

HEY Business Charity Lines

Service Description

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

There is choice of two products tariffs for charity customers. In order to be eligible to take this service, you may be asked to provide evidence of your registered Charity number or status.

Charging Structure

There are two options for charity customers for an analogue voice line:

Basic Charity package:

Line rental at £14.00 per month paid by Direct Debit plus pay as you go call charges.

The service level fix time for this product is two working days.

01/04/2019		Connection Charge	Annual Rental	Annual Rental (from 01/10/24)
		Ex VAT	Ex VAT	Ex VAT
Charity line package 1	Direct Debit	£51.00	£132.00	£168.00
	Paid by invoice	£51.00	£144.00	£180.00
Installations taken over (with no alterations)		£20.00	One of above	N/A
Installation taken over (with no alterations) (EYE)		£0.00	One of above	N/A
Installation of new line (EYE)		£0.00	One of above	N/A

Essential Charity package:

This package costs £24 per month paid by Direct Debit and includes line rental and all local calls, national calls and mobile calls. Call Charges to other number categories will be for the same as those outlined in normal business rates [See charges here](#)

The service level fix time for this product is one working day

01/04/2019		Connection Charge	Annual Rental	Annual Rental (from 01/10/24)
		Ex VAT	Ex VAT	Ex VAT
Charity line essential package	Direct Debit	£51.00	£240.00	£288.00
	Paid by invoice	£51.00	£252.00	£300.00
Installations taken over (with no alterations)		£20.00	One of above	N/A

Installation taken over (with no alterations) (EYE)	£0.00	One of above	N/A
Installation of new line (EYE)	£0.00	One of above	N/A

Call charges

For charity customers taking the Basic Charity package, standard call charges are set out below. All other call charges will be charged at the normal business rates [See charges here](#)

	Pence per minute (anytime)	Set-up fees per call (anytime)
	Ex VAT	Ex VAT
Local	5	5
National	10	20
Mobile	9-22	20

Notes

In certain circumstances, where extensive new construction is required to provide a customer with telephone service, additional charges may apply.

The annual rental charge includes all network apparatus up to and including the Network Termination Point.

All applications are subject to a credit check and a security deposit may be required. See separate Security Deposit booklet for further information.

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.

Customers wishing to operate under charity status are no longer able to submit orders for residential analogue lines.

Customers wishing to operate under charity status must show proof of their charitable status and be registered with the appropriate government body.

Customers wishing to operate under charity status are no longer able to submit orders for residential broadband services.

Any other service required will be charged as per business customer charges

Minimum contract term for both options is 12 months

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.