

customer pricing

Please note all PSTN and ISDN lines are provisioned with all outgoing calls barred unless agreed separately with your provider.

PSTN LINES (Analogue Lines)

Effective from February 2012

PSTN lines are available as: **New Provide** - install a brand new telephone line
Transfer - transfer an existing BT Wholesale or Retail line to Entanet
Reactivation - activate a stopped BT or Retail line

Charges		Set Up Fee	Monthly Rental Fee
PSTN			
New Provide	Business	£95.00	£12.50
	Residential	£95.00	£11.50
Transfers	Business	£4.50	£12.50
	Residential	£4.50	£11.50
Reactivation	Business	£4.50	£12.50
	Residential	£4.50	£11.50

The above price also applies to PSTN Multilines. Contact your provider for more details.

ISDN LINES (Digital Lines)

Effective from February 2012

ISDN lines (digital lines) are available in ISDN2e & ISDN30e.

Charges		Set Up Fee	Monthly Rental Fee
ISDN2e			
New Lines		£298.00	£28.00
Line Transfers		£17.00	£28.00

Charges		Set Up Fee	Monthly Rental Fee
ISDN30e			
New Lines	Install (8 Channels)	£900.00	-
	Per Additional Channel (1-15)	£38.00	£16.23
	Per Additional Channel (16-30)		
Line Transfers	Install	£100.00	-
	Per Channel	-	£16.23
DDIs	DDI Rental (Per DDI)	-	£0.35
	DDI Setup (Per block of 10)	£15.00	-

MAINTENANCE OPTIONS

Effective from February 2012

Entanet provides a choice of 3 levels of maintenance on all PSTN and ISDN lines. Level 1 is included as standard to all products; ISDN30e includes Level 2 care as standard. Charges detailed below are monthly and in addition to the line rental fee.

	Level 1	Level 2	Level 3
Business/Residential PSTN	Inclusive	£1.50	£5.00
ISDN2 (2 channels)	Inclusive	Inclusive	£5.00
ISDN30 (per channel)	Inclusive	Inclusive	£5.00

As a voice and data service provider, Entanet facilitates the placing of simultaneous PSTN and ADSL orders. For more information on this service call 0333 101 0000 to speak to an advisor, or contact your provider.

Level 1 is equivalent to BT Standard Care and operates during working hours (08:00 to 17:00 hours, Monday to Friday excluding public and bank holidays). Engineers aim to respond to a fault reported before 17:00hrs on a working day by the end of the next working day. Work will only be carried out during working hours.

Level 2 is equivalent to BT Prompt Care and operates between 08:00 and 17:00hrs, Monday to Saturday excluding public and bank holidays. Engineers will respond within 4 working hours of the fault being reported. If it is not possible to clear the fault in this timescale the nominated contact will be advised.

Level 3 is equivalent to BT Total Care and operates 24/7 including public and bank holidays. Engineers will respond within 4 hours of a fault being reported. If it is not possible to clear the fault in this timescale the nominated contact will be advised.

ENGINEER CALL OUT CHARGES

Effective from February 2012

The following charges will apply if a BT engineer is called out. Please note the engineer visit will be free of charge if the fault turns out to be a line fault. If the fault is caused by the customer such as user equipment or user error, a time related charge will apply.

Call Out Type	Pricing
PSTN engineer call out fee	£130.00
PSTN engineer hourly rate	£85.00
ISDN2 engineer call out fee	£130.00
ISDN2 engineer hourly rate	£85.00
ISDN30 engineer call out fee (working day)	£130.00
ISDN30 engineer call out fee (out of hours)	£165.00
ISDN30 engineer call out fee (Sundays/bank holidays)	£200.00
ISDN30 engineer hourly rate (working day)	£85.00
ISDN30 engineer hourly rate (out of hours)	£135.00
ISDN30 engineer hourly rate (Sundays/bank holidays)	£185.00
Missed Appointments	£100.00

ADDITIONAL PSTN OPTIONS

Effective from February 2012

The options listed below can be added to a PSTN service for an additional charge.

Option	Set Up Fee	Monthly Fee
PSTN Call Barring	N/A	£0.75
PSTN Call Diversion	£10.00	£0.75
PSTN Bar Use of Call Return	FREE	FREE
PSTN Caller Display	N/A	£0.75
PSTN Reminder Call	N/A	£0.75
PSTN Ringback	N/A	£0.75
PSTN Anonymous Call Reject	£4.00	£0.75
PSTN Indirect Access Call Barring	N/A	£0.75
PSTN Withhold Number	FREE	FREE
PSTN Presentation Number	£50.00	£2.50
PSTN Call Sign	N/A	£0.75
PSTN Call Waiting	N/A	£0.75
PSTN Called Party Answer	N/A	£0.75
PSTN Choose to Refuse	N/A	£0.75
PSTN 3 Way Calling	£0.75	£0.75
PSTN Ringback Inhibit	FREE	FREE
PSTN Call Minder 1571	N/A	£3.00
PSTN Call Redirection	N/A	£20.00
PSTN Remote Call Forwarding	£50.00	£20.00
PSTN Block Terminal Installation (Redcare)	£4.00	N/A
PSTN Direct Connect	N/A	£0.75

For more information regarding the options available please see the WLR Product Guide which is available from the commercial and training sections of synergj.

ADDITIONAL ISDN OPTIONS

Effective from February 2012

The options listed below can be added to an ISDN service for an additional charge.

Option	Set Up Fee	Monthly Fee
ISDN Caller Line Identity Presentation Number	£1.50	N/A
Permanent Outgoing Call Barring	£1.50	N/A
Call Waiting	N/A	£0.75
Admin Provided Call Forwarding	£4.00	N/A
Calling Line Identity Restriction	FREE	FREE
Connected Line Identity Presentation	N/A	£0.75
Connected Line Identity Restriction	FREE	FREE
Anonymous Call Reject	£1.50	N/A
20 Octet Sub Addressing	N/A	£0.75
Call Deflection	N/A	£0.75
Digital Indirect Access Call Barring	N/A	£0.75

Please note: Digital/ISDN charges are per line/channel.

For more information regarding the options available please see the WLR Product Guide which is available from the commercial and training sections of synergj.

CARRIER PRE-SELECT (CPS)

Effective from February 2012

CPS routes your outgoing calls away from BT to an Entanet appointed carrier. Call charges to key destinations are detailed below, a full tariff is available on request.

Charges		Pence Per Minute
UK Destinations		
UK Local		1.74
UK National		1.74
Lo-call (0845)		5.40
National Fixed (0870/0871)		7.80
UK Mobile	UK Orange	11.99
	UK Vodafone	11.99
	UK Everything Everywhere	11.99
	UK O2	11.99
	UK 3	11.99

Charges		Pence Per Minute
UK Destinations		
Minimum Contract		None
Minimum Call Charge		None
Connection Fee*		£0.02
Minimum Spend		None
Cancellation Fee		None

*A Connection fee of 2.55p applies to calls to Lo-call (0845) numbers

Charges	Pence Per Minute	
	BT Retail**	Entanet
International Destinations		
Australia	27.500	13.362
Austria	31.000	11.393
Belgium	21.000	9.398
Canada	18.500	7.456
China	26.500	9.031
Denmark	22.500	6.101
Egypt	95.000	59.425
Finland	31.000	26.410
France	21.000	7.929
Germany	21.000	7.194
Greece	16.000	9.188
Iceland	50.500	16.433
India	28.500	24.700
Ireland	17.500	5.619
Italy	25.000	6.039

Charges	Pence Per Minute	
	BT Retail**	Entanet
International Destinations		
Netherlands	21.000	9.818
New Zealand	35.500	12.968
Norway	27.500	9.818
Poland	31.000	9.923
Portugal	26.500	12.443
Russia	60.000	28.743
Singapore	22.000	12.181
South Africa	60.000	22.574
Spain	25.000	10.868
Sweden	21.000	9.818
Switzerland	21.000	11.498
Taiwan	80.500	14.700
Thailand	78.500	20.055
Turkey	27.500	17.141
USA	17.500	12.064

**Prices are quoted based on BT Retail daytime rates inc. VAT

MARKETING NUMBERS (non-geographic numbers)

Effective from February 2012

Marketing numbers are available at a choice of rates and are particularly suitable for business customers looking to track marketing campaigns, appear larger and even earn additional revenue (from selected numbers only).

Number Type		Charges		BT Retail (Pence Per Minute)		Entanet (Pence Per Minute)	
		Line Rental	End User Rate ^Δ	Line Rental	End User Rate ^Δ		
Fixed national numbers (0871)	Peak	£10 / mth	Revenue share available	Free	+2.00		
	Off Peak	£10 / mth		Free	+2.00		
	Weekend	£10 / mth		Free	+2.00		
0844 numbers	Peak	£10 / mth	0.00	Free	0.00		
	Off Peak	£10 / mth	0.00	Free	0.00		
	Weekend	£10 / mth	0.00	Free	0.00		
0333 numbers ^{ΔΔ}	Peak	N/A	N/A	Free	-1.15		
	Off Peak	N/A	N/A	Free	-1.15		
	Weekend	N/A	N/A	Free	-1.15		
Lo-call rated numbers (0845)	Peak	£10 / mth	-3.48	Free	-1.50		
	Off Peak	£10 / mth	-3.48	Free	-1.50		
	Weekend	£10 / mth	-3.48	Free	-1.50		
Free rated numbers (0800/0808)	Peak	£10 / mth	-4.98	Free	-5.00		
	Off Peak	£10 / mth	-4.98	Free	-5.00		
	Weekend	£10 / mth	-4.98	Free	-5.00		

^ΔA '+' indicates the customer will earn revenue per incoming call. A '-' indicates the customer will incur a charge per incoming call.

^{ΔΔ}Charges apply to landlines only.

0303/0333 numbers have been introduced by Ofcom as an alternative to chargeable 08 numbers. 03 numbers will mask your geographic location but the caller will only be charged the same as a geographic 01/02 number. The owner of the number will be charged as per the pricing table above. Please note 0333 numbers are only available on VoIP solutions.

09 Premium rate marketing numbers are also available and allow customers to choose the amount callers are charged, between 15 and 150ppm. Revenue can be earned from these calls in the form of commission. Please note 09 numbers are regulated by ICSTIS and the applicant must meet ICSTIS requirements to receive the number.

Marketing numbers can terminate to UK mobile or international numbers. An additional charge will apply. These charges are detailed on the Carrier Pre-Select (CPS) section of this price guide.