

# Editable Version of Business Fixed Line Price Guide

## V5

### Business Fixed Line Price Guide - Version 5 (Editable)

Effective 01 June 2025

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#### Hosted Broadband Services

##### Broadband (includes line rental)

Speeds	Charge (monthly)
ADSL	£24.95
FTTC - 40/10MB	£33.95
FTTC - 80/20MB	£37.95
SoGEA - 0.5/0.5MB	£29.50
SoGEA - 40/10MB	£40.50
SoGEA - 55/10MB	£42.50
SoGEA - 80/20MB	£44.50
FTTP - 0.5/0.5MB	£25.00
FTTP - 40/10MB	£41.00
FTTP - 80/20MB	£45.00
FTTP - 115/20MB	£50.00
FTTP - 220/30MB	£60.00
FTTP - 550/75MB	£65.00
FTTP - 1gb/220MB	£80.00

All new Hosted broadband packages include any required line rentals. Packages are only available when broadband and line rental are taken together at the beginning of the contract.

#### Broadband & Wi-Fi Speeds

Broadband speeds refer to maximum download speeds unless stated otherwise. Performance depends on hardware, distance from exchange, number of users, and environmental factors.

#### Hosted Broadband Wireless Business Routers

Optional router with enhanced features for £2.50 per month, contracted for the same duration as the broadband service.

## Hosted Assured

Service	Charge
Hosted Assured	£4.95

Hosted Assured provides enhanced care with next-day fault diagnosis including Saturdays. Premium version offers 6-hour resolution.

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## Hosted Phone Services

### Line Rental

Number Type	Charge
Single Line Rental	£24.95

### Number Porting

Number Type	Charge
Single Line Number	£15.00
Multi Line Single Number	£25.00
Multi Line Range Up to 10 DDIs	£40.00
Multi Line Range Larger than 10 DDIs	£80.00
Amend a Port Request	£35.00
Cancel a Port Request	£35.00
Out of Hours Port	£150.00

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## Call Bundle Add-Ons

### Voice Bundles

Voice 500, 1000, and Unlimited include 60-minute call caps and exclude 070 numbers.

### International Plans

International Plan 1: 500 mins to 36 destinations. International Plan 2: 500 mins to 72 destinations.

## Call Bundle Pricing

Add-On	Monthly Charge
Business Voice 250	£5.38
Business Voice 500	£10.75
Business Voice 1000	£16.13
Business Voice Unlimited	£26.88
International Plan 1	£10.75
International Plan 2	£16.13

## Call Feature Add-Ons

Feature	Monthly Charge
Voicemail 1571	£2.69
Voicemail 1571 Remote	£3.23
Call divert	£2.69
Ring back	£2.69
Call blocker	£2.69
Call waiting	£2.69
Caller display	£2.69
Call reminder	£1.61
Call return bar	£2.69
Outbound call bar	£2.69
Inbound call bar	£2.69
Premium call bar	£2.69
Premium call bar - high	£2.69
Premium call bar - low	£2.69
International call bar	£2.69
Directory enquiries call bar	£2.69
Mobile call bar	£2.69
Choose to refuse	£2.69
Withhold number	£3.23
Call minder	£3.23
Smart divert	£2.69
Call Sign	£2.69
3 way calling	£2.69
Call forwarding	£2.69

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## Ancillary Charges

Service	Charge
Router Rental	£5 per month
Enterprise Router Rental	£10 per month
Static IP address	£14.99 per month
Internal Shift	£149.99
Broadband reconnection	£99.00
Abortive end user site visit	£130.00
Engineer visit	£140.00
No fault found fee (DIA)	£750.00
Abortive visit (DIA)	£350.00

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## Horizon Charges

Service	Charge
Horizon Unlimited	£34.95
Horizon Unlimited Plus	£44.95
Call Recording 3 months	£2.00
Call Recording 6 months	£2.75
Call Recording 12 months	£3.00
Call Recording 36 months	£5.00
Call Recording 60 months	£9.50
Call Recording 7 years	£11.00
Contact - Agent Voice & Email	£25.00
Contact - Agent Web Chat	£15.00
Contact - Supervisor	£45.00
Contact - CRM Integration	£7.50
Webex Soft-client	£14.95

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## Other Charges

Description	Charge
Non-Direct Debit fee	£25.00

Itemised paper bill	£10.00
Suspension fee	£25.00
Reconnection fee	£10.00
Late payment fee	£25.00
Debt Administration Fee	£100.00
Phone number change	£25.00
Standard delivery	£19.95
Routers	£125.00
Onsite installation (per day)	£750.00
5G Routers	£268.75
Cancellation Processing Fee	£495.00

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## Connection, Maintenance & Service Charges

Service	Charge
New ONT	£130
New Line Install (NLI)	£130

## Abortive Visit Charges

Type	Normal Day	Other Times	Sundays/Bank Holidays
Missed Faults Visit	£130	£150	£190
Missed NLI	£130	£150	£190

## Time Related Charges

Type	Normal Day	Other Times	Sundays/Bank Holidays
Per call out (incl. first hr)	£130	£160	£190
Time beyond first hr	£70	£100	£130
Minimum period	1 hr	1 hr	1 hr

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## Standard Direct Dialed Call Tariffs

Call connection charge: 25p per call for out-of-bundle calls.

Number Type	Connection Fee	Anytime Rate
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UK Landline (01, 02, 03)	25p	20p
UK Mobile	25p	20p

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## Calling Rates to Other UK Numbers

Number Type	Connection Fee	Daytime	Evening	Anytime
0800, 0808, 0500	Free	Free	Free	Free
084, 087	25p	9.5p	9.5p	9.5p

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## Calls to 09 & 118 Numbers

Access charge: 25p per minute. Service charge: set by the organisation called.

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## Calls to the Speaking Clock

Dial Prefix	Connection Fee	Call Charge
123	60p	60p

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## Calls to Non-Emergency Number

Dial Prefix	Connection Fee	Call Charge
101	25p	0p

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## International Calling Rates

Bands A-D with varying rates for fixed lines and mobiles.  
(Full country list retained from original document.)