

Standard Voice Lines

1. Service description

A telephone line is installed in the customer premises, which is capable of incoming and outgoing calls.

Three call packages are available. For call charges, please see the call charges section of the price manual

These calls are;

- Subject to a set up charge per call
- Timed to the next whole minute
- Total call charges are to the next whole penny (Ex. VAT)

For new installations the lead-time is 6 working days for business customers, from acceptance of application.

2. Charging structure

		Connection Charge	Annual Rental	Annual Rental (from 01/01/2026)
		Ex VAT	Ex VAT	Ex VAT
Business Basic Line Only	Direct Debit		£264.00	£294.00
	Non-Direct Debit		£276.00	£306.00
Business Basic Plus, Line Only	Direct Debit	£144.00	£312.00	£342.00
	Non-Direct Debit		£324.00	£354.00
Business Essential, Line Only	Direct Debit		£324.00	£354.00
	Non-Direct Debit		£336.00	£366.00
Connection by 12 monthly instalments	Any payment method	£12.00pm	N/A	N/A

	Connection Charge	Annual Rental
	Ex VAT	Ex VAT
Conversion from Business Superway to Standard Voice	£68.00	One of above
Conversion from ISDN2 / 2e to Standard Voice	£68.00	One of above
Installations Taken Over (no alterations) per line	£20.00	One of above
Ex-directory Rental per Exchange Line	£0.00	£0.00

Notes

1. In certain circumstances, where extensive new construction is required in order to provide a customer with telephone service, additional charges may apply.
2. The annual rental charge includes all network apparatus up to and including the Network Termination Point. An additional annual rental charge of £18.00 Ex. VAT (£21.60 Inc. VAT) (Business) will be raised where a basic telephone or a termination is provided.
3. All applications are subject to a credit check and a security deposit may be required. See separate Security Deposit booklet for further information.

4. The take-over charge is as stated above, provided that no additional work or visit is required. If additional work or a visit is required the customer will be charged the standard connection fee as shown above, and not the take-over fee.
5. When selecting Essential, the inclusive calls are not itemised on the customer's account.
6. Customers on a 12 month contract that terminate before the end of the contract are subject to the costs of the service for the remainder of the contract term.
7. In some areas telephony services may be provided over a fibre exchange line, rather than copper.
8. **We may increase charges at any time. If we do you will be able to cancel your agreement during the 30 day period after we announce the change and you won't have to pay any early termination fees.**