



boxx

Standard Tariff – April 2023

Award winning **TELEPHONY** and
INTERNET CONNECTIVITY
solutions...

Openreach line charges	Price	Notes
New PSTN Line Installation	£150.00	£90 per additional hour
Out of hours Line Installation	£190.00	£90 per additional hour
New Line Survey	£330.60	
Number selection for new install	£16.53	
Cease PSTN line	£112.86	
ADSL Disconnection	£39.90	
FTTC Disconnection	£62.70	
Line Renumber	£84.93	
Change of Address	£142.50	£90 per additional hour
Line Conversion	£112.86	£90 per additional hour
Internal Shift	£285.00	£90 per additional hour
External Shift	£285.00	£90 per additional hour
Engineer Call out fee	£165.30	£90 per additional hour
Missed Appointment fee	£114.00	
Engineer Abortive visit fee	£114.00	
Openreach line service charges		
Line Rental	£22.79	
Care Level 2	£5.13	
Care Level 3	£6.27	
Care Level 4	£7.41	
Caller Display	£5.13	
Call Waiting	£5.13	
1571 Messaging Service	£5.13	
Call Sign	£5.13	
Call Barring	£5.13	
Withheld Number	£5.13	
Anonymous Call Rejection	£1.14	
Call Minder	£5.13	
Call Minder Premium	£5.13	
Smart Divert	£6.27	
Choose To Refuse	£6.27	
Outbound Call Barring	£10.15	
Admin Call Divert	£11.40	
Change to Call Divert	£5.13	
Customer Controlled Call Divert	£5.13	
Directory Entry		
Standard Entry	FREE	
Additional Entry (Local) - Ordinary	£32.03	
Additional Entry (Local) - Bold	£52.01	
Additional Entry (Local) - Super Bold	£90.22	
Additional Entry (All Books) - Ordinary	£1,081.47	
Additional Entry (All Books) - Bold	£2,133.07	
Additional Entry (All Books) - Super Bold	£3,400.24	



Boxx Account Service Charges		
Fraud Aware	£2.84	
Line Care	£2.27	
Router Care - ADSL	£3.99	
Router Care - FTTC	£6.27	
Sonar (24/7 Router Monitoring)	£2.85	
Complete Care (Includes Care Level 3, Router Care & Sonar)	£11.40	
Bill Production	£3.99	
Non DD Charges	£5.70	
Rejected DD	£11.40	
Failed DD	£11.40	
Late Payment Fees	£28.50	
Debt Management OCB	£9.03	
Debt Management Reconnection fee	£22.80	
Engineering & Professional Services		
1/2 Day onsite engineer (telecoms)	£285.00	
1 Day onsite engineer (telecoms)	£564.30	
1 Day onsite engineer (IT & Networking)	£1,083.00	
Network Engineer (Emergency)	£1,368.00	Subject to availability
1 Hour off site Engineer (telecoms system admin or training)	£75.00	
1 Day off site Engineer (telecoms system admin or training)	£550.00	
Project Management daily rate	£450.00	
1 day onsite training	£750.00	Excludes travel time
Music On Hold		
Additional 250 characters	£57.00	Characters includes spaces
Edit Existing Prompt - No Voice Re-recording	£57.00	
Edit Existing Prompt - With Voice	£POA	Dependant upon character count
Change Music Only	£85.50	
Script Writing / Editing	£39.90	Per prompt
Audio Transcription	£39.90	Per prompt
Duplicate Production License	£POA	50% of original production cost per site

Managed Network Service		
Device	£22.80	
Endpoint	£2.28	
Device 24/7	£28.50	
Endpoint 24/7	£2.85	
Microsoft Professional Services	POA	
365 New Deployment	£22.80	
365 Set up & Exchange Migration	POA	
Business Voice Deployment	£63.84	
1 Hour PhoneSystem User Training (Max 20)	£74	
1 Day onsite (or Virtual)	£855	
Exchange Mailbox Migration Services	POA	
SharePoint / One Drive Set Up	POA	
ALL PRICES ARE SUBJECT TO VAT		

