



### Line rental & installations

Number selection & DDIs	One off payment	Monthly rental
Change of telephone number (re-number)	£19.95	
Number selection (at point of order)	£10.00	
DDI planning charge	£100.00	
DDI (supplied in blocks of 10 numbers)	£1.00	£0.40
DDI re-number connection charge	£1.00	
Single number DDI	£1.00	£0.40
Single number DDI re-number connection charge		
Multiple subscriber number (MSN) (ISDN2e Standard)	£20.00	£1.00
MSN reconfiguration charge	£20.00	

Cancellation charges	One off payment
Cancellation of analogue or ISDN2e order prior to 4pm day before live date	£20.00
Cancellation of analogue or ISDN2e order after 4pm day before live date	Full Charge
ISDN30 cancellations (% of full install charge based on notice prior to confirmed install date)	
1 day or less	90%
2 - 4 days	75%
5 - 6 days	60%
7 - 14 days	30%
15 days or more	0%

ISDN30 options	One off payment	Monthly rental
Additional Channels (per channel, added after install)	£10.00	
Reconfiguration (based on installation size for changes to channel or DDIs after install)		
0 to 15 channels	£60.00	
16 to 30 channels	£120.00	
31 to 60 channels	£180.00	
61 channels or more	£240.00	
Standby power options (all supply power for up to 5 hours)		
Option 1 A - 4 x 2 and 1 x 2 integral batteries	£95.00	
Option 1 B - 16 x 2 battery pack and 1 x 2 SDH access	£190.00	
Option 2 - Standalone battery	£495.00	£35.00

Business continuity options	One off payment	Monthly rental
Site assurance option 1 [Per channel, all channels must be included – Diverts to single number]		£3.00
Site assurance option 2 (diversion to a second circuit)		£10.00
Out of area - per 2M Bit/s Bearer - fixed monthly rental		£35.00
Out of area - per 2M Bit/s Bearer - per KM charge		£12.00
Alternative routing - 2 routes to same exchange	Subject to survey	
Diverse routing - connection to a second exchange	Subject to survey	
DDI dual parenting per DDI range	£995.00	£50.00

## Engineering & maintenance

Service care levels by line type	Service Level 1	Service Level 2	Service Level 3	Service Level 4
Rental charge per month	End of next working day + 1 working day, Monday to Friday	End of next working day, Monday to Saturday	End of next half working day, Monday to Sunday	6 hour SLA - all times
Single analogue line	Included in line rental	£3.20	£4.90	£6.10
Multi-analogue (per line)	N/A	Included in line rental	£4.90	£6.10
ISDN2e (standard or system per line)	N/A	Included in line rental	£4.90	£6.10
ISDN30e (per channel)	N/A	Included in line rental	£3.00	£4.30

Flexible appointments		One off payment
Mon-Fri 7am to 8am or 6pm to 9pm		£30.00
Mon-Fri 10am to 12am or 2pm to 4pm ( <b>more focused appointment</b> )		£60.00
Saturday 8am to 1pm or 1pm to 6pm		£30.00
Fault care level expedites Must be placed at point of logging fault	Level 1 to Level 2	£99.00
	Level 1 to Level 3	£675.00
	Level 1 to Level 4	£825.00
	Level 2 to Level 3	£575.00
	Level 2 to Level 4 (excluding ISDN30)	£725.00
	Level 3 to Level 4	£195.00
	Level 3 to Level 4 (ISDN30)	£1,100.00

Engineering charges		One off payment
Standard chargeable visit (includes up to 1 hour's work)	Normal working day	£149.00
To repair faults, rearrange services or complete internal or external shifts outside of the standard terms of service	Other times apart from Sundays/Bank Holidays	£199.00
	Sundays and public/Bank Holidays	£249.00
Additional hours (or part thereof)	Normal working day	£79.00
	Other times apart from Sundays/Bank Holidays	£119.00
	Sundays and public/Bank Holidays	£149.00
Supplementary charges (per hour or part thereof)	Normal working day	N/A
	Other times apart from Sundays/Bank Holidays	£39.00

	Sundays and public/ Bank Holidays		£69.00	
<b>Engineering &amp; maintenance</b>				
<b>Engineering charges</b>		<b>One off payment</b>		
Supplementary fixed charges (per visit)	Normal working day	N/A		
To carry out work outside normal working hours, where work during normal hours is included within the normal fixed price	Other times apart from Sundays/Bank Holidays	£39.00		
	Sundays and public/ Bank Holidays	£69.00		
Abortive visit charge	Per engineer, per visit or call out	£99.00		
Named engineer (for installation orders)	Normal working day (am availability only)	£79.00		
Internal Pack (for internal work at a normal premises)		£10.00		
External Pack (for external work at a normal premises)		£20.00		
Data ext kit (associated with broadband health-check)		£10.00		
SSFP NTE2000 (broadband front plate)		£8.00		
Broadband micro filter		£7.00		
NTE8 (for ISDN2 use)		£20.00		
Block terminal 92A (for Redcare use)		£3.00		
<b>Excess construction charges</b>		<b>One off payment</b>		
Survey fee/planning charge		£299.00		
Only charged if excess construction charges are accepted				
All other excess construction charges		Price subject to survey		







Network features	Description	Connection	Analogue	ISDN2e	ISDN30e
Call handling options	Anonymous Call Rejection - Single Line	-	£4.10	n/a	n/a
	Anonymous Call Rejection - Multi Line	£99.00	£4.10	n/a	n/a
	Anonymous Call Rejection - ISDN	£99.00	n/a	£4.10	£4.10
	Smart Divert	£8.00	£7.30	£7.30	£7.30
	Smart Divert with Bypass Number	£8.00	£4.10	£4.10	£4.10
	Temporary Call Divert (use anytime) (per number)	£5.00	-	-	-
	Temporary Call Divert (use during fault repair) (per number)	-	-	-	-
	Temporary Out of Service (per billing number)	£10.00	-	-	-
	Call Diversion - by admin control	£5.00	-	-	-
	Change of Divert to Number	£3.00	-	-	-

Terms and Conditions apply including commitment to Monthly Minimum Call Spend for discounted line installs. Full Terms & Conditions available at [www.daisygroup.com/terms-and-conditions](http://www.daisygroup.com/terms-and-conditions). All prices exclude VAT. E-billing and payment by direct debit only. Pricing correct as from **1st October 2017**.