

Line rental & installations		
Number selection & DDIs	One off payment	Monthly rental
Change of telephone number (re-number)	£19.95	
Number selection (at point of order)	£10.00	
DDI planning charge	£100.00	
DDI (supplied in blocks of 10 numbers)	£1.00	£0.40
DDI re-number connection charge	£1.00	
Single number DDI	£1.00	£0.40
Single number DDI re-number connection charge		
Multiple subscriber number (MSN) (ISDN2e Standard)	£20.00	£1.00
MSN reconfiguration charge	£20.00	

Cancellation charges	One off payment
Cancellation of analogue or ISDN2e order prior to 4pm day before live date	£20.00
Cancellation of analogue or ISDN2e order after 4pm day before live date	Full Charge
ISDN30 cancellations (% of full install charge based on notice prior to confirmed install date)	
1 day or less	90%
2 - 4 days	75%
5 - 6 days	60%
7 - 14 days	30%
15 days or more	0%

ISDN30 options	One off payment	Monthly rental
Reconfiguration (based on installation size for changes to channel or DDIs after install)		
0 to 15 channels	£60.00	
16 to 30 channels	£120.00	
31 to 60 channels	£180.00	
61 channels or more	£240.00	
Standby power options (all supply power for up to 5 hours)		
Option 1 A - 4 x 2 and 1 x 2 integral batteries	£95.00	
Option 1 B - 16 x 2 battery pack and 1 x 2 SDH access	£190.00	
Option 2 - Standalone battery	£495.00	£35.00

Business continuity options	One off payment	Monthly rental
Site assurance option 1 (per channel - basic diversion to a single number)		£2.60
Site assurance option 2 (diversion to a second circuit)		£10.00
Out of area - per 2M Bit/s Bearer - fixed monthly rental		£35.00
Out of area - per 2M Bit/s Bearer - per KM charge		£12.00
Alternative routing - 2 routes to same exchange	Subject to survey	
Diverse routing - connection to a second exchange	Subject to survey	
DDI dual parenting per DDI range	£995.00	£50.00

Engineering & maintenance				
Service care levels by line type	Service Level 1	Service Level 2	Service Level 3	Service Level 4
Rental charge per month	End of next working day + 1 working day, Monday to Friday	End of next working day, Monday to Saturday	End of next half working day, Monday to Sunday	6 hour SLA - all times
Single analogue line	Included in line rental	£1.20	£3.90	£5.25
Multi-analogue (per line)	N/A	Included in line rental	£3.90	£5.25
ISDN2e (standard or system per line)	N/A	Included in line rental	£3.90	£5.25
ISDN30e (per channel)	N/A	Included in line rental	£2.50	£3.50

Flexible appointments		One off payment
Mon-Fri 7am to 8am or 6pm to 9pm		£30.00
Saturday 8am to 1pm or 1pm to 6pm		£30.00
Fault care level expedites Must be placed at point of logging fault	Level 1 to Level 2	£99.00
	Level 1 to Level 3	£675.00
	Level 1 to Level 4	£825.00
	Level 2 to Level 3	£575.00
	Level 2 to Level 4 (excluding ISDN30)	£725.00
	Level 3 to Level 4	£195.00
	Level 3 to Level 4 (ISDN30)	£1,100.00

Engineering charges		One off payment
Standard chargeable visit (includes up to 1 hour's work)	Normal working day	£149.00
To repair faults, rearrange services or complete internal or external shifts outside of the standard terms of service	Other times apart from Sundays/Bank Holidays	£199.00
	Sundays and public/Bank Holidays	£249.00
Additional hours (or part thereof)	Normal working day	£79.00
	Other times apart from Sundays/Bank Holidays	£119.00
	Sundays and public/Bank Holidays	£149.00
Supplementary charges (per hour or part thereof)	Normal working day	N/A
	Other times apart from Sundays/Bank Holidays	£39.00
	Sundays and public/Bank Holidays	£69.00

Engineering & maintenance				
Engineering charges		One off payment		
Supplementary fixed charges (per visit)	Normal working day	N/A		
To carry out work outside normal working hours, where work during normal hours is included within the normal fixed price	Other times apart from Sundays/Bank Holidays	£39.00		
	Sundays and public/Bank Holidays	£69.00		
Abortive visit charge	Per engineer, per visit or call out	£99.00		
Internal Pack (for internal work at a normal premises)		£10.00		
External Pack (for external work at a normal premises)		£20.00		
Data ext kit (associated with broadband health-check)		£10.00		
SSFP NTE2000 (broadband front plate)		£8.00		
Broadband micro filter		£7.00		
NTE8 (for ISDN2 use)		£20.00		
Block terminal 92A (for Redcare use)		£3.00		
Excess construction charges		One off payment		
Survey fee/planning charge		£299.00		
Only charged if excess construction charges are accepted				
All other excess construction charges		Price subject to survey		

Network features	Description	Connection	Analogue	ISDN2e	ISDN30e
Call barring options	Call barring (incoming & outgoing)	n/a	£2.90	n/a	n/a
	Outgoing calls barred - no 999 & 112 access	£5.00	-	-	-
	Outgoing calls barred except - with 999 & 112 access	£5.00	-	-	-
	Incoming calls barred	£5.00	-	-	-
	Call barring (PRS) - by admin control	£5.00	£2.90	£2.90	£2.90
	Call barring (international & PRS) - by admin control	£5.00	£2.90	£2.90	£2.90
	Call barring (118) - by admin control	£5.00	-	-	-
	Indirect access call barring - per analogue line	-	£2.90	n/a	n/a
	Indirect access call barring - ISDN2e & ISDN30e	-	n/a	£2.90	£2.90
	Outgoing - national, international & premium rate services calls	-	n/a	£2.90	£2.90
	Outgoing - international calls & premium rate services	-	n/a	£2.90	£2.90
	Outgoing - operator calls	-	n/a	£2.90	£2.90
	Outgoing - international, operator & premium rate services	-	n/a	£2.90	£2.90
	Outgoing - all calls except 999, 112, 151, 0800	-	n/a	£2.90	£2.90
	Permanent incoming call barring (ICB)	-	n/a	£2.90	n/a
	Permanent outgoing call barring (OCB)	-	n/a	£2.90	n/a
	Analogue line features	Call Diversion	-	£2.90	n/a
Call Waiting		-	£2.90	n/a	n/a
Call Sign		-	£2.90	n/a	n/a
Caller Display		-	£2.90	n/a	n/a
Reminder Call		-	£2.90	n/a	n/a
Bar use of Reminder Call		-	Free	n/a	n/a
Ring Back		-	£2.90	n/a	n/a
Removal of Ring Back		-	Free	n/a	n/a
Three-Way Calling		-	£2.90	n/a	n/a
Bar use of Three Way Calling		-	Free	n/a	n/a
Call Return 1471		-	Free	n/a	n/a
Call Return 1471 Erasure (1475)		-	Free	n/a	n/a
Withhold Number		-	Free	n/a	n/a
Bar use 141 & 1470		-	Free	n/a	n/a

Network features	Description	Connection	Analogue	ISDN2e	ISDN30e
Numbering options	Number Selection	£19.95	-	-	-
	Number Selection via Dialogue Services per request	£10.00	-	-	-
	Presentation Number (Analogue)	-	£2.50	n/a	n/a
	Presentation Number (ISDN)	£60.00	n/a	£2.75	£2.75
	I30e Presentation Number Type 3,4,5	£60.00	n/a	n/a	£2.75
	ISDN2e Std 2 Number MSN Rental per number	£10.00	n/a	£1.00	n/a
	ISDN2e Std 3 Number MSN - 10 Number MSN Rental per number	£10.00	n/a	£1.00	n/a
	Calling Line Identity Presentation (CLIP)	-	n/a	£3.45	£3.45
	Calling Line Identity Restriction (CLIR)	-	n/a	Free	Free
	Connected Line Identity Presentation (COLP)	-	n/a	£3.45	£3.45
	Connected Line Identity Restriction (COLR)	-	n/a	Free	Free
	20 Octet Sub Addressing	-	n/a	£2.75	£2.75
	Raw Call Data Reporting	-	£0.10	£0.10	£0.10
	Call handling options	Choose to Refuse	-	£4.00	£4.00
Called Party Answer		-	£2.50	£2.50	£2.50
Direct Connect		-	£2.50	£2.50	£2.50
Remote Call Forwarding (in addition to line rental and call charges)		£35.00	£5.00	£5.00	£5.00
Customer Controlled Call Forwarding		-	n/a	£2.75	£2.75
Admin. Provided Call Forwarding - Unconditional		-	n/a	£2.75	£2.75
Admin. Provided Call Forwarding - On Engaged		-	n/a	£2.75	£2.75
Admin. Provided Call Forwarding - On No Reply		-	n/a	£2.75	£2.75
Call Deflection		-	n/a	£2.75	£2.75
BOL (Busy Out Line) (Per Billing Number)		£5.00	£0.00	£0.00	£0.00
Call Waiting / Call Hold		-	n/a	£2.75	n/a
Caller Redirect (CNI) - one month's service		-	£6.00	£6.00	£6.00
Caller Redirect (CNI) - quarterly (or part thereof) service		-	£6.00	£6.00	£6.00
Caller Redirect (one month service)		£6.00	n/a	-	-
Caller Redirect (ongoing service)		-	n/a	£6.00	£6.00
DDI Caller Redirect - Connection per install /rental is per 10 number DDI block		£250.00	n/a	£12.50	£12.50

Network features	Description	Connection	Analogue	ISDN2e	ISDN30e
Call handling options	Anonymous Call Rejection - Single Line	-	£2.50	n/a	n/a
	Anonymous Call Rejection - Multi Line	£99.00	£2.50	n/a	n/a
	Anonymous Call Rejection - ISDN	£99.00	n/a	£2.75	£2.75
	Smart Divert	£8.00	£2.50	£2.50	£2.50
	Smart Divert with Bypass Number	£8.00	£4.00	£4.00	£4.00
	Temporary Call Divert (use anytime) (per number)	£5.00	-	-	-
	Temporary Call Divert (use during fault repair) (per number)	-	-	-	-
	Temporary Out of Service (per billing number)	£10.00	-	-	-
	Call Diversion - by admin control	£5.00	-	-	-
	Change of Divert to Number	£3.00	-	-	-

Terms and Conditions apply including commitment to Monthly Minimum Call Spend for discounted line installs. Full Terms & Conditions available at www.daisygroupplc.com/terms-and-conditions. All prices exclude VAT. E-billing and payment by direct debit only. Pricing correct as from 1st August 2013.