

BT Openreach Engineering	PRICE	ADDITIONAL COSTS
New Line Installation	£125	£85 per additional hour
Out of Hours New Line Installation	£150	£85 per additional hour
New Installation Survey Fee	£290	
Number Selection for New Install	£14.50	
Cease Charge	£99	
ADSL Disconnection	£35	
FTTC Disconnection	£55	
Line Re-number	£74.50	£85 per additional hour
Change of Address	£125	
Line Conversion	£30	£85 per additional hour
Internal Shift	£250	£85 per additional hour
External Shift	£250	£85 per additional hour
Engineer Call Out Fee	£145	
Missed Appointment Fee	£100	
Engineer Abortive Visit Fee	£100	

Monthly Service Charges	PRICE
Line Rental	£14.50
Care Level 2	£3.50
Care Level 3	£4.50
Care Level 4	£5.50
Call Divert	£3.50
Caller Display	£3.50
Call Waiting	£3.50
1571 Messaging Service	£3.50
Call Sign	£3.50
Call Barring	£3.50
Withheld Number	£3.50

Monthly Service Charges (cont)	PRICE
Anonymous Call Rejection	£3.50
Call Minder	£3.50
Call Minder Premium	£4.50
Smart Divert	£4.50
Choose To Refuse	£3.50
Admin Call Divert	£9.00
Outbound Call Barring	£7.90

Additional Service Charges	PRICE
Fraud Aware	£1.99
Line Care	£1.49
Router Care - ADSL	£3.50
Router Care - FTTC	£5.50
Sonar (24/7 Router Monitoring)	£2.50
Complete Care (Includes Care Level 3, Router Care & Sonar)	£10

Directory Entry Charges	PRICE
Standard Entry	FREE
Additional Entry (Local) - Ordinary	£18.10
Additional Entry (Local) - Bold	£35.62
Additional Entry (Local) - Super Bold	£69.14
Additional Entry (All Books) - Ordinary	£848.66
Additional Entry (All Books) - Bold	£1771.11
Additional Entry (All Books) - Super Bold	£2882.67

Billing Charges	PRICE
Bill Production	£3.50
Non DD Charges	£5
Rejected DD	£10
Failed DD	£10
Late Payment Fees	£20
Debt Management OCB	£7.92
Debt Management Reconnection Fee	£20

Equipment (Handset) Charges	PRICE
Basic Non Self Labelling (Polycom VVX201)	£80
Standard Self Labelling (Polycom VVX411)	£125
Touch Screen LCD (Polycom VVX600)	£217.60

Routers, Switches & Wifi	PRICE	ADDITIONAL NOTES
ADSL Standard (Zyxel or equivalent)	£40	
FTTC Standard (Zyxel or equivalent)	£60	
FTTC & ADSL Enhanced 4G SIM (Draytek)	£120	Does not include 4G SIM or rental
FTTC & ADSL Social Engagement WIFI	£199.99	Requires monthly subscription
WIFI Access Point (Ubiquity)	£199.99	
WIFI Access Point Pro (Ubiquity)	£249.99	
Cisco Managed Router (for VoIP phones)	£270	
Cisco Managed Router (for leased line)	£999.99	

Engineering & Professional Services	PRICE	ADDITIONAL COSTS
<b>ONSITE Engineering:</b>		
1/2 Day Cables only	£250	
1 Day Cables Only	£450	
1 Day Technical	£600	
1 Day Emergency	£600	
1 Day Emergency Technical	£900	
<b>OFFSITE Hosted PBX Admin Support:</b>		
1 Hour	£15	£5 per additional 1/2 hour (max 3 hrs)
1 Day	£150	
<b>OFFSITE Technical Engineering/Configuration:</b>		
1 Hour	£50	£35 per additional hour (max 3hrs)
1 Day	£500	

Maintenance	PRICE	ADDITIONAL NOTES
<b>Annual Maintenance Hosted PBX:</b>		
1-10 extensions	£450	For work completed outside of annual maintenance agreement, see rates according to engineers level of qualification & onsite/offsite works completed
11-20 extensions	£750	
21-30 extensions	£1050	
31-40 extensions	£1350	
40+ extensions	Bespoke	

Message on Hold	PRICE	ADDITIONAL NOTES
Additional 250 characters	£50	Characters includes spaces
Edit Existing Prompt - No Voice Re-Recording	£50	
Edit Existing Prompt - With Voice Recording	£POA	Dependant upon character count
Change Music Only	£75	
Script Writing / Editing	£35	Per prompt
Audio Transcription	£35	Per prompt
Duplicate Production License	£POA	50% of original production cost per site

ALL PRICES ARE SUBJECT TO VAT