

All Select Services (for ISDN & Analogue)	Class Pricing		Notes
	Description	Connection Charge	
DIVERSIONS			
Admin Controlled Call Diversion	£23.10		Analogue lines only - replaces Temp Call Divert applied by Class on lines at short notice
Call Diversion		£3.30	
Diversion on engaged		£3.88	
ISDN - Smart Divert		£5.50	ISDN Lines only
Analogue - Smart Divert		FREE	This is included in Analogue Line Rental
Smart Divert Connection Charge		£7.20	
Smart Divert with By Pass number		£7.17	
ISDN30 DASS Admin Provided Basic Diversion		£3.88	
ISDN30 DASS Admin Provided Diversion on engaged/failure		£3.88	
ISDN2 Admin Provided Diversion on No Reply		£3.88	
ISDN30e Admin Control Basic Diversion Voice Only		£3.88	
ISDN2 Admin Provided Basic Diversion		£3.88	
ISDN30 DASS Admin Provided Diversion on No Reply		£3.88	
ISDN2 Admin Provided Diversion on Engaged/Failure		£3.88	
CALL FORWARDING			
Call forwarding when busy		£3.30	
Call forwarding unconditional		£3.30	
Remote Call Forwarding	£50.00	£29.16	
Caller Redirect		£16.20	
DDI Caller Redirect	£315.00	£16.48	
ISDN30e Call Forward on busy		£3.88	
ISDN30e Call Forward on no reply		£3.88	
ISDN30e Call Forward Unconditional		£3.88	
ANSWERING SERVICES			
Answering Service 1571		£1.50	Analogue lines only, Personalised greeting is only available on the Call Minder products
Call Minder		£3.69	
Call Minder 5 Mailboxes		£5.94	
Call Minder 5+2		£6.47	
Call Minder 5+4		£6.92	
Call Minder Extensions		£4.38	
CALL BARRING			
Call Barring		£3.45	
Incoming Calls Barred (ICB)		£3.88	
Outgoing Calls Barred (OCB)		£3.88	
ISDN30 DASS Permanent incoming calls barred		£3.88	
ISDN30 DASS Permanent outgoing calls barred		£3.88	
ISDN2 Permanent incoming calls barred		£3.88	
ISDN2 Permanent outgoing calls barred		£3.88	
ISDN30e Selective outgoing call bar International		£3.88	
ISDN30e Selective outgoing call bar National/International		£3.88	
ISDN30e Selective outgoing call bar Opp		£3.88	
ISDN30 DASS Selective outgoing call barring		£3.88	
ISDN30e Selective outgoing call barring		£3.88	
ISDN30e Admin control outgoing call barring	£13.00		
ISDN30 DASS Customer controlled call barring		£3.45	
NUMBER PRESENTATION/LINE IDENTITY			
Analogue Presentation Number	£60.00	£3.75	
ISDN30 DASS Calling Line Identity Presentation (CLIP)		£3.88	
ISDN30e Calling Line Identity Presentation (CLIP)		£3.88	
ISDN2 Calling Line Identity Presentation (CLIP)		£3.88	
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)		£3.88	
ISDN2 Connected Line Identity Restriction (COLR)		FREE	
ISDN30 DASS Presentation Number	£60.00	£3.88	
ISDN30e Presentation Number	£60.00	£3.88	
SERVICE LEVELS			
Analogue Premium Service Level 3		£4.40	
Analogue Premium Service Level 4		£5.90	
Analogue Basic Service Level 2		£1.95	
Analogue Basic Service Level 3		£3.33	
Analogue Premium Installation Charges	£112.00		
ISDN2 per 2 Channels Service Level 3		£4.40	
ISDN2 per 2 Channels Service Level 4		£5.00	
ISDN30 per Channel Service Level 3		£2.80	
ISDN30 per Channel Service Level 4		£4.00	
BT PHONE BOOK CHARGES			
BT Phone Book Ordinary Type		15.22	
BT Phone Book Special Entry - Bold type		15.00	
BT Phone Book - Main Directory - Bold		21.50	
BT Phone Book Bold		20.49	
BT Phone Book Superbold		40.99	
BT Phone Book each additional word ordinary type		1.07	
BT Phone Book each additional word bold type		2.29	
BT Phone Book each additional word superbold type		2.29	
BT ALL Phone Books ordinary type		509.29	
BT ALL Phone Books bold		1067.96	
BT ALL Phone Books superbold		1743.63	
BT ALL Phone Books each additional word ordinary type		66.67	
BT ALL Phone Books each additional word bold type		133.33	
BT ALL Phone Books each additional word superbold type		133.33	

GENERAL SERVICES			
Three-Way Calling		£3.30	
Anonymous Call Rejection		£6.18	
Call Sign		£3.30	
Call Waiting		£3.30	
Call Waiting & Call Hold		£3.88	
Called Party Answer		£2.50	
Caller Display		£3.30	
Choose To Refuse		£5.56	
Reminder Call		£3.30	
Ring Back		£3.30	
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	£7.90	
ISDN30 DASS Sub Addressing		£3.25	
ISDN30e Sub Addressing		£3.25	
ISDN2 Sub Addressing		£3.25	
ISDN2 Three-Way Calling		£3.30	
ISDN30 DASS Anonymous Call Rejection	£90.00	£5.10	Connection fee only applies to ISDN lines, not Analogue and can only be guaranteed to work for BT network calls
ISDN30e Anonymous Call Rejection	£90.00	£5.10	Connection fee only applies to ISDN lines, not Analogue and can only be guaranteed to work for BT network calls
ISDN2 Anonymous Call Rejection	£90.00	£5.10	Connection fee only applies to ISDN lines, not Analogue and can only be guaranteed to work for BT network calls
ISDN30e Call Deflection		£3.88	
ISDN2 Call Deflection		£3.88	
ISDN30 DASS Customer Controlled Channel Busy		£3.25	
ISDN30 DASS Customer Controlled Diversion		£3.25	
ISDN DDI Caller Redirect	£315.00	£15.55	
ISDN30 DDI Number Connection Charge	£1.05		
ISDN30 DDI Range Connection Charge	£105.00		
ISDN30 DDI Rental		£0.22	
ISDN2 DDI Number Connection Charge	£1.05		
ISDN2 DDI Range Connection Charge	£105.00		
ISDN2 DDI Rental		£0.22	
SP Dig MSN Special Digits Required		£1.75	
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		