-op

7 RELATED DOCUMENTS

A list of other related documents and their locations

Document	Description	Location
Business Terms and Conditions	Full terms and conditions of service for business customers	https://www.thephone.coop/Documents/Editor/TCs_of_Service_for_Business_Customers.pdf
Privacy policy	Details of our data protection and privacy policy for our customers	https://www.thephone.coop/Documents/Editor/Privacy_Policy.pdf

All prices in this document exclude VAT.