

# XLN Price List

**xln**

for  
small  
business

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## XLN bundles – pricing per month\*

Tariff	Phone only	Broadband only (requires a working phone line)	Phone & Broadband	Phone & Fibre 40	Phone & Fibre 80
PAYG calls	£16.95	£9.95	£26.95	£39.95	£45.95
Calls included	£26.95	£14.95	£36.95	£49.95	£55.95

### What is included?

Tariff	Tariffs with Phone include:		Tariffs with Broadband include:			
	UK landline calls	UK mobile calls	Internet usage limit	XLN Secure	Free wireless router	Free Public Wi-Fi
PAYG calls	2p/min	9p/min	Unlimited**	£3.95/month optional extra	Yes (£9.99 P&P)	Free - for you and your customers
Calls included	Free	Free	Unlimited	Free	Yes (£9.99 P&P)	Free - for you and your customers

For out of bundle call calls see pages 7 – 37.

\*all prices are inclusive of line rental and exclusive of VAT.

\*\*With the exception of the Broadband only Basix tariff, where usage is limited to 20GB/month. All Broadband and Fibre tariffs include truly unlimited internet usage.

# International call packages

The following two packages add 500 International minutes to your package.

Standard (36 International Destinations) - £5/month		Premium (Additional 36 International Destinations, 72 in total) - £10/month	
Argentina	Korea, Republic of	Andorra	Kazakhstan
Australia	Luxembourg	Austria	Laos
Belgium	Madeira	Bahrain	Mexico
Canada	Malaysia	Bangladesh	Monaco
Canary Islands	Martinique	Bermuda	Mongolia
China	Netherlands	Brazil	Morocco
Czech Republic	New Zealand	Bulgaria	Namibia
Denmark	Norway	Cambodia	Pakistan
France	Poland	Costa Rica	Panama
Germany	Portugal	Croatia	Paraguay
Greece	Puerto Rico	Cyprus	Russian Federation
Guadeloupe	Singapore	Dominican Republic	Slovenia
Hong Kong	Spain	Falkland Islands	South Africa
Iceland	Sweden	Finland	Thailand
India	Switzerland	Gibraltar	Turkey
Ireland	Taiwan	Hungary	Uruguay
Israel	USA	Indonesia	Venezuela
Italy	Virgin Islands US	Japan	Vietnam

500 mins included in either package

# Care levels

Additional care packages guarantee fast response times to faults on your line.

Care Level	Response time	Price per line
Level 1	Within 3 working days	Free (comes as standard)
Level 2	Within 48 hours	£1.20/month
Level 3	Within 24 hours	£3.95/month
Level 4	Within 6 hours	£5.49/month

We also offer business assurance packages which cover you against the costs of fixing faults on your line.

Business Assurance/Support	
Per line without Broadband or Fibre	Per line with Broadband or Fibre
£2.95/month	£3.95/month

# Additional separate rates

This is a schedule of charges referred to in the T&Cs. All charges exclude VAT.

Payment Charges					
Non Direct Debit Surcharge	Paper Billing Surcharge	Non-Payment Charge	Charge for restricted outbound calls due to non-payment	Charge for reinstating services suspended due to non-payment	Charge to reinstate lines ceased due to non-payment
£5.00/month	£3.50/month	£6.84	£6.84	£20.00	£99.00

If your account remains unpaid 35 days after the date of the invoice, a late payment fee of £40 will be applied to your account and your account will be passed to our debt recovery company to pursue on our behalf.

Installation & Cancellation Charges					
New line installation	Cancellation/Disconnection fee when terminating within minimum contract length:			Change of premises charge for telephone or broadband line	Cancellation of new broadband order within 48 hours prior to activation date
	Per fixed or mobile telephone line	Per ADSL broadband connection	Per fibre broadband connection		
£99.00	£299.00	£99.00	£199.00	£99.00	£69.99

Other charges					
Business Assurance/Support		Land line engineering charges		Broadband fault engineering charges	Non-NGN surcharge
Per line without Broadband or Fibre	Per line with Broadband or Fibre	First hour charge	per hour thereafter		
£2.95/month	£3.95/month	£120.00	£60.00	£165.00	£3.00/month*

- Charged monthly to broadband customers where their telephone line is incompatible with, or is not in an area supported by, our next generation network.

## Feature services

Type	Call code	Connection fee (pence)	Pence per minute
UK Messaging Services C	C1	13	22.0
Last Number Calling	CR1471	15	0.0
Call Return	CR1571	15	0.0
Emergency Call	EMG	0	0.0
REMINDER CALL	NACT0007	36	0.0
3 WAY CALLING	NACT0012	45	0.0
RING BACK	NACT0037	36	0.0
On-Net Call to Mobile	NET2NETTA	16	13.0
UK Freephone	Z0	0	0.0

## UK Mobiles

Type	Call code	Connection fee (pence)	Pence per minute
UK Mobile O2	FM1	20	10.0
UK Mobile Other	FM2	14	28.0
UK Mobile T Mobile	FM3	20	10.0
UK Mobile Orange	FM4	20	10.0
UK Mobile Vodafone	FM5	20	10.0
UK Mobile Hutchison 3G	FM6	20	10.0
UK Mobile BT Fusion	FM8	0	18.0
UK Mobile Magrathea	FM9	14	18.9
UK Mobile Voice and Data	FM10	14	18.9
FM11 Chargeband	FM11	13	32.0
FM12 Chargeband	FM12	9	25.0
FM13 Chargeband	FM13	12	30.0
UK Mobile Other	FM14	9	20.0
UK Mobile Other	FM15	8	25.0
UK Mobile Stour Marine	FM16	20	17.0
FM17 Chargeband	FM17	9	20.0
FM1D Chargeband	FM1D	14	0.0
FM3A Chargeband	FM3A	20	10.0
Fixed to Mobile Broadband SMS	F2MBSMS	14	0.0
Fixed to Mobile SMS	F2MSMS	14	0.0



## International calls (1 of 13)

Country	Country code	Calls to Landline (XC...)		Calls to Mobile (XM...)	
		Connection fee (pence)	Pence per minute	Connection fee (pence)	Pence per minute
Andorra	AD	20	31.0	20.0	48.5
United Arab Emirates	AE	20	73.0	20.0	90.5
Afghanistan	AF	20	143.0	15.0	51.0
Antigua & Barbuda	AG	20	59.0	20.0	76.5
Anguilla	AI	20	59.0	20.0	59.0
Albania	AL	20	45.0	20.0	62.5
Armenia	AM	20	73.0	20.0	90.5
Netherlands Antilles	AN	20	73.0	20.0	160.5
Angola	AO	20	108.0	20.0	125.5
Antarctica	AQ	20	143.0	20.0	143.0
Argentina	AR	20	87.0	20.0	104.5
American Samoa	AS	20	143.0	20.0	143.0
Austria	AT	20	24.0	20.0	41.5
Australia	AU	20	38.0	20.0	55.5
Aruba	AW	20	73.0	20.0	90.5
Azerbaijan	AZ	20	73.0	20.0	90.5
Bosnia Herzegovina	BA	20	45.0	20.0	62.5
Barbados	BB	20	59.0	20.0	76.5
Bangladesh	BD	20	45.0	20.0	62.5
Belgium	BE	20	24.0	20.0	41.5

## International calls (2 of 13)

Country	Country code	Calls to Landline (XC...)		Calls to Mobile (XM...)	
		Connection fee (pence)	Pence per minute	Connection fee (pence)	Pence per minute
Burkina Faso	BF	20	108.0	20.0	125.5
Bulgaria	BG	20	45.0	20.0	62.5
Bahrain	BH	20	73.0	20.0	90.5
Burundi	BI	20	108.0	20.0	125.5
Benin	BJ	20	108.0	20.0	125.5
Bermuda	BM	20	59.0	20.0	76.5
Brunei Darussalam	BN	20	87.0	20.0	104.5
Bolivia	BO	20	108.0	20.0	125.5
Brazil	BR	20	87.0	20.0	104.5
Bahamas	BS	20	59.0	20.0	24.0
Bhutan	BT	20	143.0	20.0	143.0
Botswana	BW	20	87.0	20.0	104.5
Belarus	BY	20	73.0	20.0	90.5
Belize	BZ	20	108.0	20.0	34.0
Canada	CA	20	20.5	20.0	20.5
Cocos Keeling Islands	CC	20	143.0	20.0	143.0
Congo Democratic Republic	CD	20	108.0	20.0	125.5
Central African Republic	CF	20	143.0	20.0	143.0
Congo	CG	20	108.0	15.0	23.0
Switzerland	CH	20	24.0	20.0	41.5

## International calls (3 of 13)

Country	Country code	Calls to Landline (XC...)		Calls to Mobile (XM...)	
		Connection fee (pence)	Pence per minute	Connection fee (pence)	Pence per minute
Switzerland Mobile Other	CHO	Not available	Not available	20.0	69.0
Ivory Coast	CI	20	87.0	20.0	104.5
Cook Islands	CK	20	143.0	20.0	143.0
Chile	CL	20	87.0	20.0	104.5
Cameroon	CM	20	87.0	20.0	104.5
China	CN	20	73.0	20.0	90.5
Colombia	CO	20	108.0	20.0	125.5
Costa Rica	CR	20	87.0	20.0	104.5
Cuba	CU	20	143.0	20.0	160.5
Cape Verde Islands	CV	20	143.0	15.0	42.0
Christmas Islands	CX	20	143.0	20.0	41.5
Cyprus	CY	20	45.0	20.0	62.5
Czech Republic	CZ	20	31.0	20.0	48.5
Germany	DE	20	24.0	20.0	41.5
Djibouti	DJ	20	143.0	20.0	160.5
Denmark	DK	20	24.0	20.0	41.5
Denmark Mobile Other	DKO	Not available	Not available	20.0	38.0
Dominica	DM	20	59.0	15.0	17.0
Dominican Republic	DO	20	59.0	20.0	76.5
Algeria	DZ	20	45.0	20.0	62.5

## International calls (4 of 13)

Country	Country code	Calls to Landline (XC...)		Calls to Mobile (XM...)	
		Connection fee (pence)	Pence per minute	Connection fee (pence)	Pence per minute
Ecuador	EC	20	108.0	20.0	125.5
Estonia	EE	20	45.0	20.0	62.5
Estonia Premium	EEP	20	85.0	20.0	85.0
Egypt	EG	20	87.0	20.0	104.5
Western Sahara	EH	20	87.0	20.0	87.0
Eritrea	ER	20	108.0	15.0	48.5
Spain	ES	20	24.0	20.0	41.5
Canary Islands	ESC	20	31.0	20.0	31.0
Spain Mobile Other	ESO	Not available	Not available	20.0	32.0
Ethiopia	ET	20	108.0	20.0	125.5
Finland	FI	20	24.0	20.0	41.5
Finland (PREMIUM)	FIP	20	38.0	20.0	38.0
Fiji	FJ	20	143.0	20.0	160.5
Falkland Islands	FK	20	108.0	20.0	108.0
Micronesia	FM	20	143.0	20.0	143.0
Faroe Islands	FO	20	31.0	20.0	48.5
France	FR	20	24.0	20.0	41.5
Gabon	GA	20	108.0	20.0	125.5
Grenada	GD	20	59.0	20.0	76.5
Georgia	GE	20	73.0	20.0	90.5

## International calls (5 of 13)

Country	Country code	Calls to Landline (XC...)		Calls to Mobile (XM...)	
		Connection fee (pence)	Pence per minute	Connection fee (pence)	Pence per minute
French Guyana	GF	20	143.0	20.0	160.5
Ghana	GH	20	87.0	20.0	104.5
Gibraltar	GI	20	31.0	20.0	48.5
Greenland	GL	20	143.0	20.0	160.5
Gambia	GM	20	108.0	20.0	125.5
Guinea	GN	20	108.0	20.0	125.5
Guadeloupe	GP	20	59.0	20.0	76.5
Equatorial Guinea	GQ	20	143.0	20.0	143.0
Greece	GR	20	24.0	20.0	41.5
Guatemala	GT	20	87.0	0.0	0.0
Guam	GU	20	143.0	20.0	143.0
Guinea Bissau	GW	20	143.0	20.0	143.0
Guyana	GY	20	108.0	15.0	41.3
Hong Kong	HK	20	38.0	20.0	38.0
Honduras	HN	20	87.0	20.0	104.5
Croatia	HR	20	45.0	20.0	62.5
Haiti	HT	20	108.0	20.0	125.5
Hungary	HU	20	31.0	20.0	48.5
Indonesia	ID	20	73.0	20.0	90.5
Ireland	IE	20	17.0	20.0	34.5

## International calls (6 of 13)

Country	Country code	Calls to Landline (XC...)		Calls to Mobile (XM...)	
		Connection fee (pence)	Pence per minute	Connection fee (pence)	Pence per minute
Ireland Universal Access	IEU	Not available	Not available	20.0	53.0
Israel	IL	20	38.0	20.0	55.5
India	IN	20	45.0	20.0	62.5
Diego Garcia	IO	20	143.0	20.0	143.0
Iraq	IQ	20	87.0	20.0	87.0
Iran	IR	20	87.0	20.0	104.5
Iceland	IS	20	45.0	20.0	62.5
Italy	IT	20	24.0	20.0	41.5
Jamaica	JM	20	59.0	20.0	76.5
Jordan	JO	20	87.0	20.0	104.5
Japan	JP	20	38.0	20.0	55.5
Kenya	KE	20	87.0	20.0	104.5
Kyrgyzstan	KG	20	73.0	20.0	90.5
Cambodia	KH	20	143.0	20.0	160.5
Kiribati	KI	20	143.0	20.0	143.0
Comores	KMC	20	143.0	20.0	143.0
St Christopher	KN	20	59.0	20.0	59.0
North Korea	KP	20	143.0	20.0	143.0
South Korea	KR	20	73.0	20.0	90.5
Kuwait	KW	20	73.0	20.0	90.5

## International calls (7 of 13)

Country	Country code	Calls to Landline (XC...)		Calls to Mobile (XM...)	
		Connection fee (pence)	Pence per minute	Connection fee (pence)	Pence per minute
Cayman Islands	KY	20	59.0	15.0	21.0
Kazakhstan	KZ	20	73.0	20.0	90.5
Laos	LA	20	143.0	20.0	143.0
Lebanon	LB	20	87.0	20.0	104.5
St. Lucia	LC	20	59.0	20.0	76.5
Liechtenstein	LI	20	31.0	20.0	48.5
Sri Lanka	LK	20	87.0	20.0	104.5
Liberia	LR	20	87.0	20.0	104.5
Lesotho	LS	20	108.0	20.0	125.5
Lithuania	LT	20	45.0	20.0	62.5
Luxembourg	LU	20	24.0	20.0	41.5
Latvia	LV	20	45.0	20.0	62.5
Libya	LY	20	45.0	20.0	62.5
Morocco	MA	20	45.0	20.0	62.5
Monaco	MC	20	31.0	20.0	48.5
Moldova	MD	20	108.0	20.0	125.5
Montenegro	ME	15	25.0	15.0	54.0
Madagascar	MG	20	108.0	20.0	125.5
Marshall Islands	MH	20	143.0	20.0	143.0
Macedonia	MK	20	45.0	20.0	62.5

## International calls (8 of 13)

Country	Country code	Calls to Landline (XC...)		Calls to Mobile (XM...)	
		Connection fee (pence)	Pence per minute	Connection fee (pence)	Pence per minute
Mali	ML	20	108.0	20.0	125.5
Myanmar	MM	20	108.0	20.0	125.5
Mongolia	MN	20	143.0	15.0	21.0
Macau	MO	20	87.0	20.0	104.5
Northern Marianas	MP	20	143.0	20.0	143.0
Martinique	MQ	20	59.0	20.0	76.5
Mauritania	MR	20	108.0	20.0	125.5
Montserrat	MS	20	59.0	15.0	36.0
Malta	MT	20	31.0	20.0	48.5
Mauritius	MU	20	87.0	20.0	104.5
Maldives	MV	20	108.0	20.0	125.5
Malawi	MW	20	87.0	20.0	104.5
Mexico	MX	20	73.0	20.0	73.0
Mexico (EQUAL ACCESS)	MXEA	20	54.0	20.0	54.0
Malaysia	MY	20	38.0	20.0	55.5
Mozambique	MZ	20	108.0	20.0	125.5
Namibia	NA	20	108.0	20.0	125.5
New Caledonia	NC	20	143.0	15.0	48.0
Niger	NE	20	108.0	20.0	125.5
Netherlands Mobile Other	NEO	Not available	Not available	20.0	32.0



## International calls (9 of 13)

Country	Country code	Calls to Landline (XC...)		Calls to Mobile (XM...)	
		Connection fee (pence)	Pence per minute	Connection fee (pence)	Pence per minute
Norfolk Island	NF	20	143.0	20.0	143.0
Nigeria	NG	20	73.0	20.0	90.5
Nicaragua	NI	20	87.0	20.0	104.5
Netherlands	NL	20	24.0	20.0	41.5
Norway	NO	20	24.0	20.0	41.5
Nepal	NP	20	87.0	20.0	104.5
Nauru	NR	20	143.0	20.0	143.0
Niue	NU	20	143.0	20.0	143.0
New Zealand	NZ	20	38.0	20.0	55.5
Oman	OM	20	73.0	15.0	41.0
Panama	PA	20	87.0	20.0	104.5
Peru	PE	20	87.0	20.0	104.5
French Polynesia	PF	20	143.0	20.0	160.5
Papua New Guinea	PG	20	143.0	15.0	113.0
Philippines	PH	20	73.0	20.0	90.5
Pakistan	PK	20	45.0	20.0	62.5
Poland	PL	20	31.0	20.0	48.5
St. Pierre & Miquelon	PM	20	143.0	20.0	143.0
Puerto Rico	PR	20	59.0	20.0	59.0
Palestinian Authority Mobile	PS	Not available	Not available	15.0	24.0

## International calls (10 of 13)

Country	Country code	Calls to Landline (XC...)		Calls to Mobile (XM...)	
		Connection fee (pence)	Pence per minute	Connection fee (pence)	Pence per minute
Portugal	PT	20	24.0	20.0	41.5
Azores	PTA	20	31.0	20.0	31.0
Portugal	PTM	20	31.0	20.0	31.0
Palau	PW	20	143.0	20.0	143.0
Paraguay	PY	20	87.0	20.0	104.5
Qatar	QA	20	73.0	20.0	90.5
Reunion	RE	20	143.0	20.0	160.5
Romania	RO	20	45.0	20.0	62.5
Russia	RU	20	45.0	20.0	62.5
Russia Major Cities	RUC	20	11.0	20.0	11.0
Rwanda	RW	20	108.0	20.0	15.0
Saudi Arabia	SA	20	73.0	20.0	90.5
Solomon Islands	SB	20	143.0	20.0	143.0
Seychelles	SC	20	87.0	20.0	104.5
Sudan	SD	20	87.0	20.0	104.5
Sweden	SE	20	24.0	20.0	41.5
Singapore	SG	20	38.0	20.0	55.5
Ascension Island	SH	20	143.0	20.0	143.0
St. Helena	SHE	20	104.0	20.0	104.0
Slovenia	SI	20	45.0	20.0	62.5

## International calls (11 of 13)

Country	Country code	Calls to Landline (XC...)		Calls to Mobile (XM...)	
		Connection fee (pence)	Pence per minute	Connection fee (pence)	Pence per minute
Slovakia	SK	20	31.0	20.0	48.5
St. Kitts & Nevis	SKN	20	59.0	15.0	30.0
Sierra Leone	SL	20	87.0	20.0	104.5
San Marino	SM	20	31.0	20.0	31.0
Senegal	SN	20	87.0	20.0	104.5
Somalia	SO	20	143.0	20.0	160.5
Suriname	SR	20	108.0	20.0	125.5
Sao Tome & Principe	ST	20	143.0	20.0	143.0
El Salvador	SV	20	87.0	20.0	104.5
Syria	SY	20	87.0	20.0	104.5
Swaziland	SZ	20	108.0	20.0	125.5
Turks & Caicos Islands	TC	20	59.0	15.0	26.0
Chad	TD	20	143.0	20.0	143.0
Togo	TG	20	108.0	20.0	125.5
Thailand	TH	20	73.0	20.0	90.5
Tajikistan	TJ	20	108.0	15.0	31.0
Tokelau	TK	20	143.0	20.0	143.0
Turkmenistan	TM	20	73.0	20.0	90.5
Tunisia	TN	20	45.0	20.0	62.5
Tonga	TO	20	143.0	20.0	143.0

## International calls (12 of 13)

Country	Country code	Calls to Landline (XC...)		Calls to Mobile (XM...)	
		Connection fee (pence)	Pence per minute	Connection fee (pence)	Pence per minute
East Timor	TP	20	143.0	20.0	143.0
Turkey	TR	20	45.0	20.0	62.5
Trinidad & Tobago	TT	20	59.0	20.0	76.5
Tuvalu	TV	20	143.0	20.0	143.0
Taiwan	TW	20	73.0	20.0	90.5
Tanzania	TZ	20	87.0	20.0	104.5
Ukraine	UA	20	73.0	20.0	90.5
Uganda	UG	20	87.0	20.0	104.5
USA	US	20	20.5	20.0	20.5
USA Freephone	USF	0	0.0	0.0	0.0
Uruguay	UY	20	87.0	15.0	27.0
Uzbekistan	UZ	20	73.0	20.0	90.5
Vatican City State	VA	20	24.0	20.0	24.0
St. Vincent & Grenadines	VC	20	59.0	15.0	36.0
Venezuela	VE	20	87.0	20.0	104.5
British Virgin Islands	VG	20	59.0	15.0	17.0
US Virgin Islands	VI	20	59.0	20.0	59.0
Vietnam	VN	20	108.0	20.0	125.5
Vanuatu	VU	20	143.0	15.0	113.0
Wallis & Futuna	WF	20	143.0	20.0	143.0

## International calls (13 of 13)

Country	Country code	Calls to Landline (XC...)		Calls to Mobile (XM...)	
		Connection fee (pence)	Pence per minute	Connection fee (pence)	Pence per minute
Samoa West	WS	20	143.0	20.0	143.0
Yemen	YE	20	108.0	20.0	125.5
Mayotte	YT	20	143.0	20.0	143.0
Fixed Rate for Serbia	YU	20	45.0	20.0	62.5
South Africa	ZA	20	38.0	20.0	55.5
Zambia	ZM	20	87.0	20.0	104.5
Zimbabwe	ZW	20	87.0	20.0	87.0

## Satellite calls (1 of 2)

Type	Call code	Connection fee (pence)	Pence per minute
Inmarsat Atlantic Ocean East	SAE	0	603.0
Inmarsat Indian Ocean	SAI	0	603.0
Inmarsat m	SAM	0	193.0
Inmarsat Pacific Ocean	SAP	0	603.0
Inmarsat Single Number Access	SAS	0	603.0
Inmarsat Atlantic Ocean West	SAW	0	603.0
Inmarsat Atlantic Ocean East	SBE	0	253.0
Inmarsat BGAN-Satellite	SBG	0	428.0
Inmarsat Indian Ocean	SBI	0	603.0
Inmarsat Pacific Ocean	SBP	0	253.0
Inmarsat Single Number Access	SBS	0	253.0
Inmarsat Atlantic Ocean West	SBW	0	603.0
Inmarsat Atlantic Ocean East ISDN	SDE	0	428.0
Inmarsat Indian Ocean ISDN	SDI	0	428.0
Inmarsat Pacific Ocean ISDN	SDP	0	428.0
Inmarsat - B HSD Duplex	SDS	0	1790.0
Inmarsat Atlantic Ocean West ISDN	SDW	0	428.0
Emsat Satellite System	SES	0	278.0
Inmarsat Atlantic Ocean East	SME	0	202.0
Inmarsat Indian Ocean	SMI	0	202.0

## Satellite calls (2 of 2)

Type	Call code	Connection fee (pence)	Pence per minute
Inmarsat Pacific Ocean	SMP	0	202.0
Inmarsat Single Number Access	SMS	0	202.0
Inmarsat Atlantic Ocean West	SMW	0	603.0
Inmarsat Atlantic Ocean East	SQE	0	953.0
Inmarsat Indian Ocean	SQI	0	953.0
Inmarsat Pacific Ocean	SQP	0	953.0
Inmarsat Single Number Access	SQS	0	953.0
Inmarsat Atlantic Ocean West	SQW	0	953.0
Iridium Satellite System	SR1	0	238.0
Iridium Satellite System	SR2	0	233.0
Inmarsat Atlantic Ocean East	SSE	0	548.0
Inmarsat Indian Ocean	SSI	0	298.0
Inmarsat Pacific Ocean	SSP	0	1553.0
Inmarsat Atlantic Ocean West	SSW	0	428.0
Thuraya Satellite System	P9U	229	528.0

## Personal numbering (1 of 2)

Type	Call code	Connection fee (pence)	Pence per minute
UK Personal Numbering D	D1	13	30.0
Personal Numbering e	E11	13	10.0
UK Personal Numbering F	F1	13	47.0
UK Personal Numbering J	J1	13	50.0
UK Personal Numbering K	K1	13	60.0
UK Personal Numbering pn1	PN1	13	40.0
UK Personal Numbering pn10	PN10	13	43.0
UK Personal Numbering pn11	PN11	13	46.0
UK Personal Numbering pn12	PN12	13	43.0
UK Personal Numbering pn13	PN13	13	61.0
UK Personal Numbering pn14	PN14	13	42.0
UK Personal Numbering pn17	PN17	0	24.0
UK Personal Numbering pn1A	PN1A	13	40.0
UK Personal Numbering pn1B	PN1B	13	40.0
UK Personal Numbering pn2	PN2	13	80.0
UK Personal Numbering pn20	PN20	11	48.0
UK Personal Numbering pn22	PN22	16	22.0
UK Personal Numbering pn3	PN3	13	77.0
UK Personal Numbering pn4	PN4	13	43.0
UK Personal Numbering pn5	PN5	13	29.0



## Personal numbering (2 of 2)

Type	Call code	Connection fee (pence)	Pence per minute
UK Personal Numbering pn6	PN6	13	33.0
UK Personal Numbering pn7	PN7	90	11.0
UK Personal Numbering pn8	PN8	13	27.0
UK Personal Numbering pn9	PN9	13	32.0

## Service Charge (1 of 5)

Type	Call code	Connection fee (pence)	First minute cost (pence)	Pence per minute thereafter
Service Charge 1	SC1	0	10.0	10.0
Service Charge 2	SC2	0	11.0	11.0
Service Charge 3	SC3	0	12.0	12.0
Service Charge 4	SC4	0	13.0	13.0
Service Charge 5	SC5	0	14.0	14.0
Service Charge 6	SC6	0	15.0	15.0
Service Charge 7	SC7	0	16.0	16.0
Service Charge 8	SC8	0	17.0	17.0
Service Charge 9	SC9	0	18.0	18.0
Service Charge 10	SC10	0	19.0	19.0
Service Charge 11	SC11	0	20.0	20.0
Service Charge 12	SC12	0	21.0	21.0
Service Charge 13	SC13	0	22.0	22.0
Service Charge 14	SC14	0	23.0	23.0
Service Charge 15	SC15	0	25.0	25.0
Service Charge 16	SC16	0	30.0	30.0
Service Charge 17	SC17	0	35.0	35.0
Service Charge 18	SC18	0	40.0	40.0
Service Charge 19	SC19	0	45.0	45.0
Service Charge 20	SC20	0	46.0	46.0

## Service Charge (2 of 5)

Type	Call code	Connection fee (pence)	First minute cost (pence)	Pence per minute thereafter
Service Charge 21	SC21	0	50.0	50.0
Service Charge 22	SC22	0	55.0	55.0
Service Charge 23	SC23	0	56.0	56.0
Service Charge 24	SC24	0	60.0	60.0
Service Charge 25	SC25	0	65.0	65.0
Service Charge 26	SC26	0	70.0	70.0
Service Charge 27	SC27	0	75.0	75.0
Service Charge 28	SC28	0	80.0	80.0
Service Charge 29	SC29	0	85.0	85.0
Service Charge 30	SC30	0	90.0	90.0
Service Charge 31	SC31	0	100.0	100.0
Service Charge 32	SC32	0	105.0	105.0
Service Charge 33	SC33	0	109.0	109.0
Service Charge 34	SC34	0	110.0	110.0
Service Charge 35	SC35	0	120.0	120.0
Service Charge 36	SC36	0	130.0	130.0
Service Charge 37	SC37	0	155.0	155.0
Service Charge 38	SC38	0	160.0	160.0
Service Charge 39	SC39	0	165.0	165.0
Service Charge 40	SC40	0	190.0	190.0

## Service Charge (3 of 5)

Type	Call code	Connection fee (pence)	First minute cost (pence)	Pence per minute thereafter
Service Charge 41	SC41	0	210.0	210.0
Service Charge 42	SC42	0	230.0	230.0
Service Charge 43	SC43	0	260.0	260.0
Service Charge 44	SC44	0	310.0	310.0
Service Charge 45	SC45	0	370.0	370.0
Service Charge 46	SC46	5	10.0	10.0
Service Charge 47	SC47	10	10.0	10.0
Service Charge 48	SC48	15	10.0	10.0
Service Charge 49	SC49	25	10.0	10.0
Service Charge 50	SC50	30	10.0	10.0
Service Charge 51	SC51	35	10.0	10.0
Service Charge 52	SC52	40	10.0	10.0
Service Charge 53	SC53	48	10.0	10.0
Service Charge 54	SC54	50	10.0	10.0
Service Charge 55	SC55	70	10.0	10.0
Service Charge 56	SC56	75	10.0	10.0
Service Charge 57	SC57	100	10.0	10.0
Service Charge 58	SC58	145	10.0	10.0
Service Charge 59	SC59	150	10.0	10.0
Service Charge 60	SC60	200	10.0	10.0

## Service Charge (4 of 5)

Type	Call code	Connection fee (pence)	First minute cost (pence)	Pence per minute thereafter
Service Charge 61	SC61	250	10.0	10.0
Service Charge 62	SC62	300	10.0	10.0
Service Charge 63	SC63	400	10.0	10.0
Service Charge 64	SC64	500	10.0	10.0
Service Charge 65	SC65	600	10.0	10.0
Service Charge 66	SC66	77	165.0	165.0
Service Charge 67	SC67	80	35.0	35.0
Service Charge 68	SC68	399	149.0	149.0
Service Charge 69	SC69	499	145.0	145.0
Service Charge 70	SC70	550	0.0	285.0
Service Charge 71	SC71	574	0.0	309.0
Service Charge 72	SC72	698	0.0	359.0
Service Charge 73	SC73	0	0.0	260.0
Service Charge 74	SC74	5	0.0	15.0
Service Charge 75	SC75	10	0.0	20.0
Service Charge 76	SC76	40	0.0	50.0
Service Charge 77	SC77	70	0.0	80.0
Service Charge 78	SC78	150	0.0	160.0
Service Charge 79	SC79	200	0.0	210.0
Service Charge 80	SC80	445	0.0	267.0

## Service Charge (5 of 5)

Type	Call code	Connection fee (pence)	First minute cost (pence)	Pence per minute thereafter
Service Charge 81	SC81	0	28.0	28.0
Service Charge 82	SC82	0	32.0	32.0
Service Charge 83	SC83	0	360.0	360.0
Service Charge 84	SC84	250	85.0	85.0
Service Charge 85	SC85	260	109.0	109.0
Service Charge 86	SC86	275	88.0	88.0
Service Charge 87	SC87	898	0.0	459.0
Service Charge 88	SC88	998	0.0	509.0
Service Charge 89	SC89	1198	0.0	609.0
Service Charge 90	SC90	1398	0.0	709.0
Service Charge 91	SC91	1598	0.0	809.0
Service Charge 92	SC92	7	0.0	17.0
Service Charge 93	SC93	13	0.0	23.0
Service Charge 94	SC94	80	0.0	90.0
Service Charge 95	SC95	100	0.0	110.0
Service Charge 96	SC96	300	0.0	310.0
Service Charge 97	SC97	360	0.0	60.0
Service Charge 98	SC98	360	0.0	160.0
Service Charge 99	SC99	360	0.0	210.0
Service Charge 100	SC100	360	0.0	370.0

## Other rates (1 of 7)

Type	Call code	Connection fee (pence)	Pence per minute
E1 Chargeband	E1	13	12.0
Fixed to Fixed SMS	F2FSMS	14	0.0
UK Wi Fi Services 1	FW1	13	23.0
UK FW10 Rate - Voice & Data	FW10	12	21.0
FW12 Chargeband	FW12	11	27.0
UK Wi Fi Services 2	FW2	13	21.0
UK Wi Fi Services 3	FW3	13	21.0
UK Wi Fi Services 4	FW4	13	19.0
UK Wi Fi Services 5	FW5	13	19.0
UK Wi Fi Services 6	FW6	8	19.0
UK Wi Fi Services 7	FW7	12	21.0
UK FW8 Rate - Voice & Data	FW8	13	33.0
UK Wi Fi Services 9	FW9	16	33.0
UK Fixed Fee 0	FX0	36	0.0
UK Fixed Fee 1	FX1	56	0.0
UK Fixed Fee 10	FX10	50	0.0
UK Fixed Fee 11	FX11	100	0.0
UK Fixed Fee 12	FX12	136	0.0
UK Fixed Fee 13	FX13	160	0.0
UK Fixed Fee 14	FX14	148	0.0

## Other rates (2 of 7)

Type	Call code	Connection fee (pence)	Pence per minute
UK Fixed Fee 15	FX15	23	0.0
UK Fixed Fee 16	FX16	36	0.0
UK Fixed Fee 17	FX17	50	0.0
UK Fixed Fee 18	FX18	70	0.0
UK Fixed Fee 19	FX19	69	0.0
UK Fixed Fee 2	FX2	86	0.0
UK Fixed Fee 20	FX20	78	0.0
UK Fixed Fee 21	FX21	250	0.0
UK Fixed Fee 24	FX24	133	0.0
UK Fixed Fee 25	FX25	131	0.0
UK Fixed Fee 26	FX26	198	0.0
UK Fixed Fee 27	FX27	196	0.0
UK Fixed Fee 28	FX28	29	0.0
UK Fixed Fee 29	FX29	20	0.0
UK Fixed Fee 3	FX3	55	0.0
UK Fixed Fee 30	FX30	102	0.0
UK Fixed Fee 31	FX31	26	0.0
UK Fixed Fee 32	FX32	129	0.0
UK Fixed Fee 33	FX33	185	0.0
UK Fixed Fee 34	FX34	185	0.0



## Other rates (3 of 7)

Type	Call code	Connection fee (pence)	Pence per minute
UK Fixed Fee 35	FX35	276	0.0
UK Fixed Fee 36	FX36	80	0.0
UK Fixed Fee 37	FX37	112	0.0
UK Fixed Fee 6	FX6	56	0.0
UK Fixed Fee 8	FX8	40	0.0
UK Fixed Fee 9	FX9	72	0.0
Facility Fee Voice Text Service	FXVTS	78	0.0
UK Premium Rate g1	G1	13	14.0
UK Internet Services g3	G3	27	9.0
UK Internet Services g4	G4	13	6.0
G4D Chargeband	G4D	13	5.6
UK Internet Services g5	G5	13	5.0
UK Premium Rate g6	G6	17	11.0
UK Internet Services i1	IT1	13	12.0
UK Internet Services i10	IT10	13	13.0
UK Internet Services i11	IT11	13	15.0
UK Internet Services i12	IT12	13	16.0
UK Internet Services i13	IT13	13	8.0
UK Internet Services i14	IT14	13	11.0
UK Internet Services i15	IT15	13	11.0

## Other rates (4 of 7)

Type	Call code	Connection fee (pence)	Pence per minute
UK Internet Services i16	IT16	13	9.0
UK Internet Services i17	IT17	13	9.0
UK Internet Services i18	IT18	13	8.0
UK Internet Services i19	IT19	13	8.0
UK Internet Services i2	IT2	13	20.0
UK Internet Services i21	IT21	13	8.9
UK Internet Services i26	IT26	13	11.0
UK Internet Services i3	IT3	13	5.0
UK Internet Services i30	IT30	0	10.0
UK Internet Services i33	IT33	0	10.0
UK Internet Services i4	IT4	13	7.0
UK Internet Services i5	IT5	13	8.6
UK Internet Services i8	IT8	13	11.0
UK Internet Services i9	IT9	13	12.0
L4D Chargeband	L4D	13	9.0
L5 Chargeband	L5	13	6.6
UK Premium Rate M	M1	13	64.0
UK Premium Rate M	M11	13	62.0
UK Multi Media Services 1	MM1	33	10.0
UK Multi Media Services 2	MM2	46	10.0

## Other rates (5 of 7)

Type	Call code	Connection fee (pence)	Pence per minute
UK Multi Media Services 3	MM3	78	8.0
UK Multi Media Services 4	MM4	33	10.0
UK Multi Media Services 5	MM5	39	8.0
UK Multi Media Services 6	MM6	46	9.0
UK Multi Media Services 7	MM7	46	10.0
UK Information Services	N1	13	27.0
UK National Non Geographic	NNG	20	4.0
UK Premium Rate p0	P0	13	225.0
POD Chargeband	POD	13	223.0
UK Premium Rate p1	P1	13	80.0
UK Premium Rate p10	P10	13	60.0
UK Premium Rate p11	P11	13	195.0
UK Premium Rate p12	P12	13	30.0
UK Premium Rate p13	P13	13	37.0
UK Premium Rate p14	P14	13	49.0
UK Premium Rate p15	P15	13	63.0
UK Premium Rate p16	P16	13	70.0
UK Premium Rate p17	P17	13	90.0
UK Premium Rate p18	P18	13	100.0
UK Premium Rate p19	P19	13	110.0

## Other rates (6 of 7)

Type	Call code	Connection fee (pence)	Pence per minute
UK Premium Rate P2	P2	13	78.0
UK Premium Rate p20	P20	13	122.0
UK Premium Rate p21	P21	13	130.0
UK Premium Rate p22	P22	13	140.0
UK Premium Rate p23	P23	13	147.0
UK Premium Rate p24	P24	13	165.0
UK Premium Rate p25	P25	13	185.0
UK Premium Rate p26	P26	13	208.0
UK Premium Rate p27	P27	13	11.0
UK Premium Rate p28	P28	13	58.0
UK Premium Rate P29	P29	13	49.0
UK Premium Rate p3	P3	13	150.0
UK Premium Rate p30	P30	13	83.0
UK Premium Rate p31	P31	13	28.0
UK Premium Rate p32	P32	13	26.0
UK Premium Rate p33	P33	13	178.0
UK Premium Rate p34	P34	98	92.0
UK Premium Rate P35	P35	88	77.0
UK Premium Rate p36	P36	81	72.0
UK Premium Rate P37	P37	8	15.0

## Other rates (7 of 7)

Type	Call code	Connection fee (pence)	Pence per minute
UK Premium Rate P38	P38	8	13.5
UK Premium Rate P39	P39	8	15.0
UK Premium Rate p4	P4	13	80.0
UK Premium Rate p40	P40	8	16.0
UK Premium Rate p41	P41	8	17.0
UK Premium Rate p43	P43	181	333.0
UK Premium Rate p44	P44	334	180.0
UK Premium Rate p55	P5	13	80.0
UK Premium Rate p5	P55	94	93.0
UK Premium Rate p6	P6	13	43.0
UK Premium Rate p62	P62	275	274.0
UK Premium Rate p7	P7	11	75.0
UK Premium Rate p8	P8	13	115.0
UK Premium Rate p9	P9	13	23.0
UK Pagers & Voice Messaging	R1	13	14.0
UIFS Universal International Freephone	UIF	0	0.0
UK National Geographic	UK1	20	2.0
UK National Geographic	UK1D	20	2.0

# Cloud Voice

## Tariffs

Tariff	Monthly price	Installation charge	UK landline calls	UK mobile calls	Contract length
Dedicated data connection	£35.00	£99.00	Free	Free	2 years
PAYG user + handset	£9.95	Free	2p/min	9p/min	3 years
Unlimited user + handset	£14.95	Free	Free	Free	3 years

For out of bundle call calls see pages 7 – 37. All prices are inclusive of line rental and exclusive of VAT.

## Extras & features

Features	Monthly price	Set up	Term
Hunt group	£1.99	Free	30 day rolling
Auto attendant	£1.99	Free	30 day rolling
Fax2Email	£1.99	Free	30 day rolling

Extras	One off cost
Number import date change	£10.00
Polycom power supply unit	£15.00
Polycom VVX411 handset	£120.00
Yealink W52H (incl. charge port)	£65.00
Yealink W52P (incl. charge port) with base station	£80.00

# Cloud Voice

## Cancellation fees

Line	Dedicated data connection - Fibre	Dedicated data connection - Broadband	Handset repayment (per handset)
£299.00	£199.00	£99.00	£99.00