



April 2017 Price Adjustment*

Rate Card

April Price Change

In accordance with our terms and conditions we are increasing our call charges in line with the latest RPI (Retail Price Index) figure published by the government on 21st March 2017 at 3.2%. While we are always reluctant to increase call charges and have not done so for over two years, increased costs to us necessitate such a rise in order to maintain our high standards of service.

Only call charges will be affected. No other rates are being increased.

*New prices are effective from April 1st 2017



Affected Services

Services				
Advanced MIS (G)	Broadband G Business WBC	Broadband T MPF 24Mb/Premium/40Gb	Broadband T SMPF 24Mb/Standard/5Gb	Featureline Line Rental
Auto Attendant (I) for DR	Broadband G Fibre Business Premium	Broadband T MPF 24Mb/Premium/500Gb	Broadband T SMPF 8Mb/Premium/40Gb	Geo Inbound Number ICS Rental
Basic PSTN Line Rental	Broadband G Fibre Home Worker	Broadband T MPF 8Mb/Premium/40Gb	Broadband T SMPF 8Mb/Premium/5Gb	Inbound Monthly Service Charge
Broadband E ADSL2+ 100GB	Broadband G Fixed IP	Broadband T MPF 8Mb/Standard/5Gb	Broadband T SMPF Enhanced Care	International Freephone Number - Various Countries
Broadband E Fixed IP	Broadband G FTTC Converged Unltd	Broadband T MPF Call Bar	Broadband T SMPF Fixed IP Rental x1	ISDN2 Digital Business Rental
Broadband E IPSC Max 50GB	Broadband G Home Worker IPSC	Broadband T MPF Fixed IP Rental x1	Broadband T SMPF Fixed IP Rental x4	ISDN30 Rental Per Channel
Broadband E WBC Max 100GB	Broadband G Home Worker WBC	Broadband T MPF Line rental	Broadband T SMPF Fixed IP Rental x8	Multiline
Broadband E WBC Max 50GB	Broadband PN 25Gb	Broadband T MPLS ADSL Ntwk 16 Plus	Business PSTN Line Rental	Multiline Aux Lines Rental
Broadband E WBC MaxPrem 150GB	Broadband PN Annex M	Broadband T SFBB 80/20 Bus 500Gb	Calling Plan Alpha inc Line Rental	Multiline Main Line Rental
Broadband G 2xRouted IP	Broadband PN Enhanced Care	Broadband T SMPF 24Mb/Pr/40Gb/AnnM	Contact Path	Non-Geo Inbound Number ICS Rental
Broadband G Assured 10	Broadband PN Fixed IP Address	Broadband T SMPF 24Mb/Premium/40Gb	Contact Point	Satellite Broadband
Broadband G Assured 15	Broadband PN FTTC 50GB	Broadband T SMPF 24Mb/Premium/500Gb	Contact Pro	
Broadband G Assured 30	Broadband PN FTTC Unlimited	Broadband T SMPF 24Mb/Stand/500Gb	Fax To Email (I)	
Broadband G Assured 5	Broadband PN Unlimited	Broadband T SMPF 24Mb/Standard/40Gb	Fax To Email G	



January 2017 Price Adjustment*

Rate Card

Odds & Ends

Business Continuity G	DDI Rental per number	Number Manager I Agent Ready	Static IP Address
Call Barring	Direct Connect	Outgoing Calls Bar	Static IP Rental (x 4)
Call Deflection	Directory Entry	Outgoing Calls Barred (PRS)	Three-Way Calling
Call Diversion	Directory Entry - Ordinary - Local	Paper Invoice Charge	Wholesale 1571
Call Forwarding	Incoming Calls Bar	Phone Book Special Entry	Wholesale 1571 with PG
Call Minder	Indirect Access Call Barring	Presentation Number	Withhold number all calls
Call Minder Custom	ISDN2 Care Level 3	PSTN Care Level 2	
Call Waiting	ISDN2 Care Level 4	PSTN Care Level 3	
Caller Display	ISDN30 Care Level 3 (per ch)	PSTN Care Level 4	
Caller Redirect	ISDN30 Care Level 4 (per ch)	Raw Call Data	
Caller Redirect ISDN (10 numbers)	ISDN30 Connection Fee per channel	Reminder Call	
Calling Line ID Presentation (CLIP)	ISDN30 Site Assurance Option 1	Ring Back	
Calling Line ID Restriction (CLIR)	MPF Caller Display	SNDDI Rental per number	
Choose to Refuse	MSN Rental Per Number	Soho66 VOIP Calling plan	
Connected Line Id Presentation	Network Whisper Rental	Soho66 VOIP Number Rental	

Annual Charges

System Maintenance

Over the past 12 months, BT operational costs to their partners have significantly increased especially for the traditional style products (copper lines and associated facilities) and this aligned with other regulatory increases means that, sadly, we can no longer continue to provide the excellent service that our customers expect without making minor adjustments to a number of our service costs. Please rest assured that these adjustments do not affect all products, they have been limited in line with market conditions and represent a 9.5% increase. New prices are effective from March 1st 2017.