



Line Rental  
Tariff Book  
May 2010

# PSTN

Tariff Name to be used on orders	BT10	BT15
<b>PSTN LINE CONNECTION CHARGES</b>		
Residential PSTN Line New Connection	£99.00	£99.00
Business PSTN Line New Connection	£99.00	£99.00
PSTN Main Aux Line New Connection	£99.00	£99.00
PSTN Aux Line New Connection	£99.00	£99.00
<b>PSTN LINE RENTALS</b>		
Business PSTN Line Rental	£12.35	£11.66
Residential Line	£12.35	£11.66
PSTN Main Aux Line Rental	£12.35	£11.66
PSTN Aux Line Rental	£12.35	£11.66
<b>PSTN FEATURE CONNECTION CHARGES</b>		
Remote Call Forwarding	£30.00	£30.00
Change of Divert to Number	£5.00	£5.00
Incoming Calls Barred (per line)	£4.90	£4.90
Smart Divert	£4.90	£4.90
Smart Divert with Bypass Number	£4.90	£4.90
PSTN Presentation Number	£25.00	£25.00
Temporary Call Divert (Fault use only)	£4.90	£4.90
Admin Controlled Call Diversion	£4.90	£4.90
Anonymous Call Rejection - Connection (Multiline and ISDN)	£75.00	£75.00
<b>PSTN FEATURE RENTALS</b>		
Remote Call Forwarding	£7.00	£7.00
Caller Display	£1.58	£1.49
Reminder Call	£1.58	£1.49
Call Waiting	£1.58	£1.49
Call Minder - Standard	£2.13	£2.13
Call Minder - Extensions (3+6)	£2.55	£2.55
Call Minder - Premier (5 Mailboxes)	£3.40	£3.40
Call Minder - Premier + 2 Mailboxes	£3.69	£3.69
Call Minder - Premier + 4 Mailboxes	£3.97	£3.97
Wholesale 1571	£0.85	£0.85
Three-Way Calling	£1.58	£1.49
Call Diversion	£1.58	£1.49
Anonymous Call Rejection PSTN Rental	£1.58	£1.49
Choose to Refuse	£3.02	£2.85
Smart Divert	£3.83	£3.61
Smart Divert with Bypass Number	£5.70	£5.38
Call Sign	£1.58	£1.49
Outgoing Calls Barred (Int + PRS)	£1.58	£1.49
Outgoing Calls Barred (PRS)	£1.58	£1.49
Incoming Calls Barred	£1.58	£1.49
Customer Controlled Call Barring	£1.58	£1.49
PSTN Presentation Number	£1.50	£1.50
<b>ONE-OFF CHARGES</b>		
Renumber - PSTN	£10.00	£10.00
<b>NUMBERING (One-off charges)</b>		
Caller Redirect - per number Monthly Rental (minimum period 3 months)	£6.50	£6.50

<b>ISDN2</b>		
Tariff Name to be used on orders	<b>BT10</b>	<b>BT15</b>
<b>DIGITAL LINE CONNECTION CHARGES</b>		
Digital Standard New Connection	£244.63	£244.63
Digital System Connection (per x 2 channels)	£244.63	£244.63
<b>ISDN2 LINE RENTAL</b>		
Digital Standard Rental	£27.90	£26.35
Digital System Rental (per x2 Channels)	£27.90	£26.35
Digital Business Rental	£27.90	£26.35
<b>ISDN2 FEATURE CONNECTION CHARGES</b>		
MSN Connection Charge	£16.20	£16.20
ISDN Presentation Number	£50.00	£50.00
<b>ISDN2 DDI CONNECTION CHARGES</b>		
ISDN2 DDI connection charge <b>PLUS</b>	£81.00	£81.00
ISDN2 DDI connection charge (per DDI)	£0.81	£0.81
DDI Caller Redirect - connection	£200.00	£200.00
<b>(Connection charge is charged as a one off fee when ordering any number of DDI's or SNDDI's)</b>		
<b>ISDN2 FEATURES RENTAL</b>		
ISDN2 DDI Rental (per DDI number)	£0.37	£0.37
ISDN2 SNDDI Rental	£0.37	£0.37
ISDN2 Caller Line Identity Presentation (CLIP)	£1.94	£1.83
ISDN2 Connected Line Presentation (COLP)	£1.94	£1.83
ISDN2 Sub Addressing (20 Octet)	£1.94	£1.83
ISDN2 Permanent Incoming Call Barring (ICB)	£1.94	£1.83
ISDN2 Customer Controlled Call Forwarding	£1.94	£1.83
ISDN2 Admin. Provided Call Forwarding - Unconditional	£1.94	£1.83
ISDN2 Admin. Provided Call Forwarding - On Engaged	£1.94	£1.83
ISDN2 Admin. Provided Call Forwarding - On No Reply	£1.94	£1.83
ISDN2 Call Deflection	£1.94	£1.83
ISDN2 Call Waiting / Call Hold	£1.94	£1.83
MSN Rental per number	£0.65	£0.61
ISDN Presentation Number	£2.31	£2.18
Caller Redirect (Main Number)	£6.00	£6.00
DDI Caller Redirect - rental per 10 DDI block	£10.00	£10.00
Anonymous Call Rejection ISDN Rental	£3.60	£3.40
ISDN2 Permanent OCB	£1.94	£1.83
ISDN2 SOCB - All Calls	£1.94	£1.83
ISDN2 SOCB - Int + PRS Calls	£1.94	£1.83
ISDN2 SOCB - Nat + Int Calls	£1.94	£1.83
ISDN2 SOCB - Operator Calls	£1.94	£1.83
ISDN2 SOCB - Int + Operator + PRS Calls	£1.94	£1.83

<b>ISDN2 CONVERSIONS</b>	<b>Cost</b>
PSTN Single Line to Digital Standard Conversion on Transfer	£212.88
PSTN Single Line to Digital System (per x 2 channels) Conversion on Transfer	£212.88
Multi Aux Line to Digital Standard Conversion on Transfer	£212.88
Multi Aux Line to Digital System (per x 2 channels) Conversion on Transfer	£212.88
Digital Business to Digital Standard Conversion on Transfer	£212.88
Digital Business to Digital System (per x 2 channels) Conversion on Transfer	£212.88
Digital Home to Digital Standard Conversion on Transfer	£212.88
Digital Home to Digital System (per x 2 channels) Conversion on Transfer	£212.88
Digital Standard to Digital System (per x 2 channels) Conversion on Transfer	£23.73
Digital System to Digital Standard Conversion on Transfer	£23.73
ISDN2 DASS to Digital Standard Conversion on Transfer	£64.37
ISDN2 DASS to Digital System Conversion on Transfer (per x 2 channels)	£64.37
ISDN2 to PSTN Single Line	£73.50
<b>ISDN2 CONVERSION CHARGES</b>	
PSTN Single Line to Digital Standard Conversion	£201.01
PSTN Single Line to Digital System Conversion (per x 2 channels)	£201.01
Multi Aux Line to Digital Standard Conversion	£201.01
Multi Aux Line to Digital System Conversion (per x 2 channels)	£201.01
Digital Standard to Digital System Conversion (per x 2 channels)	£11.87
Digital System to Digital Standard Conversion	£11.87
Digital Business to Digital Standard Conversion	£201.01
Digital Business to Digital System Conversion (per x 2 channels)	£201.01
Digital Home to Digital Standard Conversion	£201.01
Digital Home to Digital System Conversion (per x 2 channels)	£201.01
<b>ONE-OFF CHARGES</b>	
Renumber - ISDN per number	£10.50
Renumber - ISDN per MSN Number	£10.50
<b>Please note the Digital Home and Business products were discontinued as of 31/07/2007</b>	

<b>ISDN30</b>		
Tariff Name to be used on orders	<b>BT10</b>	<b>BT15</b>
<b>ISDN30 CHANNELS RENTAL</b>		
ISDN30 Rental (per channel)	£13.67	£12.91
<b>ISDN30 DDI RENTAL</b>		
ISDN30 Rental per DDI Number	£0.33	£0.31
ISDN30 Rental per SNDDI	£0.33	£0.31
<b>ISDN30 NEW CONNECTIONS CHARGES</b>		
ISDN30 New Connection Charge	£577.50	£577.50
ISDN30 New Connection Charge per Channel (First 15 channels each)	£31.50	£31.50
ISDN30 New Connection Charge Per Channel (Each subsequent channel)	£31.50	£31.50
<b>ISDN30 ADDITIONAL CHANNELS ON EXISTING BEARER</b>		
ISDN30 Connection Charge per Channel	£31.50	£31.50
ISDN30 Connection Charge per Block of 2 (Existing Bearer)	£63.00	£63.00
<b>ISDN30 RECONFIGURATION CHARGES</b>		
ISDN30 Reconfiguration Charges Installation Size 0-15 Channels	£52.50	£52.50
ISDN30 Reconfiguration Charges Installation Size 16-30 Channels	£105.00	£105.00
ISDN30 Reconfiguration Charges Installation Size 31-60 Channels	£157.50	£157.50
ISDN30 Reconfiguration Charges Installation Size 61 and over Channels	£210.00	£210.00
<b>ISDN30 DDI CONNECTION</b>		
ISDN30 Planning Charge per DDI Installation	£81.00	£81.00
ISDN30 Connection per DDI Number	£0.81	£0.81
ISDN30 Connection per SNDDI Number	£0.81	£0.81
(Connection charge is charged as a one off fee when ordering any number of DDI's or SNDDI's)		
<b>ISDN30 FEATURES RENTAL PER MONTH</b>		
ISDN30 Calling Line Identity Presentation	£1.94	£1.83
ISDN30 Connected Line Identity Presentation	£1.94	£1.83
ISDN30 Sub Addressing	£1.94	£1.83
ISDN30 Call Deflection	£1.94	£1.83
ISDN30 Customer Controlled Call Forwarding	£1.94	£1.83
ISDN30 Admin Call Forwarding - Unconditional	£1.94	£1.83
ISDN30 Admin Call Forwarding - On Busy	£1.94	£1.83
ISDN30 Admin Call Forwarding - No Reply	£1.94	£1.83
ISDN30 DASS Customer Controlled Call Barring	£1.94	£1.83
ISDN30 DASS Customer Controlled Channel Busying	£1.94	£1.83
ISDN30 DASS Admin Provided Diversion	£1.94	£1.83
ISDN30 DASS Customer Controlled Diversion	£1.94	£1.83
Caller Redirect (Main Number)	£6.00	£6.00
DDI Caller Redirect - rental per 10 DDI block	£10.00	£10.00
<b>BUSINESS CONTINUITY SERVICES PER MONTH</b>		
ISDN30 Site Assurance per Channel	£2.15	£2.15
<b>CONVERSION FROM ISDN30DASS TO ISDN30e</b>		
ISDN30Dass Conversion to ISDN30e per channel - Up to 60 channels	£10.50	£10.50
ISDN30Dass Conversion to ISDN30e - 61 channels +	£630.00	£630.00
<b>CONVERSIONS FROM PSTN/ISDN2 - NEW CONNECTION CHARGES APPLY</b>		

## ISDN30 Cancellation Information

### Cancellation prior to Customer Confirmed Date (CCD)

Cancellation charges will be raised if an order for Wholesale ISDN30 has been received from the customer and the order is subsequently cancelled before the Customer Confirmed Date (CCD).

The charges are calculated based upon the number of clear working days between the date the cancellation request is received by Nexus and the CCD.

The request needs to be made by email to Nexus

The cancellation charge is expressed as a percentage of the total connection charge including the new installation charge and individual channel connection charges as follows

Clear working days before CCD (Not including weekend and Bank Holidays)	Percentage of Connection Charge
1 or Less	90%
2 - 4	75%
5 - 6	60%
7 - 14	30%
15 or more	0%

The full cost of any additional work (e.g. ducting) that is separately identified on the survey and agreed by the Customer and which has been specifically incurred for the order by the time of the cancellation will be recovered in addition the cancellation charge.

## Common Orders

### DIRECTORY ENTRY CHARGES PER BOOK(Monthly Rental)

#### For each directory entry:

Per Book Additional Directory Entry - In Ordinary Type	£1.84
Per Book Additional Directory Entry - In Bold Type	£2.94
Per Book Additional Directory Entry - In Super Bold Type	£9.17

#### For each word:

Per Book Additional Word - In Ordinary Type	£0.55
Per Book Additional Word - In Bold Type	£1.10
Per Book Additional Word - In Super Bold Type	£1.10

### DIRECTORY ENTRY CHARGES ALL BOOKS (Monthly Rental)

#### For each directory entry:

All Books Additional Directory Entry - In Ordinary Type	£110.00
All Books Additional Directory Entry - In Bold Type	£220.00
All Books Additional Directory Entry - In Super Bold Type	£660.00

#### For each word:

All Books Additional Word - In Ordinary Type	£55.00
All Books Additional Word - In Bold Type	£110.00
All Books Additional Word - In Super Bold Type	£110.00

### NUMBERING (One-off charges)

Number Selection	POA
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### CHANGE OF ADDRESS

PSTN Single Line Change of Address	£99.00
PSTN Main Aux Change of Address	£99.00
PSTN Aux Line Change of Address	£99.00
Digital Standard Change of Address	£244.63
Digital System Change of Address (per x 2 channels)	£244.63
Digital Business Change of Address	£244.63
Digital Home Change of Address	£244.63

<b>NUISANCE CALLS SERVICE (One-off charges)</b>	<b>£150.00</b>

<b>Timescale Related Pricing</b>			
<b>I. REPAIR OF FAULTS</b>			
Where a reported fault is found to be on a Line Rental product or service which is covered by a maintenance (or rental agreement), BT will respond to repair the fault or replace the faulty equipment in accordance with the terms of the guarantee or agreement.			
<b>Timescale charges apply where:</b>			
1) BT agrees to carry out work at specific times which are not covered within the terms of the guarantee or agreement contract (eg during the evening or on a Sunday when the customer has a Standard Care maintenance agreement or earlier than within our standard timescales).			
2) The fault is found not to be with any BT service or equipment. In particular this covers the situation where no fault is found, or the fault is found to be on non-BT equipment, or is due to damage caused by someone at the customer's premises, or due to theft, loss or removal of equipment, or in the case of customer owned or rented equipment (but not BT's network) faults caused by damage by external or environmental factors (eg lightning, electrical surges or floods).			
Type of repair	Normal Working Day	All other times except Sundays/Holidays	Sundays and Holidays
<b>Call-outs to repair faults associated with ETSPSTN and ISDN2 products including any network, cabling, dropwire or underground feeds within a customer's curtilage up to and including the Network Terminating Point:</b>			
Per call out	£90.00	£115.00	£135.00
Per Hour (or Part)	£60.00	£90.00	£105.00
Minimum period charged	1hr	1hr	1hr
<b>Call-outs to repair reported faults in ETSWholesale ISDN30 services:</b>			
Per call out	£90.00	£115.00	£135.00
Per Hour (or Part)	£90.00	£135.00	£155.00
Minimum period charged	1hr	2hrs	2hrs
If the engineer is able to repair the fault by unplugging a piece of equipment or wiring with no further investigation, then the call-out charge only will apply. Otherwise the hourly rate will always apply			
<b>2. PROVISION AND REARRANGEMENT WORK</b>			
Timescale charges apply where a customer requests work to be carried out on site involving the provision or rearrangement of equipment, wiring, network or services, where:			
- No standard prices exist for this work.			
- The work is to be carried out outside the normal working day or earlier than within our standard timescales.			
Type of work	Normal Working Day	All other times except Sundays/Holidays	Sundays and Holidays
<b>Visits to install or rearrange network</b>			
Per visit	£90.00	£115.00	£135.00
Per Hour (or Part)	£60.00	£90.00	£105.00
Minimum period charged	1hr	3hrs	3hrs
Type of work	Normal Working Day	All other times except Sundays/Holidays	Sundays and Holidays
<b>Supplementary charges to carry out provision work outside normal working hours, where provision during normal hours is included within the normal price (eg line connection charges).</b>			
<b>This can only be used in conjunction with a provide or change request involving normal list prices and is in addition to these charges:</b>			
Per visit	N/A	£30.00	£50.00
Per Hour (or Part)	N/A	£35.00	£50.00
Minimum period charged (hours)	N/A	3 hrs	3 hrs

# STANDBY POWER

Standby power provides alternative power for the Wholesale ISDN30 Network Terminating Equipment (NTE) in the event of mains power loss.

There are two options for standby power on Wholesale ISDN30.

**OPTION 1 (a)(b):** Batteries for the optical fibre NTEs (1x2), (4x2), (16x2) (1st digit indicates number of Wholesale ISDN30 circuits on a pair of fibres) and SDH (Synchronised Digital Hierarchy) access.

**OPTION 2:** Independent stand alone batteries, which can power all types of NTEs.

Both options will supply standby power for up to 5 hours.

**Note: Wholesale ISDN30 delivered over copper pairs (CWSS) instead of fibres does not require standby power as these NTEs are line powered and do not require an external power supply.**

ETSDescription (one off charges)	BT Description	Options	ETSPrice
4x2 and 1x2 integral batteries	4x2 and 1x2 integral batteries	Option 1 (a)	£80.00
16x2 battery pack and 1x2 SDH access	16x2 battery pack and 1x2 SDH access	Option 1 (b)	£160.00
Standalone battery (Single Payment, One Off)	Standalone battery	Option 2	£450.00
Standalone battery (Rental per month)	Standalone battery (Rental per month)	Option 2	£88.00

If an engineering visit is required, Timescale Charges will apply.

There is no choice in Option 1 (a) (b) for the type of NTE fitted. BT planners will decide which type of NTE is required to serve the customer premises.

Customers still have the option of providing their own standby power and providing a 50 volt supply for the NTEs, in which case it is the responsibility of the supplier of the standby power to supply the 50V power lead to the NTE.

Option 2 provides continual cover.

End users transferring with standalone batteries will continue with their current arrangement OR they may replace their NTE and take advantage of the integral batteries for standby power. Under these circumstances, service will need to be ceased and reprovided at standard connection charges.

Customers must note that they will be required to undergo a break in service for this upgrade.

To maintain performance, integral batteries must be replaced four years from the date of installation. It is the customer's responsibility to notify ETS if a new battery is required. If the customer continues to use the battery after the end of its life, ETS will not be liable for any possible damage or loss of service that may occur due to the failure of the battery.