

# customer pricing

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

## PSTN LINES (Analogue Lines)

Effective from May 2011

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 |
|--------------|-------------|------------|--------------------|
| <b>PSTN</b>  |             |            |                    |
| 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 Entanet for more details.

## ISDN LINES (Digital Lines)

Effective from May 2011

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

| Charges        |  | Set Up Fee | Monthly Rental Fee |
|----------------|--|------------|--------------------|
| <b>ISDN2e</b>  |  |            |                    |
| New Lines      |  | £149.00    | £28.00             |
| Line Transfers |  | £8.50      | £28.00             |

| Charges        |                                | Set Up Fee | Monthly Rental Fee |
|----------------|--------------------------------|------------|--------------------|
| <b>ISDN30e</b> |                                |            |                    |
| 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             |

## MAINTENANCE OPTIONS

Effective from May 2011

Entanet provides a choice of 3 levels of maintenance on all PSTN and ISDN lines.

Level 1 - equivalent to BT Standard Care; Level 2 - equivalent to BT Prompt Care; and level 3 - equivalent to BT Total Care.

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.

# Entanet voice products

## partner pricing



By offering wholesale PSTN and ISDN lines, Entanet enables you to provide your customers with high quality, reliable telephone lines at competitive prices. Please note all PSTN and ISDN lines are provisioned with all outgoing calls barred unless agreed separately with your account manager.

### PSTN LINES (Analogue Lines)

Effective from May 2011

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 Wholesale or Retail line

| Charges      |             | Set Up Fee |            |         | Monthly Rental Fee |            |         |
|--------------|-------------|------------|------------|---------|--------------------|------------|---------|
|              |             | Entanet    |            |         | Entanet            |            |         |
|              |             | End User   | Commission | Partner | End User           | Commission | Partner |
| New Provide  | Business    | £95.00     | £5.00      | £90.00  | £12.50             | £1.00      | £11.50  |
|              | Residential | £95.00     | £5.00      | £90.00  | £11.50             | £1.00      | £10.50  |
| Transfers    | Business    | £4.50      | £0.25      | £4.25   | £12.50             | £1.00      | £11.50  |
|              | Residential | £4.50      | £0.25      | £4.25   | £11.50             | £1.00      | £10.50  |
| Reactivation | Business    | £4.50      | £0.25      | £4.25   | £12.50             | £1.00      | £11.50  |
|              | Residential | £4.50      | £0.25      | £4.25   | £11.50             | £1.00      | £10.50  |

The above pricing also applies to PSTN Multilines. Contact Entanet for more details.

### ISDN LINES (Digital Lines)

Effective from May 2011

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

| Charges        |  | Set Up Fee |            |         | Monthly Rental Fee |            |         |
|----------------|--|------------|------------|---------|--------------------|------------|---------|
|                |  | Entanet    |            |         | Entanet            |            |         |
|                |  | End User   | Commission | Partner | End User           | Commission | Partner |
| New Lines      |  | £149.00    | £13.55     | £135.45 | £28.00             | £3.46      | £24.54  |
| Line Transfers |  | £8.50      | £0.77      | £7.73   | £28.00             | £3.46      | £24.54  |

| Charges        |                                | Set Up Fee |            |         | Monthly Rental Fee |            |         |
|----------------|--------------------------------|------------|------------|---------|--------------------|------------|---------|
|                |                                | Entanet    |            |         | Entanet            |            |         |
|                |                                | End User   | Commission | Partner | End User           | Commission | Partner |
| New Lines      | Install (8 Channels)           | £900.00    | £65.00     | £835.00 | -                  | -          | -       |
|                | Per Additional Channel (1-15)  | £38.00     | £3.00      | £35.00  | £16.23             | £1.48      | £14.75  |
|                | Per Additional Channel (16-30) |            |            |         |                    |            |         |
| Line Transfers | Install                        | £100.00    | £10.00     | £90.00  | -                  | -          | -       |
|                | Per Channel                    | -          | -          | -       | £16.23             | £1.48      | £14.75  |

### MAINTENANCE OPTIONS

Effective from May 2011

Entanet provides a choice of 3 levels of maintenance on all PSTN and ISDN lines.

Level 1 - equivalent to BT Standard Care; Level 2 - equivalent to BT Prompt Care; and Level 3 - equivalent to BT Total Care. 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.

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 end customer such as end user equipment or user error, a time related charge will apply. For details on these charges please contact us.

|                           | 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.

## ENGINEER CALL OUT CHARGES

Effective from May 2011

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 end customer such as end 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 May 2011

The options listed below can be added to your PSTN service for the additional charge as shown below.

| Option                               | Set Up Fee | Monthly Rental Fee |
|--------------------------------------|------------|--------------------|
| PSTN Admin Call Diversion            | £10.00     | N/A                |
| PSTN Anonymous Call Reject Set Up    | £4.00      | £0.75              |
| PSTN Bar Use of Callback             | FREE       | FREE               |
| PSTN Block Terminal Installation     | £4.00      | N/A                |
| PSTN Bold Directory Entry            | N/A        | £10.00             |
| PSTN Call Alarm                      | N/A        | £0.75              |
| PSTN Call Barring                    | N/A        | £0.75              |
| PSTN Call Diversion                  | N/A        | £0.75              |
| PSTN Call Minder 1571                | N/A        | £3.00              |
| PSTN Call Redirection                | N/A        | £20.00             |
| PSTN Call Waiting                    | N/A        | £0.75              |
| PSTN Callback Inhibit                | FREE       | FREE               |
| PSTN Caller ID                       | N/A        | £0.75              |
| PSTN Dual Ring Tone                  | N/A        | £0.75              |
| PSTN Multiple Calling                | £0.75      | £0.75              |
| PSTN Parallel Extension Installation | £10.00     | N/A                |
| PSTN Presentation Number             | £50.00     | £2.50              |
| PSTN Smart Callback                  | N/A        | £0.75              |
| Remote Call Forwarding               | £50.00     | £20.00             |

## ADDITIONAL ISDN OPTIONS

Effective from May 2011

The options listed below can be added to your ISDN service for the additional charges as shown below.

| Option                     | Set Up Fee |
|----------------------------|------------|
| Call Forwarding            | £4.00      |
| CLI Presentation           | £1.50      |
| PSTN Anonymous Call Reject | £1.50      |

## CARRIER PRE-SELECT (CPS)

Effective from May 2011

CPS routes the customers' outgoing calls away from BT to an Entanet appointed carrier that enables Entanet partners to earn 10% commission from their customers monthly call charges for the life of the connection. 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 02                    | 11.99            |
|                            | UK 3                     | 11.99            |

| Items                       | Charges/Terms |
|-----------------------------|---------------|
| Minimum Contract            | None          |
| Minimum Call Charge         | None          |
| Connection Fee <sup>+</sup> | £0.02         |
| Minimum Spend               | None          |
| Cancellation Fee            | None          |

<sup>+</sup>A connection fee of 2.55p applies to calls to Lo-call (0845) numbers

| Charges                    | Pence Per Minute        |         |
|----------------------------|-------------------------|---------|
|                            | BT Retail <sup>++</sup> | 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 <sup>++</sup> | 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  |

<sup>++</sup>Prices are quoted based on BT Retail daytime rates inc. VAT

## MARKETING NUMBERS (non-geographic numbers)

Effective from May 2011

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 <sup>Δ</sup> | Line Rental                | End User Rate <sup>Δ</sup> | Commission |
| Fixed national rated numbers (0871) | Peak     | £10 / mth                    | Revenue share available    | Free                       | +2.00                      | 1.00       |
|                                     | Off Peak | £10 / mth                    |                            | Free                       | +2.00                      | 1.00       |
|                                     | Weekend  | £10 / mth                    |                            | Free                       | +2.00                      | 1.00       |
| 0844 numbers                        | Peak     | £10 / mth                    | 0.00                       | Free                       | 0.00                       | 0.50       |
|                                     | Off Peak | £10 / mth                    | 0.00                       | Free                       | 0.00                       | 0.50       |
|                                     | Weekend  | £10 / mth                    | 0.00                       | Free                       | 0.00                       | 0.50       |
| 0333 numbers <sup>ΔΔ</sup>          | Peak     | N/A                          | N/A                        | Free                       | -1.15                      | 0.115      |
|                                     | Off Peak | N/A                          | N/A                        | Free                       | -1.15                      | 0.115      |
|                                     | Weekend  | N/A                          | N/A                        | Free                       | -1.15                      | 0.115      |
| Lo-call rated numbers (0845)        | Peak     | £10 / mth                    | -3.48                      | Free                       | -1.50                      | 0.50       |
|                                     | Off Peak | £10 / mth                    | -3.48                      | Free                       | -1.50                      | 0.50       |
|                                     | Weekend  | £10 / mth                    | -3.48                      | Free                       | -1.50                      | 0.50       |
| Free rated numbers (0800/0808)      | Peak     | £10 / mth                    | -4.98                      | Free                       | -5.00                      | 1.00       |
|                                     | Off Peak | £10 / mth                    | -4.98                      | Free                       | -5.00                      | 1.00       |
|                                     | Weekend  | £10 / mth                    | -4.98                      | Free                       | -5.00                      | 1.00       |

<sup>Δ</sup>A '+' indicates the customer will earn revenue per incoming call. A '-' indicates the customer will incur a charge per incoming call.

<sup>ΔΔ</sup>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 by both the end customer and the Partner. Please note 09 numbers are regulated by ICSTIS and the applicant must meet ICSTIS requirements to receive the number.

## MARKETING NUMBERS (non-geographic numbers)

Effective from May 2011

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 <sup>Δ</sup> | Line Rental                  | End User Rate <sup>Δ</sup> |                            |  |
| 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 <sup>ΔΔ</sup>     | Peak     | N/A         | N/A                        | -1.15                        | 0.115                      |                            |  |
|                                | Off Peak | N/A         | N/A                        | -1.15                        | 0.115                      |                            |  |
|                                | Weekend  | N/A         | N/A                        | -1.15                        | 0.115                      |                            |  |
| 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                      |                            |  |

<sup>Δ</sup>A '+' indicates the customer will earn revenue per incoming call. A '-' indicates the customer will incur a charge per incoming call.

<sup>ΔΔ</sup>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.