

# ● Network Services Price List

Line rental and installations	
Line rental (monthly charge per line/channel)	
Single analogue line	£24.75
Multi-analogue line	£24.75
ISDN2e	£27.75
ISDN30e	£27.25

New connections (per line/ Channel based on the line rental pricing stated above)	12 month	24 month *	36 month *
Transfer of any existing service from another provider	Free	Free	Free
Single analogue line	£130.00	£78.00	Free
Multi-analogue line	£130.00	£78.00	Free
ISDN2e (x2 channels)	£355.00	£213.00	Free
ISDN30e (first 15 channels)	£149.00	£89.40	Free
ISDN30e (channel 16+)	Free	Free	Free

\* 24 & 36 month discounted install charges subject to a £10 minimum call spend or call bundle per line or channel, otherwise 12 month price applies.  
Connection prices shown are available on the above line rental rates only

Temporary lines	One off payment
Survey fee (payable whether service is taken or not)	£299.00
Analogue & ISDN2e (per line)	£169.00
ISDN30e (per bearer)	£549.00

\* All short duration lines subject to survey per site installation & subject to additional excess construction charges where applicable

Line conversions	One off payment	
Conversion of Local Loop Unbundling (LLU) to a standard single line	£50.00	
Supply of new line using previously stopped LLU MPF line	£50.00	
Conversion of auxiliary multi-line to standard single line	£19.95	(Re-number charge)
Conversion of ISDN2e line to standard single analogue line	£99.00	
Change in analogue line termination	£30.00	Plus visit charge if engineer not already present
Conversion of standard single line to main multi-line	£19.95*	(Re-number charge)
Conversion of standard single line to auxiliary multi-line	£19.95*	(Re-number charge)
Conversion of ISDN2e line to auxiliary multi-line	£120.00	(Per channel)
Conversion of standard single analogue line to ISDN2e line	£219.00	
Conversion of digital system ISDN2e to digital standard ISDN2e (per line)	£39.00	
Conversion of digital standard ISDN2e to digital system ISDN2e (per line)	£39.00	
Conversion of ISDN30 DASS to ISDN30e per channel	£12.00	
Conversion of ISDN30 DASS to ISDN30e (61 or more channels)	£690.00	

\*Re-number charge is only applicable when converting an existing multi-line to separate single lines. i.e. the lineplant already exists.  
If a new additional auxiliary line is required new connection charges are applicable.

### 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
Additional Channels (per channel, added after install)	£10.00	
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, all channels must be included – Diverts to single number]		£3.00
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	£3.20	£4.90	£6.10
Multi-analogue (per line)	N/A	Included in line rental	£4.90	£6.10
ISDN2e (standard or system per line)	N/A	Included in line rental	£4.90	£6.10
ISDN30e (per channel)	N/A	Included in line rental	£3.00	£4.30

Flexible appointments		One off payment
Mon-Fri 7am to 8am or 6pm to 9pm		£30.00
Mon-Fri 10am to 12am or 2pm to 4pm ( <b>more focused appointment</b> )		£60.00
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	
<b>Engineering &amp; maintenance</b>				
<b>Engineering charges</b>		<b>One off payment</b>		
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		
Named engineer (for installation orders)	Normal working day (am availability only)	£79.00		
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		
<b>Excess construction charges</b>		<b>One off payment</b>		
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	£3.50	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	£3.50	£3.50	£3.50
	Call barring (international & PRS) - by admin control	£5.00	£3.50	£3.50	£3.50
	Call barring (118) - by admin control	£5.00	-	-	-
	Indirect access call barring - per analogue line	-	£3.50	n/a	n/a
	Indirect access call barring - ISDN2e & ISDN30e	-	n/a	£4.10	£4.10
	Outgoing - national, international & premium rate services calls	-	n/a	£4.10	£4.10
	Outgoing - international calls & premium rate services	-	n/a	£4.10	£4.10
	Outgoing - operator calls	-	n/a	£4.10	£4.10
	Outgoing - international, operator & premium rate services	-	n/a	£4.10	£4.10
	Outgoing - all calls except 999, 112, 151, 0800	-	n/a	£4.10	£4.10
	Permanent incoming call barring (ICB)	-	n/a	£4.10	n/a
	Permanent outgoing call barring (OCB)	-	n/a	£4.10	n/a
	Analogue line features	Call Diversion	-	£3.50	n/a
Call Waiting		-	£3.50	n/a	n/a
Call Sign		-	£3.50	n/a	n/a
Caller Display		-	£3.50	n/a	n/a
Reminder Call		-	£3.50	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		-	£3.50	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
1571 Voicemail Service		-	Free	n/a	n/a
1571 Voicemail with Personal Greeting		-	Free	n/a	n/a
Call Minder Basic		-	£3.50	n/a	n/a
Call Minder with Extn		-	£4.10	n/a	n/a
Call Minder Premium (up to 5 mailboxes)		-	£7.30	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)	-	£3.50	n/a	n/a
	Presentation Number (ISDN)	£60.00	n/a	£4.10	£4.10
	I30e Presentation Number Type 3,4,5	£60.00	n/a	n/a	£4.10
	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	£4.10	£4.10
	Calling Line Identity Restriction (CLIR)	-	n/a	Free	Free
	Connected Line Identity Presentation (COLP)	-	n/a	£4.10	£4.10
	Connected Line Identity Restriction (COLR)	-	n/a	Free	Free
	20 Octet Sub Addressing	-	n/a	£4.10	£4.10
	Raw Call Data Reporting*	-	£0.10	£0.10	£0.10
	My Call View Portal Access (per 20,000 calls, per month)	£9.95			
Call handling options	Choose to Refuse	-	£4.10	£4.10	£4.10
	Called Party Answer	-	£3.50	£3.50	£3.50
	Direct Connect	-	£3.50	£3.50	£3.50
	Remote Call Forwarding (in addition to line rental and call charges)	£35.00	£14.90	£14.90	£14.90
	Customer Controlled Call Forwarding	-	n/a	£4.10	£4.10
	Admin. Provided Call Forwarding - Unconditional	-	n/a	£4.10	£4.10
	Admin. Provided Call Forwarding - On Engaged	-	n/a	£4.10	£4.10
	Admin. Provided Call Forwarding - On No Reply	-	n/a	£4.10	£4.10
	Call Deflection	-	n/a	£4.10	£4.10
	BOL (Busy Out Line) (Per Billing Number)	£5.00	£0.00	£0.00	£0.00
	Call Waiting / Call Hold	-	n/a	£3.50	n/a
	Caller Redirect (CNI) - one month's service	£14.90	-	-	-
	Caller Redirect (CNI) - quarterly (or part thereof) service	-	£14.90	£14.90	£14.90
	Caller Redirect (one month service)	£14.90	n/a	-	-
	Caller Redirect (ongoing service)	-	£14.90	£14.90	£14.90
	DDI Caller Redirect - Connection per install /rental is per 10 number DDI block	£250.00	n/a	£14.90	£14.90

\*Raw Call Data must be supplied with My Call View Portal Access



Network features	Description	Connection	Analogue	ISDN2e	ISDN30e
Call handling options	Anonymous Call Rejection - Single Line	-	£4.10	n/a	n/a
	Anonymous Call Rejection - Multi Line	£99.00	£4.10	n/a	n/a
	Anonymous Call Rejection - ISDN	£99.00	n/a	£4.10	£4.10
	Smart Divert	£8.00	£7.30	£7.30	£7.30
	Smart Divert with Bypass Number	£8.00	£4.10	£4.10	£4.10
	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.daisygroup.com/terms-and-conditions](http://www.daisygroup.com/terms-and-conditions). All prices exclude VAT. E-billing and payment by direct debit only. Pricing correct as from **1st October 2017**.