

Standard tariffs

Care Levels

Care Levels by line type (Rental per month)	Care Level 1	Care Level 2	Care Level 3	Care Level 4
Single analogue line	Included in line rental	£1.80	£5.40	£7.80
Multi-analogue (per line)	N/A	Included in line rental	£5.40	£7.80
ISDN2e (standard or system per channel)	N/A	Included in line rental	£5.40	£6.60
ISDN30e (per channel)	N/A	Included in line rental	£4.20	£6

Features

Call Barring Options	Connection	Analogue	ISDN2e	ISDN30e
Bar using 141 & 1470	-	FREE	N/A	N/A
Call barring (incoming & outgoing)	N/A	£3.30	N/A	N/A
Call barring (PRS) - by admin control	£6.00	£3.30	£3.30	£3.30
Call barring (international & PRS) - by admin control	£6.00	£3.30	£3.30	£3.30
Call barring (118) - by admin control	£6.00	-	-	-
Incoming calls barred	£6.00	-	-	-
Indirect access call barring - per analogue line	-	£3.30	N/A	N/A
Indirect access call barring - ISDN2e & ISDN30e	-	N/A	£3.30	£3.30
Outgoing - national, international & premium rate services calls	-	N/A	£3.30	£3.30
Outgoing - international calls & premium rate services	-	N/A	£3.30	£3.30
Outgoing - operator calls	-	N/A	£3.30	£3.30
Outgoing - international, operator & premium rate services	-	N/A	£3.30	£3.30
Outgoing - all calls except 999, 112, 151, 0800	-	N/A	£3.30	£3.30
Outgoing calls barred - no 999 & 112 access	£6.00	-	-	-
Outgoing calls barred except - with 999 & 112 access	£6.00	-	-	-

Permanent incoming call barring (ICB)	-	N/A	£3.30	£3.30
Permanent outgoing call barring (OCB)	-	N/A	£3.30	£3.30
Withhold Number	-	FREE	N/A	ISDN30e

Analogue Line Features

Analogue Line Features	Connection	Analogue	ISDN2e	ISDN30e
Call Diversion	-	£3.30	N/A	N/A
Call Waiting	-	£3.30	N/A	N/A
Call Sign	-	£3.30	N/A	N/A
Reminder Call	-	£3.30	N/A	N/A
Bar use of Reminder Call	-	FREE	N/A	N/A
Ring Back	-	£3.30	N/A	N/A
Removal of Ring Back	-	FREE	N/A	N/A
Three-Way Calling	-	£3.30	N/A	N/A
Bar use of Three Way Calling	-	FREE	N/A	N/A
Call Return 1471	-	FREE	N/A	N/A
Call Return 1471 Erasure (1475)	-	FREE	N/A	N/A

Numbering options

Numbering Options	Connection	Analogue	ISDN2e	ISDN30e
Number Selection	£15.00	-	-	-
Number Selection via Dialogue Services per request	£12.00	-	-	-
Presentation Number (Analogue)	-	£3.24	N/A	N/A
Presentation Number (ISDN)	£90.00	N/A	£3.24	£3.24
I30e Presentation Number Type 3,4,5	£90.00	N/A	N/A	£3.24
ISDN2e Std 2 Number MSN Rental per number	£11.10	N/A	£1.19	N/A

ISDN2e Std 3 Number MSN - 10 Number MSN Rental per number	£11.10	N/A	£1.19	N/A
Calling Line Identity Restriction (CLIR)	-	N/A	FREE	FREE
Connected Line Identity Presentation (COLP)	-	N/A	£3.72	£3.72
Connected Line Identity Restriction (COLR)	-	N/A	FREE	FREE
20 Octet Sub Addressing	-	N/A	£3.24	£3.24
Raw Call Data Reporting	-	N/A	£0.12	£0.12
Choose to Refuse	-	£3.96	£3.96	£3.96
Called Party Answer	-	£2.76	£2.76	£2.76
Direct Connect	-	£2.76	£2.76	£2.76
Remote Call Forwarding (in addition to line rental and call charges)	£39.00	£5.10	£5.10	£5.10
Customer Controlled Call Forwarding	-	N/A	£3.24	£3.24
Admin. Provided Call Forwarding - Unconditional	-	N/A	£3.24	£3.24
Admin. Provided Call Forwarding - On Engaged	-	N/A	£3.24	£3.24
Admin. Provided Call Forwarding - On No Reply	-	N/A	£3.24	£3.24
Call Deflection	-	N/A	£3.24	£3.24
BOL (Busy Out Line) (Per Billing Number)	£5.70	£0.00	£0.00	£0.00
Call Waiting / Call Hold	-	N/A	£3.24	N/A
Caller Redirect (CNI) - one month's service	-	£6.30	£6.30	£6.30
Caller Redirect (CNI) - quarterly (or part thereof) service	-	£6.30	£6.30	£6.30
Caller Redirect (one month service)	£6.30	N/A	N/A	N/A

Caller Redirect (ongoing service)	-	N/A	£6.30	£6.30
DDI Caller Redirect - Connection per install /rental is per 10 number DDI block	£276.00	N/A	£14.10	£14.10
Anonymous Call Rejection - Single Line	-	£2.76	N/A	N/A
Anonymous Call Rejection - Multi Line	£111.00	£2.76	N/A	N/A
Anonymous Call Rejection - ISDN	£111.00	N/A	£3.30	£3.30
Smart Divert	£9.00	£4.80	£4.80	£4.80
Smart Divert with Bypass Number	£9.00	£4.80	£4.80	£4.80
Temporary Call Divert (use anytime) (per number)	£5.40	-	-	-
Temporary Call Divert (use during fault repair) (per number)	-	-	-	-
Temporary Out of Service (per billing number)	£12.00	-	-	-
Call Diversion - by admin control	£5.40	-	-	-
Change of Divert to Number	£5.40	-	-	-

Horizon Call Recording Charges

Storage Level	Monthly Cost
Monthly Peak is less than 900 Meg	£15.00
Monthly Peak is less than 1800 Meg	£25.00
Monthly Peak is less than 3600 Meg	£45.00
Monthly Peak is less than 9000 Meg	£65.00
Monthly Peak is less than 18000 Meg	£100.00
Monthly Peak is less than 45000 Meg	£150.00
Monthly Peak is less than 90000 Meg	£220.00
Monthly Peak is less than 180000 Meg	£350.00

Monthly Peak is less than 360000 Meg	£600.00
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Engineers

Remote voice

Rate	Standing Charge (including first three handsets)	Per Additional Device From 4 handsets and above
Self Remote Install	£40.00	£12.50
Assisted Remote Install	£60.00	£20.00

Remote IT

Rate	Per Device Cost	Per Device Sell
Remote Laptop Build	£90.00	£150.00

Field or Consultancy Engineering

IT

Rate	Minimum Charge	
Technical Engineer	3 hours	£850 per day
		£95 per hour
Consultant / Senior Engineer	3 hours	£950 per day
		£130 per hour
Project Manager	1 hour	£700 per day
		£95 per hour
Maintenance Visit	1 day	£500 per day
Data Cabling	1 day	£950 per day

Voice

Rate	Minimum Charge	
Technical Engineer	3 hours	£795 per day
		£95 per hour
Consultant / Senior Engineer	3 hours	£950 per day
		£130 per hour

Project Manager	1 hour	£700 per day
		£95 per hour
Data Cabling	1 day	£950 per day

Ancillary Charges

Line Guard	Monthly
Analogue (per Line)	£2.18
ISDN2 (per channel)	£2.18
ISDN30 (per circuit)	£2.18
Analogue line with ADSL, FTTC or G.Fast (per line)	£2.99
SOGEA (per circuit)	£2.99
FTTP (per circuit)	£2.99

Billing	Monthly
Paper Billing	£10.00
Non - DD Fee	£10.00
Late Payment Fee	£17.50

Unreturned Kit	One Off
Router (Charge depends on router model)	£75.00 to £6,000.00
Digital or IP Handset	£150.00

Broadband Support	Monthly
Router Assurance	£3.49

Administration	Charge
Misuse Administration	£250