

CUSTOMER STANDARD LINE RENTAL TARIFFS
May 2019

PSTN Lines (Business)	Installation/ One Off Charges £	Monthly Rental £	Notes
Installation / One Off Charges/ Monthly Rental			
Business Line Connection	99.00 per line	16.71 per line	
Business Line Convert from Digital Standard/ System	90.00 per line	16.71 per line	
Remote Call Forwarding Connection	50.00 per circuit	25.78 per circuit	4
Business Line Renumber	35.00 per circuit	-	
Smart Divert Set Up	6.00 per circuit	4.34 per circuit	
Smart Divert with Bypass Number Set Up	6.00 per circuit	7.00 per circuit	
Temporary Call Divert	6.00 per circuit	-	
Admin Controlled Call Diversion	6.00 per circuit	-	
Redcare Block Terminal	6.00 per line	-	
Business Line Transfer	- per line	16.71 per line	
Convert Business Line to Main Auxillary Line	12.00 per line	16.71 per line	
Restart Stopped Business Line	99.00 per line	16.71 per line	
Monthly Rental Charges			
Anonymous Call Rejection		2.18 per circuit	
Call Barring (Incoming and Outgoing)		2.18 per circuit	
Call Diversion		2.18 per circuit	
Call Minder		2.50 per circuit	
Call Sign		2.18 per circuit	
Call Waiting		2.18 per circuit	
Called Party Answer		2.18 per circuit	
Caller Display		2.18 per circuit	
Reminder Call		2.18 per circuit	
Ring Back		2.18 per circuit	
Three Way Calling		2.18 per circuit	
Wholesale 1571		2.18 per circuit	
Monthly Maintenance Care Levels			
Level 2.5		FOC per line	12
Level 3 (PSTN & ISDN2)		3.30 per line	12
Level 4 (PSTN & ISDN2)		4.30 per line	12
If an order is cancelled once submitted, cancellation charges will apply - see cancellation section below			
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ISDN2 Lines (Digital System/ Standard)	Installation/ One Off Charges £	Monthly Rental £	
Installation / One Off Charges/ Monthly Rental			
Digital System/ Standard Connection	249.00 per line	36.92 per line	
Digital System/ Standard Conversion from PSTN	204.00 per line	36.92 per line	
DDI Caller Redirect Connection	315.00 per installation	13.33 per 10 DDI range	7
DDI Planning Charge	100.00 per installation	-	5
DDI Set up	1.00 per DDI	0.40 per number	
Presentation Number Connection	60.00 per number	2.97 per number	
Multiple Subscriber Number (MSN) Connection	20.00 per number	0.80 per number	
Per Occasion Renumber Charge	50.00 per occasion	-	6
Per Number Renumber Charge	15.00 per number	-	6
Digital System/ Standard Transfer	- per line	36.92 per line	
Digital Standard Convert from Digital System	11.30 per line	36.92 per line	
Monthly Rental Charges			
CLI Presentation		2.75 per circuit	
CLI Restriction		- per circuit	
Connected Line ID Presentation		2.75 per circuit	
Connected Line ID Restriction		- per circuit	
Incoming Calls Barred		2.75 per circuit	
Outgoing Calls Barred		2.75 per circuit	
Admin Call Forward All Types		2.75 per circuit	
Customer Controlled Call Forward		2.75 per circuit	

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Monthly Maintenance Charges			
Level 2		FOC per line	12
Level 3 (PSTN & ISDN2)		3.30 per line	12
Level 4 (PSTN & ISDN2)		4.30 per line	12
If an order is cancelled once submitted, cancellation charges will apply - see cancellation section below			

ISDN30 Lines	Installation/ One Off Charges £	Monthly Rental £	
Installation / One Off Charges/ Monthly Rental			
Connection 1 - 15 Channels (Minimum 8 Channels)	125.00 per channel	19.54 per channel	
Connection 16+ Channels	30.00 per channel	19.54 per channel	
DDI Caller Redirect Connection	315.00 per installation	13.33 per 10 DDI range	
DDI Planning Charge	100.00 per installation	-	5
DDI Set up	1.00 per DDI	0.40 per number	
Transfer	- per bearer	19.54 per channel	
Presentation Number Connection	60.00 per number	2.97 per number	
DASS Conversion to ISDN30e per channel	15.00 per channel	19.54 per channel	
Reconfiguration Charge 0 - 15 channels	60.00 per circuit		8
Reconfiguration Charge 16 - 30 channels	120.00 per circuit		8
Reconfiguration Charge 31 - 60 channels	180.00 per circuit		8
Monthly Rental Charges			
CLI Presentation		2.75 per circuit	
CLI Restriction		- per circuit	
Connected Line ID Presentation		2.75 per circuit	
Connected Line ID Restriction		- per circuit	
Incoming Calls Barred		2.75 per circuit	
Outgoing Calls Barred		2.75 per circuit	
Customer Controlled Call Forward		2.75 per circuit	
Site Assurance ISDN30 Rental		2.50 per channel	
Monthly Maintenance Charges			
Level 2		FOC per line	12
Level 3 (ISDN30)		2.40 per channel	12
Level 4 (ISDN30)		2.80 per channel	12
If an order is cancelled once submitted, cancellation charges will apply - see cancellation section below			

Inbound Services			
Installation / One Off Charges			
Please see MyInbound Current Pricing			
Monthly Rental Charges			
Non Geographic Number Rental		7.58 per number	9

Cancellation Charges			
PSTN			
cancelling a New Supply Order at any time or day prior to 4pm on the day before the Customer Required Date	21.46 per line		10
cancelling a New Supply Order at any time or day after 4pm on the day before the Customer Required Date	99.00 per line		10
cancelling a Transfer Order at any time or day prior to 4pm on the day before the Customer Required Date	18.43 per line		10
cancelling a Transfer Order at any time or day after 4pm on the day before the Customer Required Date	18.43 per line		10
ISDN2			
cancelling a New Supply Order at any time or day prior to 4pm on the day before the Customer Required Date	21.46 per line		10
cancelling a New Supply Order at any time or day after 4pm on the day before the Customer Required Date	249.00 per line		10
cancelling a Transfer Order at any time or day prior to 4pm on the day before the Customer Required Date	21.46 per line		10
cancelling a Transfer Order at any time or day after 4pm on the day before the Customer Required Date	21.46 per line		10

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ISDN30			
Clear working days prior to Customer Confirmed Date (CCD) , not including Bank Holidays or Weekends			
Clear Working Days	Cancellation Charge		
1 or less	90% of total installation cost		11a
2 - 4 days	75% of total installation cost		11a
5 - 6 days	60% of total installation cost		11a
7 - 14 days	30% of total installation cost		11a
15 or more	0% of total installation cost		11a
If circuit not installed within 25 working days after CCD			
ISDN30 Cancellation Charge (Up to 30 Channels)	3,150.00 per line		11b
ISDN30 Cancellation Charge (31 - 60 Channels)	4,500.00 per line		11b
ISDN30 Cancellation Charge (61+ Channels)	5,400.00 per line		11b
Fault reporting Bolt Ons, Expedite and Callout charges including Provisions and Rearrangement Work			
Early Morning/ Evening Appointment One Off Charge			
Early Morning 7am to 8am Monday to Friday (excluding Public Bank Holidays)	15.00 per occasion		
Evening 6pm to 9pm (excluding Public Bank Holidays)	15.00 per occasion		
Multi Level Expedite One Off Charge			
Expedite Repair from Level 2 to Level 3 (not including ISDN30)	550.00 per occasion		
Expedite Repair from Level 2 to Level 4 (not including ISDN30)	700.00 per occasion		
Expedite Repair from Level 3 to Level 4 (not including ISDN30)	200.00 per occasion		
Expedite Repair from Level 3 to Level 4 (ISDN30 only)	1,050.00 per occasion		
Repair of faults where fault is found not be with any BT Openreach service, Provision & Rearrangement Work			
This could be a fault with customer equipment or extension wiring after the network terminating equipment			
Site Visit (Normal Hours) This is the minimum chargeable	138.00 callout (inc first hour)		
	69.00 per hour (or part thereof)		
Site Visit (Out of hours excluding Sundays)	173.00 callout (inc first hour)		
	103.00 per hour (or part thereof)		
Site Visit (Sundays and Bank Holidays)	207.00 callout (inc first hour)		
	137.00 per hour (or part thereof)		
Miscellaneous Charges			
Installation / One Off Charges			
Administration Reconnection Fee	75.00 per line		
Internal Line Shift Per Call Out	99.00 per call out		
Internal Line Shift Per Line Shifted	100.00 per line		
Caller Redirect - One Month	14.00 per line		
Site Survey Non Served Premises - New Build or Refurbished Premises	312.50 per site survey		
Site Survey Non Served Premises inc Site Supplement for Short Duration line	607.00 per site survey		
More Focused Appointment (All Lines except Business Analogue)	45.00 per line		13
More Focused Appointment (Premium Analogue Lines Only)	16.50 per line		13
Allowable change to order *	21.25 per line		15
Abortive Visit Charge	108.00 per call out		
Number Selection Charge	13.50 per circuit		
*Includes date change requests made after Openreach have confirmed the date for a new install, transfer or any other scheduled work.			
Monthly Rental Charges			
Itemised Billing	5.00 per invoice		
Main Directory Entry - S/bold	79.20 per entry		
Phonebook - Bold	40.75 per entry		
Phonebook - Ordinary	20.70 per entry		
Anonymous Call Rejection	3.50 per line		
Caller Redirect Monthly	10.00 per circuit		
Choose to Refuse	3.35 per line		
Network Call Performance (Raw Call Data)	5.00 per line		14

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Notes

- 1 All prices are shown in UK £ and exclusive of VAT.
- 2 All prices are reviewed and updated if necessary on a monthly basis.
- 3 The above list of tariffs is not comprehensive, other tariffs are available upon request
- 4 Remote Call Forwarding
The rental and connection charges for Remote Call Forwarding are in addition to all forwarded call charges at the appropriate dialled
- 5 DDI Planning Charge
Planning Charges apply to changes to numbers at an installation, per DDI Installation. This charge also applies to changes to any single
- 6 Renumber Charge
Per Number Renumber Charge is in addition to the Per Occasion Renumber charge
- 7 DDI Caller Redirect Rental
Rental is per consecutive 10 DDI block. i.e should a customer have 100 DDI, then 10 x DDI Caller Redirect charges will apply
- 8 Reconfiguration
Reconfiguration is used to change the attributes of channels already installed.
- 9 Non Geographic Number Rental
Inbound number rental charge applies when other services with DNS have been ceased
- 10 PSTN / ISDN 2 cancellation Charges
Only applicable to orders via the EMP interface (WLR3)
- 11 ISDN 30 Cancellation Charges
 - a The cancellation charge is expressed as a percentage of the total connection charge including the new installation charge and individual
A customer is permitted 3 changes to a Customer Confirmed Date (CCD), but only prior to the installation of the bearer. If the bearer
 - b If the Customer requests a delay or suspension and the CCD has already been reached, the Customer will be given 25 days to take up
- 12 Maintenance Options

Level 2 - Engineering cover 8am to 6pm Monday to Saturday excluding Public Bank Holidays	SLA
Level 3 - Engineering cover 7am to 9pm Monday to Friday, 8am to 6pm Saturday & Sunday	Fix by EoNWD
including Public Bank Holidays	Fix by EoNHWD
Level 4 - 6 Hour Repair 24/7	
- 13 More Focused Appointments:
Late Morning - 10am to 12am - Monday to Friday exc Public and Bank Holidays
Early Afternoon - 2pm to 4pm - Monday to Friday exc Public and Bank Holidays
- 14 Network Call Performance (Raw Call Data)
Only available on WLR3 lines
- 15 Officially known as WLR Amend, can be used to re-arrange appointments where appointment slots are available or reschedule non-

Toll Fraud

A Toll Fraud could cost your business many £000s. It is essential that your business has security procedures in place to protect itself.

Please call Datasharp if you would like help to minimise the risk to your business.

Inflation

As per our current standard terms and conditions for the provision of telephony services, Datasharp may annually increase the cost of providing our services by the current rate of inflation. For the purposes of notification, inflation is 2.1%* as of December 2018

*Inflation Source: CPI (Consumer Prices Index), Office for National Statistics calculated December 2018