

# STANDARD CHARGES

## BROADBAND

Description	Price	Notes
ADSL broadband connection	£55.00	One-off
FTTC broadband connection - self install	£99.00	One-off
Migration in, using Notice of Transfer (NoT)	£22.50	One-off
Cancelled installation	£25.00	Before point of no return, Openreach charges
Amend installation or fault appointment	£15.00	Openreach charges
Cancelled or missed installation appointment	£175.00	Openreach charges
Amend order	£15.00	Before point of no return, Openreach charges
Expedite order - ADSL	£189.00	Openreach charges
Expedite order - FTTC	£300.00	Openreach charges
Excess broadband usage	£2.25	Per GB
Downgrade usage allowance	£28.00	Applies in-contract only
Special Fault Investigation	£245.00	Openreach charges
Migration out, using Notice of Transfer (NoT)	£40.00	Administration fee including Openreach charges
Remote Assistance	£45.00	Per session
Disconnection or cease	£49.00	Administration fee including Openreach charges

## SIP

Description	Price	Notes
IPDC Standard Connection	£99.00	Per endpoint
IPDC Enhanced Connection	£110.00	Per Endpoint
IPDC Resilient Connection	£125.00	Per endpoint
IPHC Standard Connect	£99.00	Per Endpoint
IPHC Enhanced Connect	£110.00	Per Endpoint
IPHC Resilient Connect	£125.00	Per Endpoint
IPDH Endpoint cease	£75.00	Standard/ Enhanced/ Resilient
DDI Setup	£1.50	Per DDI

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## FIXED LINES

Description	Price	Notes
Connection of New Line (analogue)	£105.00	Per Line
Connection of New Line (ISDN 2)	£185.00	Per circuit
Connection of New Line (ISDN 30)	£800.00	Per circuit
Connection of New Line (ISDN 30)	£20.00	Per channel
Transfer in (analogue)	£24.00	Per line
Transfer in (ISDN 2)	£39.00	Per circuit
Transfer in (ISDN 30)	£99.00	Per circuit
Number Port in -Single Line	£16.00	Per Line
Number Port in – Multi Line	£30.00	Per main billing number
Number Port in – Block 1-10 DDI's	£85.00	Per main billing number
Number Port in – Block >10 DDI's	£150.00	Per main billing number
Geographic Port Out -	£16.00	Charge per CLI
Amend order	£15.00	Applicable when any change is made to an appointment date during any stage of an order.
Expedite order	£200.00	Expedite requests are not guaranteed. Customers will only be charged if successful.
Cancelled installation	£25.00	Before the point of no return
Amend installation or fault appointment	£25.00	Openreach charges
Cancelled or missed installation appointment	£175.00	Openreach charges
Renumber at point of transfer	£20.00	Per line
DDI Number range connection	£110.00	Fixed price irrespective of size of range
DDI 10 number block connection	£15.00	Per block of 10 DDI numbers
ISDN 30 Site Assurance	£0.85	Per channel, per month
Renumber existing line	£55.00	Administration fee including Openreach charges
Downgrade of tariff	£25.00	Applies in-contract only
Disconnection, cease or transfer	£25.00	Administration fee (per analogue line or whole ISDN circuit) including Openreach charges

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## HOSTED VOIP

Description	Price	Notes
VoIP User Setup	£5.00	Per user
Single incoming geographic number setup (new)	£3.00	UK geographic number provided by Selective Networks. Monthly rental applies
Single incoming geographic number (ported-in)	£19.00	UK geographic number ported from alternative provider
Multiple incoming geographic number setup (new)	£25.00	UK geographic numbers provided by Selective Networks
Multiple incoming geographic numbers (ported-in)	£19.00	Per number - up to maximum of £95 when multiple numbers within a single range
Additional number rental (geo or non-geo)	£1.00	Per number per month
On site user training - per half day or up to 10 users	£375.00	One-off
On site user training - per half day or up to 20 users	£500.00	One-off
VoIP username change	£5.00	Administration fee per user
Routing or dial plan changes	£22.00	Up to five minor changes per request
Downgrade of tariff	£25.00	Applies in-contract only
Disconnection or cease	£5.00	Administration fee per user
Port rejection charge	£15.00	One-off where number port order is rejected
Geographic number port away	£15.00	Per DDI

**\*ALL PRICES ARE SUBJECT TO VAT**