



Your need for a
landline service

Our Vodafone Calls & Lines
Non-Usage standard price list

The future is exciting.

Ready?



vodafone
business

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Introduction

The Vodafone Calls and Lines service is a solution that provides a connection to the Vodafone Network via Openreach exchange lines that are installed or taken over by Vodafone and rented to the Customer.

Customers retain or are supplied with Openreach exchange lines, but pay all line rental, feature and call charges to Vodafone. There's no need to change your number or update your systems. ISDN 2, ISDN 30 and Analogue lines are available.

There are three separate documents for the pricing of this service.

| Element of service | Relevant price list |
|--|----------------------------------|
| Non-usage charges | This document |
| Call charges | Standard call charges price list |
| Excess Construction & Abortive visit charges | Standard Ancillary price list |

The current versions of these price lists will be available on the following link

<https://www.vodafone.co.uk/business/business-connectivity/voice-connectivity/business-calls-and-phonelines>

This standard non-usage price list covers

- one-off connection charge per line (new lines only)
- monthly rental charge per line
- monthly rental and **one off** charges for any features or services that the customer requests (some features are available on a pay per-call basis)
- one-off event charges for additional works

Notes and charges disclaimer

Charges in this document exclude VAT which shall be charged at the standard rate.

The Vodafone Calls & lines Service is subject to our Agreement with you. Our Terms and Conditions can be found at <http://www.vodafone.co.uk/terms-and-conditions/index.htm>

Whilst we do **everything** we can to make sure that all our prices and charges are accurately reflected across all our documentation and other materials, including this Price list, occasionally inconsistencies may occur. In the event of conflict, our Website shall take precedence.



Analogue

Analogue lines – transfer and new lines

| Description | Set up price |
|---|--------------|
| Transfer of Basic line from another provider | £0.00 |
| Transfer of Premium line from another provider | £0.00 |
| Install of new Basic line | £50.00 |
| Install of new Premium line | £50.00 |
| Conversion of ISDN2 line to Analogue | £50.00 |
| Change of number | £15.00 |
| Change of number and exported to another operator | £50.00 |
| Number selection | £15.00 |
| Amending an order prior to install | £10.00 |
| Expedite install appointment | £120.00 |
| Cancelling a transfer order up to 4pm on the day before the due date | £10.00 |
| Cancelling a transfer order after 4pm on the day before the due date | £10.00 |
| Cancelling a new install order up to 4pm on the day before the due date | £37.50 |
| Cancelling a new install order after 4pm on the day before the due date | £50.00 |
| Supplement for short duration line | £200.00 |

Analogue line rental

| Description | Monthly line rental |
|-----------------------------------|---------------------|
| Basic line on 12-month contract | £14.00 |
| Basic line on 24-month contract | £13.50 |
| Premium line on 12-month contract | £17.00 |
| Premium line on 24-month contract | £16.00 |

Pay per use features

| Description | Price per use |
|---|---------------|
| Reminder call pay per use | £0.15 |
| Three way calling pay per use | £0.15 |
| Ring Back pay per use | £0.15 |
| Call Return (1571) Business charge to 'Press 0' (return call attempt) | £0.075 |
| Withhold number per call | free |
| Bar use of Three way calling per use | free |
| Bar use of Reminder call pay per use | free |



ISDN2

ISDN2 transfers and new lines

| Description | One-off price |
|---|---------------|
| Transfer of ISDN2 (Digital Standard / 2-channel Digital System) from another provider | £0.00 |
| Install of new ISDN2 (Digital Standard / 2-channel Digital System) | £160.00 |
| Conversion of BT ISDN2e Standard to Digital System (same provider) | £15.00 |
| Conversion of BT ISDN2e Digital System to Standard (same provider) | £15.00 |
| ISDN2 conversion from Analogue line | £160.00 |
| Conversion from ISDN2 DASS | £120.00 |
| Amending an order prior to install | £10.00 |
| Expedite install appointment | £120.00 |
| Cancelling a transfer order up to 4pm on the day before the due date | £15.00 |
| Cancelling a transfer order after 4pm on the day before the due date | £20.00 |
| Cancelling a new install order up to 4pm on the day before the due date | £15.00 |
| Cancelling a new install order after 4pm on the day before the due date | £160.00 |
| Supplement for short duration line | £200.00 |

ISDN2 rentals

| Description | Occurrence | Price |
|------------------------------------|-------------------------------|--------|
| ISDN2 line (includes two channels) | Monthly (in advance) per line | £27.00 |

DDI numbers

| Description | Set up charge | Monthly rental |
|--|---------------|----------------|
| DDI number | | £0.20 |
| New DDI range per number | £1.00 | |
| Planning charge per DDI Installation or change to numbers at a DDI Installation | £100.00 | |
| Change of number (excludes number changes to installations where DDI or SNDDI is involved) | £17.50 | |
| Reconfiguration of MSN when number changes are requested, per occasion per MSN group | £17.50 | |
| Multiple subscriber number for 2 to 10 numbers | £15 | £0.50 |
| Number selection via Dialogue Services | £2 | |



ISDN30

ISDN30 transfers and new lines

| Description | Occurrence | Price |
|---|-------------------------------------|--------------------------|
| Transfer of existing ISDN30 channel from another provider | One-off | £0.00 |
| New bearer installation charge | One-off per installation | £900.00 |
| Installation charge per channel (minimum of 8 channels required) | One-off per channel | £4.50 |
| Planning charge per DDI installation or change to numbers at a DDI Installation | One-off charge per DDI installation | £100.00 |
| Setting up ISDN30 DDI number (only available in blocks of 10) | One-off per number | £1.00 |
| Number selection via Dialogue Services | One-off charge per request | £2 |
| Amending an order prior to install | One-off | £10.00 |
| Expedite install appointment | One-off | £120.00 |
| Supplement for short duration line | One-off per bearer | £550.00 |
| Cancellation of ISDN 30 order 1 or less days prior to customer confirmed date | One-off | 90% of connection charge |
| Cancellation of ISDN30 2 to 4 days prior to customer confirmed date | One-off | 75% of connection charge |
| Cancellation of ISDN30 order 5 to 6 days prior to customer confirmed date | One-off | 60% of connection charge |
| Cancellation of ISDN30 order 7 to 14 days prior to customer confirmed date | One-off | 30% of connection charge |
| Cancellation of ISDN30 order 15 or more days prior to customer confirmed date | One-off | no charge |

ISDN30 rental

| Description | Occurrence | Price |
|--|----------------------------------|---------|
| ISDN30 channel | Monthly (in advance) per channel | £17.00 |
| DDI number | Monthly (in advance) per number | £0.20 |
| Wholesale ISDN30 Out Of Area per 2M Bit/s Bearer (fixed rental charge) | Monthly (in advance) per bearer | £40.00 |
| Wholesale ISDN30 Out Of Area per 2M Bit/s Bearer (Per Km rental charge thereafter) | Monthly (in advance) per Km | £130.00 |



ISDN30 site assurance

| Description | Occurrence | Price |
|--|----------------------------------|--------|
| Wholesale ISDN30 site assurance - option 1 | Monthly (in advance) per channel | £2.00 |
| Wholesale ISDN30 site assurance - option 2 | Monthly (in advance) per bearer | £10.00 |

On option 2, the charge applies to each bearer at both the main and the assured site(s) associated with the telephone number that is to be diverted.

DDI Dual Parenting

| Description | Occurrence | Price |
|---|---|---------|
| *DDI Dual Parenting per DDI number range charged per Main Billing Number - connection or subsequent | One-off charge per billing number | £600.00 |
| DDI Dual Parenting per DDI number range charged per Main Billing Number - rental | Monthly (in advance) per billing number | £20.00 |

*Minimum entry level 1000 DDI's and in blocks of 1000)

ISDN30 reconfiguration charges – ISDN30 DASS to ISDN30e

| Description | Occurrence | Price |
|---|----------------------------|---------|
| Per channel (up to and including 60 channels) | One-off charge per channel | £15.00 |
| 61 or more channels | One-off charge per order | £800.00 |

*Reconfiguration charges

| Description | Occurrence | Price |
|---|----------------|---------|
| ISDN30 reconfiguration charge (0-15 channels) | One-off charge | £70.00 |
| ISDN30 reconfiguration charge (15-30 channels) | One-off charge | £140.00 |
| ISDN30 reconfiguration charge (30-60 channels) | One-off charge | £210.00 |
| ISDN30 reconfiguration charge (more than 60 channels) | One-off charge | £280.00 |

Reconfiguration is used to change the attributes of channels already installed. In particular where the Customer wants to:

- Change the telephone number or DDI range associated with the channel. This does not apply to the initial provision of a DDI range or where the configuration of the DDI range is being changed, when the DDI planning charge will apply instead
- Change channels from non-Direct Dialling In (DDI) channels to DDI channels or vice versa where DDI already exists at the installation
- Change channel terminations between different 2 Mbit/s systems on the same installation.
- Change channels to incoming or outgoing only or vice versa
- Change existing diverse or alternative routing on existing channels
- Changes to the number of digits presented to the end user switch



Features

| Calling and network Features | Single line | Multiline | ISDN 2e system | ISDN 2e Standard | ISDN30e | ISDN30 DASS | Charging parameter | One-off price | Monthly rental |
|---|-------------|-----------|----------------|------------------|---------|-------------|--------------------|---------------|--|
| Call diversion | X | X | | | | | per installation | | £1.00 |
| Call diversion no announcement | X | X | | | | | per installation | | £1.00 |
| Admin controlled call diversion | X | X | | | | | per installation | | £0.50 |
| Smart Divert | X | X | | | | | per installation | | £ 0.50 free for Premium Analogue customers |
| Smart Divert with Bypass Number | X | X | | | | | per installation | | £2.00 |
| Remote call forwarding | X | X | X | X | X | X | per installation | £40.00 | £3.00 |
| One month caller redirect | X | X | | | | | per installation | £3.50 | |
| Quarterly caller redirect | X | X | | | | | per installation | | £3.00 |
| Direct connect | X | | | | | | per installation | | £1.00 |
| Call barring - customer controlled | X | X | | | | | per installation | | £1.00 |
| Call barring with Bypass Number | X | X | | | | | per installation | | £1.00 |
| Outgoing call barring - customer controlled | X | X | | | | | per line | | £1.00 |
| Incoming call barring - customer controlled | X | X | | | | | per line | | £1.00 |
| Outgoing call barring for Premium Rate Services - admin controlled | X | X | | | | | per installation | | £1.00 |
| Outbound call barring for Premium Rate Services with international calls - admin controlled | X | X | | | | | per installation | | £1.00 |
| Outbound call barring except admin controlled | X | X | | | | | per installation | | £1.00 |
| Caller display | X | X | | | | | | free | free |
| Bar use of call return | X | | | | | | | free | free |
| Presentation number | X | X | X | X | | | per installation | | £1.00 |
| Bar use of 1470 release number | X | X | | | | | | free | free |
| Bar use of 141 withhold number | X | X | | | | | | free | free |
| Withhold number - all calls | X | X | | | | | | free | free |
| Anonymous call reject | X | X | X | X | X | X | per installation | £85.00 | £1.00 |
| Choose to refuse | X | | | | | | per installation | | £1.00 |
| Call sign | X | | | | | | per installation | | £1.00 |

Notes:

- An X means that the feature is available on that line type, blanks means it is not available on that line type
- An installation is a billing number eg if a customer has 3 sites each are likely to have their own number and for an installation based feature the feature will be charged 3 times



| Calling and network features | Single line | Multiline | ISDN 2e system | ISDN 2e Standard | ISDN30e | ISDN30 DASS | Charging parameter | One-off price | Monthly rental |
|--|-------------|-----------|----------------|------------------|---------|-------------|--------------------|---------------|----------------|
| Call waiting | X | | | | | | per installation | | £1.00 |
| Ring back | X | | | | | | per installation | | £1.00 |
| Ring back removal | X | | | | | | | free | free |
| Ring back prompt removal | X | | | | | | | free | free |
| Ring back inhibit | X | | | | | | | free | free |
| Reminder call | X | | | | | | per installation | | £1.00 |
| Three way calling | X | | | | | | per installation | | £1.00 |
| Call party answer | X | | | | | | per installation | | £1.00 |
| Change in presentation number | X | X | | | | | per installation | £2.00 | |
| Remote call forward change divert to number | X | X | | | | | per installation | £2.00 | |
| Smart Divert PIN change | X | X | | | | | | free | free |
| Choose to refuse PIN number change | X | | | | | | | free | free |
| Call barring PIN number change | X | X | | | | | | free | free |
| Change in Smart Divert Bypass Number | X | X | | | | | per installation | £2.00 | |
| Bypass Number | X | X | | | | | per line | | £1.00 |
| Bar three way calling pay per use | X | | | | | | | free | free |
| Change in Bypass Number | X | X | | | | | per installation | £2.00 | |
| Bar use of 118 numbers | X | | | | | | per installation | | £0.50 |
| Call Minder custom | X | | | | | | per installation | | £2.93 |
| Call Minder Premium 5 custom | X | | | | | | per installation | | £4.68 |
| 1571 personal greeting and message alert | X | | | | | | per installation | | £1.21 |
| Call Minder extensions custom | X | | | | | | per installation | | £3.51 |
| Call Minder Basic | X | | | | | | per installation | | £2.74 |
| Busy out line - anytime | X | X | X | X | | | per line | | £1.00 |
| Temporary call divert - anytime | X | X | X | X | | | per installation | | £1.00 |
| Choose to divert | X | | | | | | per installation | | £1.00 |
| Raw call data | X | X | X | X | X | X | per installation | | £0.50 |
| 6 Octet sub-addressing | | | | | | X | per installation | | £1.00 |
| 20 Octet sub-addressing | | | X | X | X | | per installation | | £1.00 |
| Admin outgoing call barring | | | X | X | X | X | per installation | | £1.00 |
| Admin incoming call barring | | | X | X | X | X | per installation | | £1.00 |
| Admin outgoing call barring - SOCB Supplementary Services (option 5) | | | | | | | per installation | | £1.00 |

Notes:

- An X means that the feature is available on that line type, blanks means it is not available on that line type
- An installation is a billing number eg if a customer has 3 sites each are likely to have their own number and for an installation based feature the feature will be charged 3 times



| Calling and network features | Single line | Multiline | ISDN 2e system | ISDN 2e Standard | ISDN30e | ISDN30 DASS | Charging parameter | One-off price | Monthly rental |
|--|-------------|-----------|----------------|------------------|---------|-------------|--------------------|---------------|----------------|
| Admin provided basic diversion on all calls | | | | | | X | per installation | | £1.00 |
| Admin provided diversion on Engaged | | | | | | X | per installation | | £1.00 |
| Admin provided diversion on Ring Tone No Reply | | | | | | X | per installation | | £1.00 |
| Call Deflection (CD) | | | X | X | X | | per installation | | £1.00 |
| Call forwarding of voice and data calls (admin set up only) - on No Reply | | | X | X | X | | per installation | | £1.00 |
| Call forwarding of voice and data calls (admin set up only) - on Busy | | | X | X | X | | per installation | | £1.00 |
| Call forwarding of voice and data calls (admin set up only) - unconditional on all calls | | | X | X | X | | per installation | | £1.00 |
| Calling Line Identity Presentation (CLIP) | | | X | X | X | X | per installation | | £1.00 |
| Calling Line Identity Restriction (CLIR) | | | X | X | X | X | per installation | | free |
| Connected Line Identity Presentation (COLP) | | | X | X | X | | per installation | | £1.00 |
| Connected Line Identity Restriction (COLR) | | | X | X | X | X | per installation | | £1.00 |
| Customer controlled channel busying | | | | | | X | per installation | | £1.00 |
| Admin controlled selective OCB - all calls except 999, 112, 150, 151, 152, 154, 0800 | | | X | X | X | X | per installation | | £1.00 |
| Admin controlled selective call barring - SOCB international and PRS | | | X | X | X | X | per installation | | £1.00 |
| Admin controlled selective call barring - SOCB operator | | | X | X | X | X | per installation | | £1.00 |
| Admin controlled selective call barring - SOCB international, operator and PRS | | | X | X | X | X | per installation | | £1.00 |
| Admin controlled selective call barring - SOCB international, national and PRS | | | X | X | X | X | per installation | | £1.00 |
| Temporary call forward for BT network faults | | | X | X | X | X | | free | free |
| Customer controlled diversion | | | | | | X | per installation | | £1.00 |
| Customer controlled call forwarding | | | X | X | X | | per installation | | £1.00 |
| Customer controlled call barring | | | | | | X | per installation | | £1.00 |
| Presentation number (type 3,4,5) | | | | | X | | per installation | | £1.00 |
| Call waiting with call hold | | | X | X | | | per installation | | £1.00 |
| Number preservation | | | | | | | per request | | £1.00 |
| Nuisance call service | | | | | | | per request | £155.00 | |
| DDI caller redirect | | | | | | | per installation | £180.00 | £2.50 |

Notes:

- An X means that the feature is available on that line type, blanks means it is not available on that line type
- An installation is a billing number eg if a customer has 3 sites each are likely to have their own number and for an installation based feature the feature will be charged 3 times



Service Levels

Monthly rentals for service levels

| Line type | Service maintenance Level 1 | Service maintenance Level 2 | Service maintenance Level Business 2 Plus | Service maintenance Level 3 | Service maintenance Level 4 |
|-----------------------|-----------------------------|-----------------------------|---|-----------------------------|-----------------------------|
| Basic Analogue line | Included in line rental | £1.00 | £2.70 | £4.70 | £6.30 |
| Premium Analogue line | N/A | N/A | Included in line rental | £4.70 | £6.30 |
| ISDN 2 line | N/A | Included in line rental | £1.60 | £4.70 | £6.30 |
| ISDN30 channel | N/A | Included in line rental | £0.60 | £3.00 | £4.30 |

- The SLA's for fix times are described in the Service Description
- When a fault occurs it is possible to pay a one-off charge to expedite the repairs to a higher service level than is being paid for. These expedite charges are listed in the table below.

| Expedited repairs | Volumetric | Price |
|--|------------|-----------|
| Analogue and ISDN2 expedite repair from Service maintenance Level 2 to Service maintenance Level Business 2 Plus | per line | £650.00 |
| Analogue and ISDN2 expedite repair from Service maintenance Level 2 to Service maintenance Level 3 | per line | £650.00 |
| Analogue and ISDN2 expedite repair from Service maintenance Level Business 2 Plus to Service maintenance Level 3 | per line | £650.00 |
| Analogue and ISDN2 expedite repair from Service maintenance Level 2 to Service maintenance Level 4 | per line | £850.00 |
| Analogue and ISDN2 expedite repair from Service maintenance Level Business 2 Plus to Service maintenance Level 4 | per line | £850.00 |
| Analogue and ISDN2 expedite repair from Service maintenance Level Business 3 to Service maintenance Level 4 | per line | £200.00 |
| ISDN30 expedite repair from Service maintenance Level 3 to Service maintenance Level 4 | per bearer | £1,250.00 |



Time-based charges

Time related charges apply where:

- Openreach carries out work at the Customer / end user request where this work is not covered under the terms of a service contract with Openreach or where standard Openreach charges are not available. (This includes product health checks.)
- Openreach agrees to carry out work at specific times which are not covered within the terms of the guarantee or agreement contract (e.g. during the evening or on a Sunday when the customer has a standard maintenance agreement or earlier than within standard time scales.)
- The fault is found not to be with any Openreach service or equipment. In particular, this covers the situation where no fault is found, or the fault is found to be on non-Openreach equipment, or is due to damage caused by someone at the customer's or end user's premises, or due to theft, loss or removal of equipment, or in the case of customer or end user owned or rented equipment (but not Openreach's network) faults caused by external or environmental factors (e.g. lightning, electrical surges or floods). If the engineer is able to repair the fault by unplugging a piece of equipment or wiring with no further investigation, then the call-out charge only will apply. Otherwise the hourly rate will always apply.

Conditions

Time related charges will not apply if the customer cancels the appointment before the Openreach engineer has arrived at the premises, however an abortive visit charge will apply. Once the engineer has arrived at the premises, the time related call out charge only will apply if work is cancelled.

Repairs of faults

Where a reported fault is found to be on an Openreach product or service which is under guarantee or is covered by a maintenance or rental agreement, Openreach will respond to repair the fault or replace the faulty equipment in accordance with the terms of the guarantee or agreement.

Provision and rearrangement work

Time related charges apply where a customer requests work to be carried out on site involving the provision or rearrangement of equipment, wiring, network or services, where:

- No standard prices exist for this work.
- The work is to be carried out outside the normal working day or earlier than within our standard time scales.

| Type of work | Normal working day | All other times except Sundays and public / bank holidays | Sundays and public / bank holidays |
|--|--------------------|---|------------------------------------|
| Call-out charge to repair faults (includes up to 1 hours work) | £130.00 | £170.00 | £200.00 |
| Subsequent charge per hour (or part hour) | £60.00 | £95.00 | £120.00 |
| Visit charge to install or rearrange network or customer premises equipment | £97.75 | £126.50 | £149.50 |
| Time based charge (per hour or part) to install or rearrange network or customer premises equipment | £60.00 | £95.00 | £120.00 |
| Minimum period charged | 1 hour | 3 hours | 3 hours |
| Supplementary charge per visit to carry out provision work outside normal working hours, where provision during normal hours is included within the normal price (e.g. line connection charges). This can only be used in conjunction with a provide or change request involving normal list prices or contracted work and is in addition to these charges | N/A | £40.00 | £80.00 |
| Supplementary charge per hour (or part) outside normal working hours where provision during normal hours is included within the normal price | N/A | £40.00 | £80.00 |
| Minimum period charged | N/A | 3 hours | 3 hours |



Directory entries

| Description | Monthly rental |
|---|----------------|
| Directory Entry - Ordinary - Local | £20.39 |
| Directory Entry - Ordinary - Out of area | £20.39 |
| Directory Entry - Ordinary - All books | £1,103.99 |
| Directory Entry - Bold - Local | £40.79 |
| Directory Entry - Bold - Out of Area | £40.79 |
| Directory Entry - Bold - All books | £2,303.99 |
| Directory Entry - Superbold - Local | £78.47 |
| Directory Entry - Superbold - Out of area | £78.47 |
| Directory Entry - Superbold - All books | £3,749.99 |
| Additional Word - Ordinary - Local | £1.80 |
| Additional Word - Ordinary - Out of area | £1.80 |
| Additional Word - Ordinary - All books | £80.00 |
| Additional Word - Bold - Local | £3.59 |
| Additional Word - Bold - Out of area | £3.59 |
| Additional Word - Bold - All books | £160.00 |
| Additional Word - Superbold - Local | £3.59 |
| Additional Word - Superbold - Out of area | £3.59 |
| Additional Word - Superbold - All books | £160.00 |
| Phonebook X-Ref - Ordinary - Local | £20.39 |
| Phonebook X-Ref - Ordinary - Out of area | £20.39 |
| Phonebook X-Ref - Ordinary - All books | £1,103.99 |
| Phonebook X-Ref - Bold - Local | £40.79 |
| Phonebook X-Ref - Bold - Out of area | £40.79 |
| Phonebook X-Ref - Bold - All books | £2,303.99 |
| Phonebook X-Ref - Superbold - Local | £78.47 |
| Phonebook X-Ref - Superbold - Out of area | £78.47 |
| Phonebook X-Ref - Superbold - All books | £3,749.99 |

There are three levels of directory entry:

1. Full Directory Entry (DE) - contact details are listed in all BT's directory products and services
2. Directory Enquiries Only (DQR) - contact details not in printed directories but are in Directory Enquiry services. This option prevents disclosure of the customer's address.
3. Ex-Directory (XD) - contact details not in published directories or directory enquiry services.

Notes on directory entries:

Customers paying for Premium Analogue line rental tariff may include a three word business description in their ordinary entry.

BT is required to make its directory data available to other directory service providers and to include their data in its own products and services. The uses to which this data can be put are strictly controlled.

If BT accepts the customer's application for a special/additional entry, the following conditions apply:

1. The entry will appear in the next issue of the telephone directory.
2. Rental for the entry is payable on the first day of the month of its publication.
3. Either BT or the customer may at any time give to the other written notice to withdraw the entry.
4. Rental for the entry ceases to be payable on the first day of the month of the next issue's publication.

If the customer cancels the entry or ceases the exchange line to which the special entry applies, he/she may be liable for charges until this time, up to a maximum of six quarterly rental payments.

Additional information:

All cross references will be charged at the same rate as a single directory entry of the same generic type.

BT publishes approximately 168 different Phone Books that cover the entire United Kingdom and include directory listings for all telephone users irrespective of whether they are BT's customers or those of other licensed operators.

The Phone Book Companion identifies the dialling code for a given location and the location for a given dialling code.



Flexible appointments

| Flexible appointments | Price per occurrence |
|---|----------------------|
| Flexible appointment | £15.00 |
| More Focused Appointment Late Morning 10am - 12am - Monday to Friday exc. public and bank holidays (MFALM) - All applicable products except WLR Premium | £40.00 |
| More Focused Appointment Early Afternoon 2pm - 4pm - Monday to Friday exc. public and bank holidays (MFAEA). All applicable products except WLR Premium | £40.00 |
| More Focused Appointment Late Morning 10am - 12am - Monday to Friday exc. public and bank holidays (MFALM). WLR Premium | £20.00 |
| More Focused Appointment Early Afternoon 2pm - 4pm - Monday to Friday exc. public and bank holidays (MFAEA). WLR Premium | £20.00 |

The charges for flexible appointments are in addition to the charge for visiting the site.

Miscellaneous

| Description | Occurrence | Price |
|--|------------|---------|
| Line Isolation Unit set up | One-off | £100.00 |
| Line Isolation Unit 3C | Monthly | £20.00 |
| Line Isolation Unit 10B | Monthly | £20.00 |
| Line Isolation Unit 12 | Monthly | £22.00 |
| Standby Power Option 1a | One-off | £100.00 |
| Standby Power Option 1b | One-off | £200.00 |
| Standby Power Option 2 | One-off | £550.00 |
| Standby Power Option 2 | monthly | £40.00 |
| Internal pack (for internal work at a normal premises) | One-off | £10.00 |
| External pack (for external work at a normal premises) | One-off | £22.50 |
| Data ext. kit (associated with broadband health check) | One-off | £7.00 |
| Internal and external shifts visit charge | One-off | £120.00 |
| Additional line shifted | One-off | £55.00 |
| Broadband micro filter | One-off | £2.50 |
| NTE8 (for ISDN2 use) | One-off | £30.00 |
| Block Terminal 92A (for Redcare use) | One-off | £2.50 |



