

| All Select Services (for ISDN & Analogue)                  |                   | Class Pricing  |   |  |
|--|-------------------|----------------|---|--|
| Description  | Connection Charge | Monthly Charge | Notes   |  |
| <b>DIVERSIONS</b>  |                   |                |   |  |
| Admin Controlled Call Diversion                            | £23.10            |                | Analogue lines only - replaces Temp Call Divert applied by Class on lines at short notice |  |
| Call Diversion   |                   | £4.25          |   |  |
| Diversion on engaged                                       |                   | £4.75          |   |  |
| ISDN - Smart Divert  |                   | £5.50          | ISDN Lines only   |  |
| ISDN30 DASS Admin Provided Basic Diversion                 |                   | £4.75          |   |  |
| ISDN30 DASS Admin Provided Diversion on engaged/failure    |                   | £4.75          |   |  |
| ISDN2 Admin Provided Diversion on No Reply                 |                   | £4.75          |   |  |
| ISDN30e Admin Control Basic Diversion Voice Only           |                   | £4.75          |   |  |
| ISDN2 Admin Provided Basic Diversion                       |                   | £4.75          |   |  |
| ISDN30 DASS Admin Provided Diversion on No Reply           |                   | £4.75          |   |  |
| ISDN2 Admin Provided Diversion on Engaged/Failure          |                   | £4.75          |   |  |
| <b>CALL FORWARDING</b>                                     |                   |                |   |  |
| Call forwarding when busy                                  |                   | £4.10          |   |  |
| Call forwarding unconditional                              |                   | £4.10          |   |  |
| Remote Call Forwarding                                     | £50.00            | £32.50         |   |  |
| Caller Redirect  |                   | £26.25         |   |  |
| DDI Caller Redirect  | £315.00           | £18.95         |   |  |
| ISDN30e Call Forward on busy                               |                   | £4.75          |   |  |
| ISDN30e Call Forward on no reply                           |                   | £4.75          |   |  |
| ISDN30e Call Forward Unconditional                         |                   | £4.75          |   |  |
| <b>ANSWERING SERVICES</b>                                  |                   |                |   |  |
| Answering Service 1571                                     |                   | £1.95          | Analogue lines only. Personalised greeting is only available on the Call Minder products  |  |
| Call Minder  |                   | £4.50          |   |  |
| Call Minder 5 Mailboxes                                    |                   | £7.25          |   |  |
| Call Minder 5+2  |                   | £6.79          |   |  |
| Call Minder 5+4  |                   | £7.27          |   |  |
| Call Minder Extensions                                     |                   | £4.60          |   |  |
| <b>CALL BARRING</b>  |                   |                |   |  |
| Call Barring   |                   | £4.25          |   |  |
| Incoming Calls Barred (ICB)                                |                   | £5.25          |   |  |
| Outgoing Calls Barred (OCB)                                |                   | £5.25          |   |  |
| ISDN30 DASS Permanent incoming calls barred                |                   | £4.75          |   |  |
| ISDN30 DASS Permanent outgoing calls barred                |                   | £4.75          |   |  |
| ISDN2 Permanent incoming calls barred                      |                   | £4.75          |   |  |
| ISDN2 Permanent outgoing calls barred                      |                   | £4.75          |   |  |
| ISDN30e Selective outgoing call bar International          |                   | £4.75          |   |  |
| ISDN30e Selective outgoing call bar National/International |                   | £4.75          |   |  |
| ISDN30e Selective outgoing call bar Opp                    |                   | £4.75          |   |  |
| ISDN30 DASS Selective outgoing call barring                |                   | £4.75          |   |  |
| ISDN30e Selective outgoing call barring                    |                   | £4.75          |   |  |
| ISDN30e Admin control outgoing call barring                | £17.50            |                |   |  |
| ISDN30 DASS Customer controlled call barring               |                   | £4.50          |   |  |
| <b>NUMBER PRESENTATION/LINE IDENTITY</b>                   |                   |                |   |  |
| Analogue Presentation Number                               | 60.00             | £4.95          |   |  |
| ISDN30 DASS Calling Line Identity Presentation (CLIP)      |                   | £5.25          |   |  |
| ISDN30e Calling Line Identity Presentation (CLIP)          |                   | £5.25          |   |  |
| ISDN2 Calling Line Identity Presentation (CLIP)            |                   | £5.25          |   |  |
| ISDN30e Calling Line Identity Restriction (CLIR)           |                   | FREE           |   |  |
| ISDN2 Calling Line Identity Restriction (CLIR)             |                   | FREE           |   |  |
| ISDN30 DASS Calling Line Identity Restriction (CLIR)       |                   | FREE           |   |  |
| ISDN30 DASS Connected Line Identity Restriction (COLR)     |                   | FREE           |   |  |
| ISDN30e Connected line Identity Presentation (COLP)        |                   | £5.25          |   |  |
| ISDN2 Connected Line Identity Restriction (COLR)           |                   | FREE           |   |  |
| ISDN30 DASS Presentation Number                            | £60.00            | £4.95          |   |  |
| ISDN30e Presentation Number                                | £60.00            | £4.95          |   |  |
| <b>SERVICE LEVELS</b>                                      |                   |                |   |  |
| Analogue Premium Service Level 3                           |                   | £5.50          |   |  |
| Analogue Premium Service Level 4                           |                   | £7.50          |   |  |
| Analogue Basic Service Level 2                             |                   | £3.50          |   |  |
| Analogue Basic Service Level 3                             |                   | £5.50          |   |  |
| Analogue Premium Installation Charges                      | £112.00           |                |   |  |
| ISDN2 per 2 Channels Service Level 3                       |                   | £5.50          |   |  |
| ISDN2 per 2 Channels Service Level 4                       |                   | £7.50          |   |  |
| ISDN30 per Channel Service Level 3                         |                   | £3.25          |   |  |
| ISDN30 per Channel Service Level 4                         |                   | £4.95          |   |  |
| <b>BT PHONE BOOK CHARGES</b>                               |                   |                |   |  |
| BT Phone Book Ordinary Type                                |                   | 20.95          |   |  |
| BT Phone Book Special Entry - Bold type                    |                   | 20.95          |   |  |
| BT Phone Book - Main Directory - Bold                      |                   | 38.80          |   |  |
| BT Phone Book Bold   |                   | 21.50          |   |  |
| BT Phone Book Superbold                                    |                   | 43.00          |   |  |
| BT Phone Book each additional word ordinary type           |                   | 1.15           |   |  |
| BT Phone Book each additional word bold type               |                   | 2.45           |   |  |
| BT Phone Book each additional word superbold type          |                   | 2.45           |   |  |
| BT ALL Phone Books ordinary type                           |                   | 534.75         |   |  |
| BT ALL Phone Books bold                                    |                   | 1120.00        |   |  |
| BT ALL Phone Books superbold                               |                   | 1830.00        |   |  |
| BT ALL Phone Books each additional word ordinary type      |                   | 70.00          |   |  |
| BT ALL Phone Books each additional word bold type          |                   | 140.00         |   |  |
| BT ALL Phone Books each additional word superbold type     |                   | 140.00         |   |  |

| GENERAL SERVICES  |         |        |  |
|---|---------|--------|--|
| Three-Way Calling   |         | £4.25  |  |
| Anonymous Call Rejection                                  |         | £6.49  |  |
| Call Sign   |         | £4.10  |  |
| Call Waiting  |         | £4.10  |  |
| Call Waiting & Call Hold                                  |         | £4.75  |  |
| Called Party Answer                                       |         | £2.75  |  |
| Caller Display  |         | £0.00  |  |
| Choose To Refuse  |         | £6.85  |  |
| Reminder Call   |         | £4.75  |  |
| Ring Back   |         | £4.75  |  |
| Ring Back Inhibit   |         | FREE   |  |
| Withhold Number - all calls                               |         | FREE   |  |
| Telephone Number Change                                   | £40.00  |        |  |
| ISDN2 Connection Charge 2 Channels (1year contract)       | 320.00  |        |  |
| ISDN2 Connection Charge 2 Channels (3year contract)       | 160.00  |        |  |
| ISDN2 Conversion Charge 2 Channels (1year contract)       | 220.00  |        | Conversion from a standard line  |
| ISDN2 Conversion Charge 2 Channels (3year contract)       | 150.00  |        | Conversion from a standard line  |
| ISDN2 Multiple Subscriber Numbering 10 Number Group       | £20.00  | £8.30  |  |
| ISDN30 DASS Sub Addressing                                |         | £3.41  |  |
| ISDN30e Sub Addressing                                    |         | £3.41  |  |
| ISDN2 Sub Addressing                                      |         | £3.41  |  |
| ISDN2 Three-Way Calling                                   |         | £3.47  |  |
| ISDN30 DASS Anonymous Call Rejection                      | £90.00  | £5.36  | Connection fee only applies to ISDN lines, and can only be guaranteed for BT network calls |
| ISDN30e Anonymous Call Rejection                          | £90.00  | £5.36  | Connection fee only applies to ISDN lines, and can only be guaranteed for BT network calls |
| ISDN2 Anonymous Call Rejection                            | £90.00  | £5.36  | Connection fee only applies to ISDN lines, and can only be guaranteed for BT network calls |
| ISDN30e Call Deflection                                   |         | £4.07  |  |
| ISDN2 Call Deflection                                     |         | £4.07  |  |
| ISDN30 DASS Customer Controlled Channel Busy              |         | £3.41  |  |
| ISDN30 DASS Customer Controlled Diversion                 |         | £3.41  |  |
| ISDN DDI Caller Redirect                                  | £315.00 | £16.33 |  |
| ISDN30 DDI Number Connection Charge                       | £1.05   |        |  |
| ISDN30 DDI Range Connection Charge                        | £105.00 |        |  |
| ISDN30 DDI Rental   |         | £0.49  |  |
| ISDN2 DDI Number Connection Charge                        | £1.05   |        |  |
| ISDN2 DDI Range Connection Charge                         | £105.00 |        |  |
| ISDN2 DDI Rental  |         | £0.49  |  |
| SP Dig MSN Special Digits Required                        |         | £2.50  |  |
| ALL VISIT CHARGES   |         |        |  |
| Visit Charge - Normal Working Day                         | £130.00 |        |  |
| Visit Charge - Out of Hours (Mon-Sat)                     | £160.00 |        |  |
| Visit Charge - (Sundays & Bank Holidays)                  | £190.00 |        |  |
| Plus per hour Charge - Normal Working Day                 | £100.00 |        |  |
| Plus per hour Charge - Out of Hours (Mon-Sat)             | £160.00 |        |  |
| Plus per hour Charge - (Sundays & Bank Holidays)          | £240.00 |        |  |
| Supplementary Visit Charge - Out of Hours (Mon-Sat)       | £80.00  |        |  |
| Supplementary Visit Charge - (Sundays & Bank Holidays)    | £120.00 |        |  |
| Supplementary per hour Charge - Out of Hours (Mon-Sat)    | £80.00  |        |  |
| Supplementary per hour Charge - (Sundays & Bank Holidays) | £160.00 |        |  |
| Abortive Visit Charge                                     | £110.00 |        |  |
| Internal Shift Visit Charge                               | £110.00 |        |  |
| Internal Shift per hour Charge                            | £100.00 |        |  |
| External Shift  | £149.00 |        |  |
| WLR Cancelled Order (before 3pm)                          | £20.00  |        |  |
| Appointment Date Change                                   | £20.00  |        |  |
| ALL FAULTS  |         |        |  |
| Fault Visit   | £130.00 |        |  |
| Fault Visit Additional Hours                              | £100.00 |        |  |
| Fault Visit - Missed Appointment                          | £110.00 |        |  |
| Fault External Pack                                       | £17.13  |        |  |
| Fault Internal Pack                                       | £7.35   |        |  |
| ISDN Busy Out Line Fault                                  | FREE    |        |  |
| ALL INSTALLATIONS   |         |        |  |
| Analogue Premium Installation Charge                      | £112.00 |        |  |
| ISDN30 Install per Bearer                                 | £795.00 |        |  |
| ISDN30 Install per Channel                                | £5.00   |        |  |
| Install Visit - Additional Hours                          | £100.00 |        |  |
| Install Visit - Missed Appointment                        | £110.00 |        |  |