

onecom

# Onecom

## Fixed Line Price Guide



# Rental Pricing

## Line Rental

Per month, per line (or channel)

Rental Type	Charge
Standard line rental	£14.99
Premium main auxiliary line	£14.99
Premium auxiliary line	£14.99
ISDN2e standard	£14.99
ISDN30 main channel	£14.99
DDI	£0.33

## Connection Charges

Supply of new line, per line (or channel)

Analogue lines	Charge
Standard line	£14.99
Premium main auxiliary line	£14.99
Premium auxiliary line	£14.99
Standard line - restart	£14.99
Standard line - renumber	£14.99

ISDN2e lines	Charge per channel
ISDN2e standard	£240.00
ISDN2e main auxiliary channel	£124.50
ISDN2e auxiliary channel	£124.50
DDI planning char	£110.00
DDI connection	£0.75
ISDN2e renumber per occasion	£55.00
ISDN2e renumber per number	£25.00

ISDN30e lines	Charge per channel
New install — ISDN30e	£975.00
Installation per channel	£6.50
DDI planning charge	£110.00
DDI connection	£0.81

## Invoice Options

Per month, per line (or channel)

Option	Charge
E-billing	Inclusive
Paper Billing	£5.00
Non-direct debit payment	£5.00

## Call features

Feature	Connection Charge	Monthly Rental
Anonymous call rejection - standard line	-	£2.99
Anonymous call rejection - premium main	£75.00	£2.99
Bypass number -note (a)	-	£1.00
Call barring (118) - by admin control	-	£2.99
Call barring (incoming and outgoing)	-	£2.99
Call barring (international & PRS) - by Admin Control	-	£2.99
Call barring (PRS) - by admin control	-	£2.99
Call diversion - by admin control (b)	£10.00	-
Change of admin divert to number	£5.00	-
Call diversion (b)	-	£2.99
Call sign	-	£2.99
Call minder basic	-	£2.99
Call waiting	-	£2.99
Called party answer	-	£2.99
Caller redirect (CNI) - one month's service	£17.99	-
Caller redirect (CNI) - quarterly (or part thereof) service	-	£25.19
Choose to refuse	-	£2.99
Direct connect	-	£2.99
Incoming calls barred 1st line	£4.99	-
Incoming calls barred additional line	£4.99	-
Nuisance call service	£130.00	-
Outgoing calls barred	£10.00	-
Presentation number (PSTN)	£25.00	£2.99
Reminder call pay per use	£0.10	-
Reminder call	-	£2.99
Remote call forwarding - note (b)	£45.00	-
Ring back	-	£2.99
Ring back pay per use	£0.10	-
Smart divert	£10.00	£3.99
Smart divert with bypass number	£10.00	£3.99
The combined call barring and bypass number	-	£3.99

## Call features

(continued)

Feature	Connection Charge	Monthly Rental
Anonymous call rejection - standard line	-	£3.99
Three-way-calling	-	£2.99
Three-way-calling pay per use	£0.10	-
1571 Answer service	-	£2.99
Withheld numbers	Inclusive	-

- (a) This is a separate product but must be associated with either Smart Divert, Call Diversion or Call Barring.
- (v) The rental and connection charges for Remote Call Forwarding/Call Diversion are in addition to all forwarded call charges at the appropriate dialled rates and are in addition to standard line rental charges. The renter of the service pays the appropriate dialled call rates for the diverted leg of the call. The caller pays for the call to the number dialled.

## Maintenance Options

Per month, per line (or channel)

Option	Charge	Features of Service
Care Level 1 - Bronze	Included with basic analogue line	Fault repaired within 3 working days, Monday - Friday, excluding public and bank holidays
Care Level 2 - Silver	Included with premium analogue line	Fault repaired within 48 hours, Monday - Saturday, excluding public and bank holidays
Care Level 3 - Gold	£4.50	Fault repaired within 24 hours, 7 days a week, including public and bank holidays
Care Level 4 - Platinum	£6.00	Fault repaired within 6 hours, any time of day, any day of the year

## Time Related Charges

Call-outs to repair faults associated with any network, cabling, dropwire or underground feeds within a customer's curtilage including the network termination point. Excludes ISDN30e

	Normal working day (Mon-Fri)	All other times except Sundays & public holidays	Sundays and public/bank holidays
Per call out including first hour	£120.00	£150.00	£180.00
Time in excess of the first hour	£60.00	£90.00	£120.00
Min. period charge	1 hr	1 hr	1 hr

## Repair of Faults

Time Related Charges are raised to cover time spent by Openreach engineers repairing faults where this work is not covered, and for providing or rearranging services, customer-owned wiring or equipment.

Time Related Charges apply where the fault is found not to be with any Openreach service or equipment.

In particular, this covers situations where no fault is found, or the fault is found to be on non-Openreach equipment, or 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 or end user owned or rented equipment (but not Openreach's network) faults caused by external or environmental factors (eg lightning, electrical surges or floods).

## Abortive Visit Charges

Type of repair	All other times except Sundays & public holidays	All other times except Sundays & public holidays	Sundays and public/bank holidays
Missed Faults Visit	£120.00	£150.00	£180.00
Missed NLI (New Line Install)	£99.99	£99.99	£99.99

## Other Charges

Type	Charge
Unpaid invoice interest charge	If you do not pay all charges by the due date for payment shown on your invoice, we may, if legally permitted to do so, charge you interest and fixed sum charges (which may vary depending on how much you owe us) at the levels set out in the Late Payment of Commercial Debts (Interest) Act 1998, together with our reasonable costs. The interest rate as set by the Act is currently 8% above the Bank of England base rate.
Late Payment Charge	£40 per invoice
Payment rejection charge	£10.00 per rejection*

A 15p connection charge applies all to pence per minute rates, unless stated otherwise. All prices are listed in pence per minute, calls to mobiles will be charged at the original operator rates. Calls will be charged per 60 seconds and rounded up to the nearest penny.

## UK Landline

(pence per minute)

Landline	All times
Local	£0.035
National	£0.035

## UK Mobile

(pence per minute)

Mobile	All times
Vodafone	£0.095
O2	£0.095
EE	£0.095
Three	£0.095
Other	£0.095

## UK Other Calls

(pence per minute)

Charge band	Daytime	Evening	Weekend
C	12.84	7.43	3.92
D	16.21	9.55	9.55
E	4.78	4.78	4.78
F	29.1	19.39	9.7
J	31.04	21.33	10.17
K	36.38	24.25	12.11
FW1	15.048	15.048	7.341
FW2	14.25	11.856	6.042
FW3	15.846	12.654	6.384
FW4	15.39	9.405	4.709
FW5	14.364	11.628	6.498
FW6	12.54	10.032	6.042
FW7	11.97	11.97	11.97
FW8	18.24	14.25	6.042
FW9	15.96	15.96	15.96
FW10	9.543	9.543	9.543
FW11	13.2	13.2	13.2
FW12	13.2	13.2	13.2
G6	5.105	5.105	5.105
G21	4.992	2.039	1.2

## Access Charges

Type	Charge
Service	Determined by the provider of the number called
Access	£0.20

## Personal Numbers

(pence per minute)

Charge band	Daytime	Evening	Weekend
PN1	23.29	15.52	7.76
PN2	50.88	50.88	50.88
PN3	47.54	37.84	37.84
PN4	25.23	25.23	25.23
PN5	16.49	16.49	16.49
PN6	19.4	19.4	19.4
PN8	19.37	19.37	19.37
PN9	22.79	22.79	22.79
PN10	33.96	33.96	33.96
PN11	37.83	28.13	28.13
PN12	26.2	26.2	26.2
PN13	37.83	37.83	37.83
PN14	28.62	28.62	28.62
PN15	12.61	12.61	12.61
PN16	13.58	13.58	13.58
PN17	14.55	14.55	14.55
PN18	15.52	15.52	15.52
PN19	9.7	9.7	9.7
PN20	23.29	23.29	23.29
PN21	39.9	39.9	39.9
PN22	10.1	10.1	10.1

## Assurance Options

Landline	All times
Assured Lite	£1.99
Assured	£2.99
Assured Plus	£4.99

## Fraud Monitor

Landline	All times
Fraud Monitor	£2.99

**NGCS (pence per minute)**

Calls charged by time duration

Name	PPM
NGCS 1	0.00
NGCS 2	0.83
NGCS 3	1.66
NGCS 4	2.50
NGCS 5	3.33
NGCS 6	4.16
NGCS 7	5.00
NGCS 8	5.83
NGCS 9	6.66
NGCS 10	7.50
NGCS 11	8.33
NGCS 12	9.17
NGCS 13	10.00
NGCS 14	10.83
NGCS 15	12.50
NGCS 16	16.66
NGCS 17	20.83
NGCS 18	25.00
NGCS 19	29.17
NGCS 20	30.00
NGCS 21	33.33
NGCS 22	37.50
NGCS 23	38.33
NGCS 24	41.66
NGCS 25	45.83
NGCS 26	50.00
NGCS 27	54.17
NGCS 28	58.33
NGCS 29	62.50
NGCS 30	66.66
NGCS 31	75.00
NGCS 32	79.17
NGCS 33	82.50
NGCS 34	83.33
NGCS 35	91.67
NGCS 36	100.00
NGCS 37	120.83
NGCS 38	125.00
NGCS 39	129.17
NGCS 40	150.00
NGCS 41	166.67
NGCS 42	183.33
NGCS 43	208.33
NGCS 44	250.00
NGCS 45	300.00
NGCS 81	15.00
NGCS 82	18.33
NGCS 83	291.67

**Calls charged by time duration**

Name	PPM
NGCS 41	166.67
NGCS 42	183.33
NGCS 43	208.33
NGCS 44	250.00
NGCS 45	300.00
NGCS 81	15.00
NGCS 82	18.33
NGCS 83	291.67

**Calls charged by fixed fee and time duration**

(from the start of the call)

Name	Connection Charge	PPM
NGCS 66	64.17	129.17
NGCS 67	66.67	20.83
NGCS 68	332.50	115.83
NGCS 69	415.83	112.50
NGCS 84	208.30	62.50
NGCS 85	216.60	82.50
NGCS 86	229.10	65.00

**Calls charged by fixed fee**

Name	PPM
NGCS 46	4.17
NGCS 47	8.33
NGCS 48	12.50
NGCS 49	20.83
NGCS 50	25.00
NGCS 51	29.17
NGCS 52	33.33
NGCS 53	40.00
NGCS 54	41.66
NGCS 55	58.33
NGCS 56	62.50
NGCS 57	83.33
NGCS 58	120.83
NGCS 59	125.00
NGCS 60	166.66
NGCS 61	208.33
NGCS 62	250.00
NGCS 63	333.33
NGCS 64	416.67
NGCS 65	500.00

Calls charged by fixed fee and timed duration (where the fixed fee is the charge for the first 60 seconds of the call, or part thereof and the duration charge applies following the first 60 seconds)

<b>Charge Band</b>	<b>Connection Charge</b>	<b>PPM</b>
NGCS 70	458.30	229.17
NGCS 71	478.30	249.17
NGCS 72	581.60	290.83
NGCS 73	0.00	208.33
NGCS 74	4.10	4.17
NGCS 75	8.30	8.33
NGCS 76	33.30	33.33
NGCS 77	58.30	58.33
NGCS 78	125.00	125.00
NGCS 79	166.60	166.67
NGCS 80	370.80	214.17
NGCS 87	748.30	374.17
NGCS 88	831.60	415.83
NGCS 89	998.30	499.17
NGCS 90	1165.00	582.50
NGCS 91	1331.60	665.83
NGCS 92	5.80	5.83
NGCS 93	10.80	10.83
NGCS 94	66.60	66.67
NGCS 95	83.30	83.33
NGCS 96	250.00	250.00
NGCS 97	300.00	41.66
NGCS 98	300.00	125.00
NGCS 99	300.00	166.66
NGCS 100	300.00	300.00

## International Price

All rates are pence per minute

Destination	Landline	Mobile
Afghanistan	145	160
Albania	65	80
Algeria	65	80
American Samoa	195	210
Andorra	65	80
Angola	145	160
Anguilla	80	95
Antarctic Territories	145	160
Antigua & Barbuda	80	95
Argentina	115	130
Armenia	95	110
Aruba	95	110
Ascension Island	145	160
Australia	55	70
Austria	35	50
Azerbaijan	85	100
Azores	40	55
Bahamas	80	95
Bahrain	95	110
Bangladesh	65	80
Barbados	80	95
Belarus	85	100
Belgium	35	50
Belize	145	160
Benin	145	160
Bermuda	80	95
Bhutan	145	160
Bolivia	145	160
Bosnia & Herzegovina	145	160
Botswana	115	130
Brazil	55	70
British Virgin Islands	80	95
Brunei	115	130
Bulgaria	65	80
Burkina Faso	145	160
Burundi	145	160
Cambodia	145	160
Cameroon	115	130
Canada	30	45
Canary Islands	40	55

Destination	Landline	Mobile
Cape Verde Island	145	160
Cayman Islands	80	95
Central African Republic	145	160
Chad	145	160
Chatham Islands	40	55
Chile	115	130
China	85	100
Christmas Island	145	160
Cocos Island	145	160
Columbia	145	160
Comoros	145	160
Congo	145	160
Cook Islands	145	160
Costa Rica	145	160
Croatia	85	100
Cuba	145	160
Cyprus North	65	80
Cyprus South	40	55
Czech Republic	40	55
Denmark	35	50
Diego Garcia	160	175
Djibouti	145	160
Dominica	80	95
Dominican Republic	80	95
DR Congo	145	160
East Timor	145	160
Ecuador	145	160
Egypt	115	130
El Salvador	115	130
Emsat	390	405
Equatorial Guinea	145	160
Eritrea	145	160
Estonia	85	100
Ethiopia	145	160
Euro Sat	205	220
Faroe Islands	40	55
Falkland Islands	145	160
Fiji	145	160
Finland	35	50
France	35	50
French Guiana	145	160
French Polynesia	145	160
Gabon	145	160

<b>Destination</b>	<b>Landline</b>	<b>Mobile</b>
Gambia	145	160
French Polynesia	145	160
Gabon	145	160
Gambia	145	160
Georgia	95	110
Germany	35	50
Ghana	125	130
Gibraltar	40	55
Global Satellite-Thuraya	435	440
Greece	35	50
Greenland	145	160
Grenada	80	95
Guadeloupe	80	95
Guam	145	160
Guantanamo Bay	145	160
Guatemala	125	130
Guinea	145	160
Guyana	145	160
Haiti	145	160
Honduras	125	130
Hong Kong	55	70
Hungary	40	55
Iceland	65	80
India	65	80
Indonesia	95	110
Inmarsat B Maritime	355	370
Inmarsat Mini M	110	125
Iran	115	130
Iraq	115	130
Ireland	25	40
Iridium 8817	455	470
Israel	55	70
Italy	35	50
Ivory Coast	115	130
Jamaica	80	95
Japan	55	70
Jordan	115	130
Kazakhstan	95	110
Kenya	115	130
Kiribati	145	160
Korea North	145	160
Korea South	95	110
Kosovo	45	60

<b>Destination</b>	<b>Landline</b>	<b>Mobile</b>
Kuwait	95	110
Kyrgyzstan	95	110
Laos	145	160
Latvia	65	80
Lebanon	125	130
Lesotho	145	160
Liberia	125	130
Libya	65	80
Liechtenstein	65	80
Lithuania	65	80
Luxembourg	35	50
Macao	125	130
Macedonia	65	80
Madagascar	145	160
Malawi	115	130
Malaysia	55	70
Maldives	145	160
Mali	145	160
Malta	40	55
Marshall Islands	145	160
Martinique	80	95
Mauritania	145	160
Mauritius	145	160
Mayotte	145	160
Mexico	55	70
Micronesia	145	160
Midway Islands	145	160
Moldova	145	160
Monaco	40	55
Mongolia	145	160
Montserrat	80	95
Morocco	65	80
Mozambique	145	160
Myanmar	145	160
Namibia	145	160
Nauru	145	160
Nepal	115	130
Netherlands	35	50
New Caledonia	145	160
New Zealand	55	70
Nicaragua	115	130
Niger	145	160
Nigeria	95	110



Destination	Landline	Mobile
Niue	145	160
Norfolk Islands	145	160
Northern Marianas	145	160
Norway	35	50
Oman	95	110
Pakistan	65	80
Palau	145	160
Palestine	55	60
Panama	115	130
Papua New Guinea	145	160
Paraguay	115	130
Peru	115	130
Philippines	95	120
Poland	40	55
Portugal	40	55
Puerto Rico	80	95
Qatar	95	110
Reunion Island	145	160
Romania	65	80
Russia	65	80
Rwanda	145	160
San Marino	40	55
Sao Tome & Principe	195	210
Saudi Arabia	95	110
Senegal	115	130
Serbia	65	80
Seychelles	115	130
Sierra Leone	115	130
Singapore	55	70
Slovakia	40	55
Slovenia	65	80
Solomon Islands	145	160
Somalia	145	
South Africa	55	70
South Sudan	115	130
Spain	35	50
Sri Lanka	115	130
St. Helena	145	160
St. Kitts & Nevis	80	95
St. Lucia	80	95
St. Pierre	145	160
St. Vincent's	80	95

Destination	Landline	Mobile
Sudan	115	130
Suriname	145	160
Swaziland	145	160
Sweden	35	50
Switzerland	35	50
Syria	115	130
Taiwan	95	110
Tajikistan	145	160
Tanzania	115	130
Thailand	95	110
Togo	145	160
Tokelau	145	160
Tonga	145	160
Trinidad & Tobago	80	95
Tunisia	65	80
Turkey	65	80
Turkmenistan	95	110
Turks & Caicos Island	75	90
Tuvalu	145	160
Uganda	115	130
Ukraine	95	110
United Arab Emirates	95	110
Uruguay	115	130
USA	30	45
USA Toll Free	20	35
Uzbekistan	95	110
Vanuatu	195	210
Venezuela	115	130
Vietnam	145	160
Virgin Islands-US	80	95
Western Samoa	145	160
Yemen	145	160
Zambia	115	130
Zimbabwe	115	130

### International Price

Discount Plan	Charge (monthly)
Euro - 25% discount on European Zones	£2.99
North America - 25% discount on European Zones, USA & Canada	£4.99
Global - 25% discount on all countries	£9.99

## Antime UK Call Bundles

Discount Plan	Charge (monthly)
Voice 250	£5.95
Voice 500	£9.95
Voice 1000	£17.95
Voice 1500	£24.95
Voice 2000	£32.95
Voice 2500	£39.95
Voice 3000	£46.95
Voice 3500	£53.95
Voice 4000	£59.95
Voice 5000	£74.95
Voice 6000	£89.95
Voice 8000	£119.95
Voice 10000	£149.95

## Termination Fees

Termination fees are calculated by multiplying the cost of line rental by the remaining months on your contract.

## Broadband

### Broadband Packages

Speeds	Charge (monthly)
ADSL - 16MB/64KB	£14.95
ADSL - 24MB	£14.95
FTTC - 40/10MB	£33.95
FTTC - 80/20MB	£37.95

## Services

Service	Charge
Essentials wireless router	£3 per month
Enterprise wireless router	£5 per month
Static IP address	£5 per month
Moving broadband to a different telephone line	£50.00
Broadband reconnection	£50.00
Abortive end user site visit	£85.00
Engineer visit	£140.00

## Legacy Call Recording Options

Service				
Call Recording 900 Meg	Horizon Call Recording Storage	Rental		£25.00
Call Recording 1800 Meg	Horizon Call Recording Storage	Rental		£35.00
Call Recording 3600 Meg	Horizon Call Recording Storage	Rental		£50.00
Call Recording 9000 Meg	Horizon Call Recording Storage	Rental		£75.00
Call Recording 18000 Meg	Horizon Call Recording Storage	Rental		£125.00
Call Recording 45000 Meg	Horizon Call Recording Storage	Rental		£195.00
Call Recording 90000 Meg	Horizon Call Recording Storage	Rental		£295.00
Call Recording 180000 Meg	Horizon Call Recording Storage	Rental		£595.00
Call Recording 360000 Meg	Horizon Call Recording Storage	Rental		£895.00

## Hardware

Service			
Cisco SPA 504	Horizon - Handset - Cisco SPA 504	Connection	£93.20
Cisco SPA 122	Horizon - Handset - Cisco SPA 504	Connection	£51.00
Polycom VVX 201	Horizon - Handset - Polycom VVX 201	Connection	£61.60
Polycom VVX 310	Horizon - Handset - Polycom VVX 310	Connection	£84.70
Polycom VVX 410/411	Horizon - Handset - Polycom VVX 410/411	Connection	£115.00
Polycom VVX 500	Horizon - Handset - Polycom VVX 500	Connection	£145.20
Polycom VVX 600	Horizon - Handset - Polycom VVX 600	Connection	£187.60
Polycom VVX Colour Expansion Module	Horizon - Handset - Polycom VVX Colour Expansion Module	Connection	£163.40
Polycom VVX Monochrome Expansion Module	Horizon - Handset - Polycom VVX Mono Expansion Module	Connection	£78.70

## Packages

Service			
Premium subscription without Gamma voice-enabled access	Horizon Premium	Rental	£19.95
Premium subscription with Gamma voice-enabled access	Horizon Premium	Rental	£17.95

## Delivery

Service			
1 to 10 phones	Horizon - Delivery band 1	Connection	£15.00
11 to 30 phones	Horizon - Delivery band 2	Connection	£30.00
31 to 50 phones	Horizon - Delivery band 3	Connection	£35.00

**onecom**



[onecom.co.uk](http://onecom.co.uk)