



# **CHARGES SCHEDULE**



June 2022

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# TELECOMS PRICING

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# RENTAL PRICING

## LINE RENTAL\*

Per month, Per line (or channel)

Rental Type	Charge per line/channel
Standard Line Rental	£18.32
Premium Main Auxiliary line	£18.32
Premium Auxiliary line	£18.32
ISDN2e Standard	£18.32
ISDN2e Main Auxiliary channel	£18.32
ISDN2e Auxiliary channel	£18.32
ISDN30 Main channel	£18.32
ISDN30 Auxiliary channel	£18.32
DDI	£0.33

## CLOUD VOICE SEAT RENTAL\*

Per seat, Per month

Rental Type	Charge per seat
Cloud Voice Seat Rental	£18.32

## CONNECTION CHARGES

Supply of new line. Per line (or channel)

Analogue Lines	Charge per line/channel
Standard Line	£99.99
Premium Main Auxiliary Line	£99.99
Premium Auxiliary line	£99.99
Standard Line — Restart	£35.00
Standard Line — Renumber	£40.00

ISDN2e Lines	Charge per channel
ISDN2e Standard	£240.00
ISDN2e Main Auxiliary channel	£124.50
ISDN2e Auxiliary channel	£124.50
DDI Planning charge	£75.00
DDI Connection	£0.75
ISDN2e Renumber per occasion	£55.00
ISDN2e Renumber per number	£25.00

ISDN30e Lines	Charge per channel
New Install— ISDN30e	£900.00
Installation per channel	£5.50
DDI Planning charge	£81.57
DDI Connection	£0.81

## CALLING FEATURES

Per line/channel or seat

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 Display	-	£0.00
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	£18.33
Ring Back	-	£2.99
Ring Back Pay Per Use	£0.10	-
Smart Divert	£14.99	£3.99
Smart Divert with Bypass Number	£14.99	£3.99
The Combined Call Barring and Bypass Number	-	£3.99
The Combined Call Diversion and Bypass Number	-	£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.

(b) 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.

All prices plus VAT, which is charged at the applicable rate, monthly in advance and are non-refundable, unless stated otherwise.

\* Based on a 24 month contract.

## INVOICE OPTIONS

Option	Charge	Option	Charge	Itemisation	Charge (payable in addition to paper billing charge)
E - Billing	Inclusive	Paper Billing	£4.00	Full	£2.50

## SERVICE LEVEL AGREEMENTS

Per month, per line (or channel)

Option	Charge	Features of Service
Care Level 2	Included	Clear by end of next working day, Monday to Saturday (excluding Public and Bank Holidays)
Care Level 3	£4.50	Reported by 12:59 clear by 23:59 same day. Reported after 13:00 clear by 12:59 next day, Monday to Sunday (including Public and Bank Holidays)
Care Level 4	£6.00	Fault repaired within 6 hours, any time of day, any day of the year
Broadband	Included	Fault repaired within 48 hours from the point it is reported to the wholesaler.

Please note that the above timescales are target resolution timescales, not guaranteed fixes, and we do not provide any compensation where these timescales are exceeded.

## TIME RELATED CHARGES

Type of repair		Normal Working Day (Mon—Fri)	All other times except Sundays & Public Holidays	Sundays and Public/Bank Holidays
Call-outs to repair faults associated with any network, cabling, dropwire or underground feeds within a customer's curtilage including the Network Terminating Point. Excludes ISDN30e	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
	Minimum period charge	1 hour	1 hour	1 hour

The charges in this section may be increased by kinex in the event that the suppliers we use to provide these services increase the charges we pay. Any price increase will be proportionate to the increased cost incurred by us.

### 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 the situation where no fault is found, or the fault is found to be on non-Openreach equipment, or is due to damage caused by someone at the end user'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 (e.g. lightning, electrical surges or floods).

## ABORTIVE VISIT CHARGES

Type of repair	Normal Working Day (Mon—Fri)	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	
Missed SOGEA/FTTP New Install		£99.99	

## OTHER CHARGES

Type	Charge
Unpaid Invoice charges	If you do not pay all Charges by the due date shown on your invoice, we may charge you interest and fixed-sum charges (which 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.
FraudDefender	£3.00 per month
Non-Direct Debit payment charge	£10.00 per month
Line Assurance*	£2.99 per line, per month, and if you have broadband on the line it's only an additional £1.00 per connection, per month.

Broadband Assurance **	£3.99 per broadband supply, per month.
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All prices plus VAT, which is charged at the applicable rate.

FraudDefender and Line Assurance/Broadband Assurance are charged monthly in advance, minimum period of one month and non-refundable. Charges and cover for FraudDefender will begin on the date that your services go live or, if not added to your account at that stage, on the date it is added to your account. Charges and cover for Line Assurance/Broadband Assurance will begin on the date that your services go live or, if not added to your account at that stage, on the first day of the month after it is added to your account. \* Line Assurance applies to line rental, ADSL broadband and essential and absolute fibre. Cloud Voice seat rental, Ultrafast and Superfast Fibre Broadband are excluded.

\*\* Broadband Assurance applies to Cloud Voice seat rental, Ultrafast and Superfast Fibre Broadband. Line rental, ADSL broadband and essential and absolute fibre are excluded.

CALL PRICES

**UK LANDLINE**

Landline	All times
Local	6.00
National	6.00

**UK MOBILE CALLS**

Mobile	All times
Vodafone	11.00
O2	11.00
Orange	11.00
T Mobile	11.00
Three	11.00
Mobile Other	11.00

**UK OTHER CALLS**

Charge Band	Peak	Off Peak
C	50.00	50.00
D	50.00	50.00
E	5.00	5.00
F	50.00	50.00
J	75.00	75.00
K	85.00	85.00
M	34.90	34.90
N	15.00	15.00
FW1	13.20	13.20
FW2	12.50	12.50
FW3	13.90	13.90
FW4	13.50	13.50
FW5	12.60	12.60
FW6	15.00	15.00
FW7	10.50	10.50
G6	7.00	7.00

**ACCESS CHARGES**

UK Landline	Peak	Off Peak
Service Charge	Determined by the provider you are calling	
Access Charge	15.00	15.00

**PERSONAL NUMBERS**

Charge Band	Peak	Off Peak
PN1	25.00	25.00
PN2	80.00	80.00
PN3	59.00	59.00
PN4	32.00	32.00
PN5	25.00	25.00
PN6	49.00	49.00
PN8	49.00	49.00
PN9	25.00	25.00
PN10	39.00	39.00
PN11	43.00	43.00
PN12	30.00	30.00
PN13	43.00	43.00
PN14	42.00	42.00
PN15	15.00	15.00
PN16	13.00	13.00
PN17	16.00	16.00
PN18	18.00	18.00
PN19	60.00	60.00
PN20	25.00	25.00

**PAGING SERVICES**

Charge Band	Fixed Price Call
FF10	26.00
FF3	25.00
FF8	15.80
FF9	42.00

**NGCS**

Charge Band	Connecti on Charge	PPM
NGCS 46	12.50	5.00
NGCS 47	17.50	5.00
NGCS 48	22.50	5.00
NGCS 49	32.50	5.00
NGCS 50	37.50	5.00
NGCS 51	42.50	5.00
NGCS 52	47.50	5.00
NGCS 53	55.50	5.00
NGCS 54	57.50	5.00
NGCS 55	77.50	5.00
NGCS 56	82.50	5.00
NGCS 57	107.50	5.00
NGCS 58	152.50	5.00
NGCS 59	157.50	5.00
NGCS 60	207.50	5.00
NGCS 61	257.50	5.00
NGCS 62	307.50	5.00
NGCS 63	407.50	5.00
NGCS 64	507.50	5.00
NGCS 65	607.50	5.00

**NGCS**

Name	PPM
NGCS 1	5.00
NGCS 2	6.00
NGCS 3	7.00
NGCS 4	8.00
NGCS 5	9.00
NGCS 6	10.00
NGCS 7	11.00
NGCS 8	12.00
NGCS 9	13.00
NGCS 10	14.00
NGCS 11	15.00
NGCS 12	16.00
NGCS 13	17.00
NGCS 14	18.00
NGCS 15	20.00
NGCS 16	25.00
NGCS 17	30.00
NGCS 18	35.00
NGCS 19	40.00
NGCS 20	41.00
NGCS 21	45.00
NGCS 22	50.00
NGCS 23	51.00
NGCS 24	55.00
NGCS 25	60.00
NGCS 26	65.00
NGCS 27	70.00
NGCS 28	75.00
NGCS 29	80.00
NGCS 30	85.00
NGCS 31	95.00
NGCS 32	100.00
NGCS 33	104.00

Name	PPM
NGCS 34	105.00
NGCS 35	115.00
NGCS 36	125.00
NGCS 37	150.00
NGCS 38	155.00
NGCS 39	160.00
NGCS 40	185.00
NGCS 41	205.00
NGCS 42	225.00
NGCS 43	255.00
NGCS 44	305.00
NGCS 45	365.00

Name	Connection Charge	PPM
NGCS 66	84.50	160.00
NGCS 67	87.50	30.00
NGCS 68	399.00	139.00
NGCS 69	499.00	135.00
NGCS 70	550.00	275.00
NGCS 71	581.50	304.00
NGCS 72	705.50	354.00
NGCS 73	7.50	255.00
NGCS 74	12.50	10.00
NGCS 75	17.50	15.00
NGCS 76	47.50	45.00
NGCS 77	77.50	75.00
NGCS 78	157.50	155.00
NGCS 79	207.50	205.00
NGCS 80	452.50	262.00

Connection charges apply; 20p to local and national, 20p to mobile and 20p to international destinations, unless stated otherwise. All prices plus VAT which is charged at the applicable rate and are listed in pence per minute, calls to mobiles will be charged at the above original operator rates. Calls will be charged per 60 seconds and rounded up to the nearest penny.

## INTERNATIONAL PRICE LIST

To protect our customers, international call barring will automatically apply to some international destinations. You can request that the call bar is removed by contacting our Customer Service Team. Please note we may require you to complete a credit check.

Destination	International Landline Anytime	International Mobile Anytime
Afghanistan	192.50	213.50
Albania	59.50	80.50
Algeria	59.50	80.50
American Samoa	192.50	213.50
Andorra	59.50	80.50
Angola	140.00	161.00
Anguilla	73.50	94.50
Antarctic Territories	192.50	213.50
Antigua & Barbuda	73.50	94.50
Argentina	108.50	129.50
Armenia	91.00	112.00
Aruba	91.00	112.00
Ascension Island	192.50	213.50
Australia	49.00	70.00
Austria	28.00	49.00
Azerbaijan	91.00	112.00
Azores	35.00	56.00
Bahamas	73.50	94.50
Bahrain	91.00	112.00
Bangladesh	59.50	80.50
Barbados	73.50	94.50
Belarus	91.00	112.00
Belgium	28.00	49.00
Belize	140.00	161.00
Benin	140.00	161.00
Bermuda	73.50	94.50
Bhutan	192.50	213.50
Bolivia	140.00	161.00
Bosnia & Herzegovina	140.00	161.00
Botswana	108.50	129.50
Brazil	108.50	129.50
British Virgin Islands	73.50	94.50
Brunei	108.50	129.50
Bulgaria	59.50	80.50
Burkina Faso	140.00	161.00
Burundi	140.00	161.00
Cambodia	192.50	213.50
Cameroon	108.50	129.50
Canada	24.50	45.50
Canary Islands	35.00	56.00
Cape Verde Island	192.50	213.50
Cayman Islands	73.50	94.50
Central African Republic	192.50	213.50
Chad	192.50	213.50
Chatham Islands	35.00	56.00
Chile	108.50	129.50
China	91.00	112.00
Christmas Island	192.50	213.50
Cocos Island	192.50	213.50
Columbia	140.00	161.00
Comoros	192.50	213.50
Congo	140.00	161.00
Cook Islands	192.50	213.50
Costa Rica	108.50	129.50
Croatia	59.50	80.50
Cuba	192.50	213.50
Cyprus North	59.50	80.50
Cyprus South	35.00	56.00

Destination	International Landline Anytime	International Mobile Anytime
Czech Republic	35.00	56.00
Denmark	28.00	49.00
Diego Garcia	192.50	213.50
Djibouti	192.50	213.50
Dominica	73.50	94.50
Dominican Republic	73.50	94.50
DR Congo	140.00	161.00
East Timor	192.50	213.50
Ecuador	140.00	161.00
Egypt	108.50	129.50
El Salvador	108.50	129.50
Emsat	385.00	406.00
Equatorial Guinea	192.50	213.50
Eritrea	140.00	161.00
Estonia	59.50	80.50
Ethiopia	140.00	161.00
Euro Sat	200.00	221.00
Faroe Islands	35.00	56.00
Falkland Islands	140.00	161.00
Fiji	192.50	213.50
Finland	28.00	49.00
France	28.00	49.00
French Guiana	192.50	213.50
French Polynesia	192.50	213.50
Gabon	140.00	161.00
Gambia	140.00	161.00
Georgia	91.00	112.00
Germany	28.00	49.00
Ghana	108.50	129.50
Gibraltar	35.00	56.00
Global Satellite-Thuraya	420.00	441.00
Greece	28.00	49.00
Greenland	192.50	213.50
Grenada	73.50	94.50
Guadeloupe	73.50	94.50
Guam	192.50	213.50
Guantanamo Bay	140.00	161.00
Guatemala	108.50	129.50
Guinea	192.50	213.50
Guyana	140.00	161.00
Haiti	140.00	161.00
Honduras	108.50	129.50
Hong Kong	49.00	70.00
Hungary	35.00	56.00
Iceland	59.50	80.50
India	59.50	80.50
Indonesia	91.00	112.00
Inmarsat B Maritime	350.00	371.00
Inmarsat Mini M	104.14	125.14
Iran	108.50	129.50
Iraq	108.50	129.50
Ireland	21.00	42.00
Iridium 8817	450.00	471.00
Israel	49.00	70.00
Italy	28.00	49.00
Ivory Coast	108.50	129.50
Jamaica	73.50	94.50



<b>Destination</b>	<b>International Landline Anytime</b>	<b>International Mobile Anytime</b>
Japan	49.00	70.00
Jordan	108.50	129.50
Kazakhstan	91.00	112.00
Kenya	108.50	129.50
Kiribati	192.50	213.50
Korea North	192.50	213.50
Korea South	91.00	112.00
Kosovo	42.50	63.50
Kuwait	91.00	112.00
Kyrgyzstan	91.00	112.00
Laos	192.50	213.50
Latvia	59.50	80.50
Lebanon	108.50	129.50
Lesotho	140.00	161.00
Liberia	108.50	129.50
Libya	59.50	80.50
Liechtenstein	59.50	80.50
Lithuania	59.50	80.50
Luxembourg	28.00	49.00
Macao	108.50	129.50
Macedonia	59.50	80.50
Madagascar	140.00	161.00
Malawi	108.50	129.50
Malaysia	49.00	70.00
Maldives	140.00	161.00
Mali	140.00	161.00
Malta	35.00	56.00
Marshall Islands	192.50	213.50
Martinique	73.50	94.50
Mauritania	140.00	161.00
Mauritius	192.50	213.50
Mayotte	192.50	213.50
Mexico	91.00	112.00
Micronesia	192.50	213.50
Midway Islands	140.00	161.00
Moldova	140.00	161.00
Monaco	35.00	56.00
Mongolia	192.50	213.50
Montserrat	73.50	94.50
Morocco	59.50	80.50
Mozambique	140.00	161.00
Myanmar	140.00	161.00
Namibia	140.00	161.00
Nauru	192.50	213.50
Nepal	108.50	129.50
Netherlands	28.00	49.00
New Caledonia	192.50	213.50
New Zealand	49.00	70.00
Nicaragua	108.50	129.50
Niger	140.00	161.00
Nigeria	91.00	112.00
Niue	192.50	213.50
Norfolk Islands	192.50	213.50
Northern Marianas	192.50	213.50
Norway	28.00	49.00
Oman	91.00	112.00
Pakistan	59.50	80.50
Palau	192.50	213.50
Palestine	49.00	70.00
Panama	108.50	129.50
Papua New Guinea	192.50	213.50

<b>Destination</b>	<b>International Landline Anytime</b>	<b>International Mobile Anytime</b>
Paraguay	108.50	129.50
Peru	108.50	129.50
Philippines	91.00	112.00
Poland	35.00	56.00
Portugal	35.00	56.00
Puerto Rico	73.50	94.50
Qatar	91.00	112.00
Reunion Island	192.50	213.50
Romania	59.50	80.50
Russia	59.50	80.50
Rwanda	140.00	161.00
San Marino	35.00	56.00
Sao Tome & Principe	192.50	213.50
Saudi Arabia	91.00	112.00
Senegal	108.50	129.50
Serbia	59.50	80.50
Seychelles	108.50	129.50
Sierra Leone	108.50	129.50
Singapore	49.00	70.00
Slovakia	35.00	56.00
Slovenia	59.50	80.50
Solomon Islands	192.50	213.50
Somalia	192.50	213.50
South Africa	49.00	70.00
South Sudan	108.50	129.50
Spain	28.00	49.00
Sri Lanka	108.50	129.50
St. Helena	192.50	213.50
St. Kitts & Nevis	73.50	94.50
St. Lucia	73.50	94.50
St. Pierre	192.50	213.50
St. Vincent's	73.50	94.50
Sudan	108.50	129.50
Suriname	140.00	161.00
Swaziland	140.00	161.00
Sweden	28.00	49.00
Switzerland	28.00	49.00
Syria	108.50	129.50
Taiwan	91.00	112.00
Tajikistan	140.00	161.00
Tanzania	108.50	129.50
Thailand	91.00	112.00
Togo	140.00	161.00
Tokelau	192.50	213.50
Tonga	192.50	213.50
Trinidad & Tobago	73.50	94.50
Tunisia	59.50	80.50
Turkey	59.50	80.50
Turkmenistan	91.00	112.00
Turks & Caicos Island	73.50	94.50
Tuvalu	192.50	213.50
Uganda	108.50	129.50
Ukraine	91.00	112.00
United Arab Emirates	91.00	112.00
Uruguay	108.50	129.50
USA	24.50	45.50
USA Toll Free	14.07	35.07
Uzbekistan	91.00	112.00
Vanuatu	192.50	213.50
Venezuela	108.50	129.50
Vietnam	140.00	161.00

Destination	International Landline Anytime	International Mobile Anytime
Virgin Islands-US	73.50	94.50
Western Samoa	192.50	213.50
Yemen	140.00	161.00
Zambia	108.50	129.50
Zimbabwe	108.50	129.50

The charges in this section may be increased by kinex in the event that the suppliers we use to provide these services increase the charges we pay. Any price increase will be proportionate to the increased cost incurred by us.

All prices plus VAT, which is charged at the applicable rate.

## CALL BUNDLES\*

		Cost per line/channel/seat per month
<b>Unlimited landline and mobile calls</b>	Unlimited calls from your landline to all UK mobiles and UK landlines beginning in 01, 02 and 03	£13.09
<b>Anytime UK landline</b>	All calls to UK numbers beginning 01, 02 and 03 included	£9.59
<b>500 Mobile Minutes</b>	500 minutes to all UK mobiles from your landline	£11.99
<b>Cloud Voice Unlimited landline and mobile calls</b>	Unlimited calls from your number to all UK mobiles and UK landlines beginning in 01, 02 and 03	£9.36

**Fair use policy applies. Excludes line rental, seat rental and any other network services, which are charged in addition. Calls capped for the first hour of the call, after which calls are charged at the pence per minute rate above. Excludes calls to Lyca mobiles, which are charged at FW7 (please refer to page 6).**

All prices plus VAT, which is charged at the applicable rate. All bundles are charged monthly in advance, unless stated otherwise, minimum period of one month and non-refundable.

\* Based on a 24 month contract.

# **BROADBAND & FIBRE PRICING**

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# BROADBAND PACKAGES\*

## ESSENTIAL BROADBAND PACKAGE

### Essential Broadband

20GB monthly download limit<sup>1</sup>  
 £2.00 per 2GB over usage charge<sup>1</sup>  
 Broadband speed up to 17 Mbps<sup>2</sup>  
 Only £18.69 per month

## UNLIMITED BROADBAND PACKAGE

### Unlimited Broadband

Unlimited monthly download limit<sup>1</sup>  
 No additional usage charge  
 Broadband speed up to 17 Mbps<sup>2</sup>  
 Only £23.99 per month

## BROADBAND PACKAGE PRICING

Service	Charge
Wireless router	Inclusive <sup>4</sup>
Static IP Address	£3 per month
Email addresses	Inclusive
Moving broadband to a different telephone line	£50.00
Broadband reconnection	£50.00
Abortive end user site visit	£85.00
Engineer visit	£140.00

The charges in this section may be increased by kinex in the event that the suppliers we use to provide these services increase the charges we pay. Any price increase will be proportionate to the increased cost incurred by us.

# FIBRE PACKAGES\*

## ESSENTIAL FIBRE PACKAGE

### Essential Fibre

Up to 38 Mbps download speed<sup>2</sup>  
 Up to 10 Mbps upload speed<sup>2</sup>  
 Unlimited usage<sup>1</sup>  
 Only £31.99 per month

## ABSOLUTE FIBRE PACKAGE

### Absolute Fibre

Up to 76 Mbps download speed<sup>2</sup>  
 Up to 19 Mbps upload speed<sup>2</sup>  
 Unlimited usage<sup>1</sup>  
 Only £39.99 per month

## ULTRAFAST FIBRE BROADBAND PACKAGE

### Ultrafast Fibre Broadband

Up to 100 Mbps download speed<sup>3</sup>  
 Up to 20 Mbps upload speed<sup>3</sup>  
 Unlimited usage<sup>1</sup>  
 Only £37.42 per month

## SUPERFAST FIBRE BROADBAND PACKAGE

### Superfast Fibre Broadband

Up to 80 Mbps download speed<sup>2</sup>  
 Up to 20 Mbps upload speed<sup>2</sup>  
 Unlimited usage<sup>1</sup>  
 Only £37.42 per month

\* Based on a 24 month contract.

## CHOOSE YOUR ULTRAFASST FIBRE BROADBAND SPEED

Per supply, per month

Plus seat rental

Download Speed (up to) <sup>3</sup>	Upload Speed (up to) <sup>3</sup>	Price
100Mbps	20Mbps	£37.42
200Mbps	30Mbps	£42.62
300Mbps	50Mbps	£47.82
500Mbps	75Mbps	£58.22
900Mbps	150Mbps	£72.78

## BROADBAND SPEEDS

Fibre Broadband Speeds	Unlimited Broadband	
	Download	Upload
	Up to 17Mbps download speed   Up to 1Mbps upload speed	
Maximum	17mbps	1mbps
Normally available	11mbps	1mbps
Minimum	<1mbps	<1mbps

Absolute Fibre Broadband	
Download	Upload
Up to 76Mbps download speed   Up to 19 Mbps upload speed	
76mbps	19mbps
67mbps	16mbps
<1mbps	<1mbps

Fibre Broadband Speeds	Ultrafast Fibre Broadband									
	Up to 100Mbps download speed   Up to 20Mbps upload speed		Up to 200Mbps download speed   Up to 30Mbps upload speed		Up to 300Mbps download speed   Up to 50Mbps upload speed		Up to 500Mbps download speed   Up to 75Mbps upload speed		Up to 900Mbps download speed   Up to 150Mbps upload speed	
	Download	Upload	Download	Upload	Download	Upload	Download	Upload	Download	Upload
Maximum	100mbps	20mbps	200mbps	30mbps	300mbps	50mbps	500mbps	75mbps	900mbps	150mbps
Normally available	100mbps	18mbps	200mbps	29mbps	300mbps	47mbps	500mbps	72mbps	900mbps	110mbps
Minimum	50mbps	10mbps	106mbps	15mbps	150mbps	25mbps	250mbps	37mbps	450mbps	75mbps

Superfast Fibre Broadband	
Download	Upload
Up to 80Mbps download speed   Up to 20Mbps upload speed	
80mbps	20mbps
67mbps	16mbps
<1mbps	<1mbps

1. kinex operates a fair use policy for its Unlimited Broadband and Fibre Broadband packages. You will incur no additional charge or suspension of service as a consequence of exceeding any usage threshold. If kinex believe that your use of the Service is adversely affecting the network (or any part of it) or other customers, then kinex may moderately regulate your usage. For customers on Essential Broadband this includes a 20GB usage limit, for usage above this limit a charge of £2.00 per 2GB applies, no charge will be applied in the first two months of supply for over usage.
2. Speeds based on download and upload speed range (see table above). The actual speed you will receive is subject to line distance from the principal connection point to your premises and line quality. The actual speed you will receive is subject to line distance from the exchange, or principal connection point for fibre connections, and line quality. Speeds vary significantly by location. External factors e.g. internet congestion and premises wiring can also significantly affect speed. Fibre is subject to exchange availability.
3. Speeds based on download and upload speed range (see table above). The actual speed you will receive is subject to time of day, location, premises wiring and wi-fi connection.
4. If you terminate your contract with kinex and you have taken a router which is not returned at your own expense within 14 days of termination, in good condition and suitable packaging, you will be charged £50 plus VAT.

Fluctuation in Broadband line speed is expected to occur within the first 10 days of service whilst your line speed automatically adjusts to the maximum speed it can reliably support. All prices plus VAT which is charged at the applicable rate. Broadband rental charged monthly in advance and is non-refundable.

# MOBILE PRICING

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# Mobile packages – EE network\*

Destination	Cost
MMS	30p per message
Data (no data bundle taken)	15p per MB
Voicemail	9p per minute
080 numbers	Free
084 / 087 / 118 / 09 numbers	Service Charge <sup>1</sup> + Access Charge <sup>2</sup>
1) Service Charge = Set by the provider you are calling 2) Access Charge = 37.5p per minute	
070 numbers / SMS short codes	Up to £2.50 per minute/SMS/Call

Bundle	Price per month
No data	£17.00
1GB	£19.00
3GB	£21.00
10GB	£25.00
30GB	£31.00

All Data Bundles include Unlimited Calls & SMS

## Handsets available on request

Call 0161 465 6655 for details

Contact Details	
Phone	0161 465 6655
Lost/Stolen	0161 465 6657
Website	www.kinex.co.uk
e-mail	service@kinex.co.uk
Address	kinex, No. 1 Dovecote, Old Hall Road, Sale, M33 2GS

\* Based on a 24 month contract.

Calls will be charged per 60 seconds and rounded up to the nearest penny. Prices are shown in pence per minute unless stated otherwise. All prices exclude VAT which is charged at the applicable rate.

**Choose a Data Bundle to suit your business, with Unlimited Calls and Texts included as standard. Data Bundle charged monthly in advance and non-refundable.**

Bundles for UK and EU use only. Calls to 01, 02, 03, standard UK mobile numbers and voicemail use bundled minutes which are rounded up to the nearest minute. Calls to non-standard destinations charged at non-bundle price listed above. Calls longer than 60 minutes will be charged at the applicable out of bundle cost. All bundles restricted to a maximum of 99 distinct numbers per month, beyond this usage will be charged at the applicable out of bundle cost. Excludes calls to Lyca mobiles, which are charged at 15p per minute. Connection charge of 20p also applies.

Out of bundle usage charged at: 33p per minute for calls to standard UK landline, mobile and voicemail, 12p per SMS and 15p per MB. Only one Data bundle per connection. Monthly limit for data bundles applied in the first month will be pro rata for the number of days remaining in that month. The full allowance will then take effect from the first day of the next month.

Please refer to your contract for confirmation of the service charges and the amount of data you have agreed to. If you have chosen to add a handset, you will find details of the make and model on your contract. Handsets are charged according to the payment terms set out on your Contract.

Handsets are sent separately from SIM cards, please call to activate your SIM and your new handset will be dispatched.

For details of the handsets currently offered please visit our website at [kinex.co.uk/business-mobile](http://kinex.co.uk/business-mobile).

Lost/Stolen Mobile Phones
If your phone has been lost or stolen, we can help.
<b>Call 0161 465 6657 straight away</b>
We will bar your SIM card to prevent unauthorized charges being made to your account.

# Mobile International Call Pricing – EE network

To protect our customers, international call barring will automatically apply to all international destinations. You can request that the call bar is removed by contacting our Customer Service Team. Please note we may require you to complete a credit check.

Ireland, Channel Islands and European Union									
Cost to call from UK: <b>20p</b>		Cost of calling the UK: <b>See note</b>		Cost of calling within group: <b>See note</b>			Cost of calling any other country: <b>162p</b>		
Cost to receive calls: <b>See note</b>		Cost of SMS to destination: <b>10p</b>		Cost of SMS from destination: <b>See note</b>			Cost of downloading data: <b>0.055p per KB</b>		
Aland Islands	Andorra	Austria	Belgium	Bulgaria	Canary Islands	Cyprus (South)	Czech Republic	Denmark	Estonia
Finland	France	Germany	Gibraltar	Greece	Guernsey	Hungary	Iceland	Ireland	Isle of Man
Italy	Jersey	Latvia	Liechtenstein	Lithuania	Luxembourg	Malta	Monaco	Netherlands	Norway
Poland	Portugal	Reunion	Romania	San Marino	Slovakia	Slovenia	Spain	Sweden	Vatican City
Note: When roaming you will be charged your UK package rates for calls, text messages and data usage.									
Other Europe and Eastern Mediterranean									
Cost to call from UK: <b>30p</b>		Cost of calling the UK: <b>143p</b>		Cost of calling any other country: <b>333p</b>					
Cost to receive calls: <b>95p</b>		Cost of SMS to destination: <b>25p</b>		Cost of SMS from destination: <b>48p</b>			Cost of downloading data: <b>1p per KB</b>		
Albania	Belarus	Bosnia & Herzegovina	Croatia	Cyprus (North)	Faroe Islands	Georgia	Israel	Macedonia	Moldova
Palestine	Serbia	Switzerland	Turkey	Ukraine					
Asia Pacific and South Africa									
Cost to call from UK: <b>50p</b>		Cost of calling the UK: <b>143p</b>		Cost of calling any other country: <b>333p</b>					
Cost to receive calls: <b>95p</b>		Cost of SMS to destination: <b>25p</b>		Cost of SMS from destination: <b>57p</b>			Cost of downloading data: <b>1p per KB</b>		
Australia	China	Hong Kong	Japan	Korea (South)	Malaysia	New Zealand	Norfolk Island	Singapore	South Africa
Thailand									
Canada and USA									
Cost to call from UK: <b>20p</b>		Cost of calling the UK: <b>162p</b>		Cost of calling any other country: <b>333p</b>					
Cost to receive calls: <b>95p</b>		Cost of SMS to destination: <b>15p</b>		Cost of SMS from destination: <b>57p</b>			Cost of downloading data: <b>1p per KB</b>		
Middle East									
Cost to call from UK: <b>30p</b>		Cost of calling the UK: <b>209p</b>		Cost of calling any other country: <b>333p</b>					
Cost to receive calls: <b>143p</b>		Cost of SMS to destination: <b>25p</b>		Cost of SMS from destination: <b>57p</b>			Cost of downloading data: <b>1p per KB</b>		
Bahrain	Egypt	Jordan	Kuwait	Oman	Qatar	Saudi Arabia	UAE		
Rest of World									
Cost to call from UK: <b>120p</b>		Cost of calling the UK: <b>228p</b>		Cost of calling any other country: <b>333p</b>					
Cost to receive calls: <b>143p</b>		Cost of SMS to destination: <b>25p</b>		Cost of SMS from destination: <b>57p</b>			Cost of downloading data: <b>1p per KB</b>		
Afghanistan	Algeria	American Samoa	Angola	Anguilla	Antarctica	Antigua	Argentina	Armenia	
Aruba	Ascension Island	Azerbaijan	Bahamas	Bangladesh	Barbados	Belize	Benin	Bermuda	
Bhutan	Bolivia	Botswana	Brazil	Brunei	Burkina Faso	Burundi	Cambodia	Cameroon	
Cape Verde	Cayman Islands	Central African Rep.	Chad	Chile	Christmas Islands	Cocos	Colombia	Comoros	
Congo	Cook Islands	Costa Rica	Ivory Coast	Cuba	Diego Garcia	Djibouti	Dominica	Dominican Rep.	
Ecuador	El Salvador	Equatorial Guinea	Eritrea	Ethiopia	Falkland Islands	Fiji	French Polynesia	Futuna Islands	
Gabon	Gambia	Ghana	Greenland	Grenada	Guam	Guatemala	Guinea	Guyana	
Haiti	Honduras	India	Indonesia	Iran	Iraq	Jamaica	Kazakhstan	Kenya	
Kosovo	Kyrgyzstan	Laos	Lebanon	Lesotho	Liberia	Libya	Macau	Madagascar	
Malawi	Maldives	Mali	Martinique	Marshall Islands	Mauritania	Mauritius	Mayotte	Mexico	
Micronesia	Mongolia	Montserrat	Morocco	Mozambique	Myanmar	Nagorno	Namibia	Nauru	
Nepal	Netherlands Antilles	New Caledonia	Nicaragua	Nigeria	Niue	North Korea	N.Mariana Islands	Pakistan	
Palau	Panama	Papua New Guinea	Paraguay	Peru	Philippines	Pitcairn Islands	Puerto Rico	Russia	
Rwanda	Samoa	Sao Tome	Senegal	Seychelles	Sierra Leone	Solomon Islands	Somalia	Somaliland	
South Ossetia	Sri Lanka	St. Helena	St. Kitts	St. Lucia	St. Martin	St. Vincent	Sudan	Suriname	
Swaziland	Syria	Taiwan	Tajikistan	Tanzania	Timor	Togo	Tokelau	Tonga	
Transnistria	Trinidad & Tobago	Tristan da Cunha	Tunisia	Turks and Caicos Islands	Tuvalu	Uganda	Uruguay	Uzbekistan	
Vanuatu	Venezuela	Vietnam	Virgin Islands (UK & USA)	Wallis Island	Western Sahara	Yemen	Zambia	Zimbabwe	

Prices stated above are per minute rates and plus VAT, which is charged at the applicable rate. For Ireland, Channel Islands and European Union there will be a minimum call charge of 30 seconds per call and each call is billed per second and will be rounded up to the nearest second. All other International Roaming calls will be charged per minute and will be rounded up to the nearest minute. For pricing on all other services, including data access, MMS messaging and Video Calls to international destinations or whilst abroad, please call our customer services team. International coverage is subject to roaming using available partnered networks. Where partnered networks are not available, alternative networks may be used. It is not possible to guarantee international coverage will be suitable for access to all or any of the services. Calls to Satellite/Inmarsat phones will be charged at £5 per minute at all times.



The charges in this section may be increased by kinex in the event that the suppliers we use to provide these services increase the charges we pay. Any price increase will be proportionate to the increased cost incurred by us.

## Mobile packages – O2 network\*

### Data Bundle charged monthly in advance and non-refundable.

Bundles for UK and EU use only. Calls to 01, 02, 03, standard UK mobile numbers and voicemail use bundled minutes which are rounded up to the nearest minute. Calls to non-standard destinations charged at non-bundle price listed below.

Fair use policy applies.

Data Bundle	2GB	8GB	24GB	50GB	Unlimited
Price per month	£17.00	£19.00	£24.00	£26.00	£29.00

### All Data Bundles include Unlimited Calls & SMS

All prices exclude VAT which is charged at the applicable rate.

Monthly limit for data bundles applied in the first month will be pro rata for the number of days remaining in that month. The full allowance will then take effect from the first day of the next month.

Please refer to your Contract for confirmation of the service charges and the amount of data you have agreed to. If you have chosen to add a handset, you will find details of the make and model on your contract. Handsets are charged according to the payment terms set out on your Contract.

### Handsets available on request

Handsets are sent separately from SIM cards, please call to activate your SIM and your new handset will be dispatched.

### Call 0161 465 6655 for details

Top-up bundles can be activated if you exceed your monthly data allowance. Please see price options below.

Top-up Bundles	Cost
UK / EU one-off data bundle - 5GB	£16.00
UK / EU one-off data bundle - 10GB	£24.00
UK / EU one-off data bundle - 20GB	£30.00
UK / EU one-off data bundle - 50GB	£38.00

Top-up Bundles shall be activated from date of order until the end of the current month.

Top-up Bundles are one-offs and shall not remain active for the following month.

The Top-up Bundle shall be added to your existing tariff bundle.

International call bundles		Price per month
Europe/North America/Asia Pacific *	120 international minutes	£5.00
	500 international minutes	£16.00
Worldwide	100 international texts	£5.00
International call saver	Lower rates for 'rest-of-world' calls (outside of the EU) to 18p per minute (from £1.25)	£6.50

\* EU = Regulated Europe, Unregulated Europe and Eastern Europe Zone. North America = USA and Canada. Asia = Asia Pacific

### Out of bundle charges

Calls will be charged per 60 seconds and rounded up to the nearest minute. All prices exclude VAT which is charged at the applicable rate.

The charges in this section may be increased by kinex in the event that the suppliers we use to provide these services increase the charges we pay. Any price increase will be proportionate to the increased cost incurred by us.

Out of Bundle Charges – UK Origin	Rate (minimum charge)
Access Charge for UK calls to non-geographical numbers starting 084, 087, 09 or 118	80p per minute
UK Calls to Ireland	58p per minute
UK Calls to Europe	£1.34 per minute
UK Calls to USA & Canada	£1.34 per minute
UK Calls to Asia & Pacific	£1.34 per minute
UK Calls to Rest of World	£1.34 per minute
Call Return	42p per minute

MMS	59p per message
Data within the UK	8p per MB
Data overseas	Please refer to Mobile International Call Pricing – O2 network

Please see list of countries by region on page 17

\* Based on a 24 month contract.

## Out of bundle charges - Outside of the UK

Roaming charges	Calling in zone or to the UK	Calling out of zone	Receiving calls	Sending texts	Picture messages
Regulated Europe	UK Bundle	£1.93 per minute	free	UK Bundle	50p
Unregulated Europe	<i>£2.50 per day for access to your UK calls, texts &amp; data bundle (only pay when you use it)</i>				50p
Eastern Europe Zone	87p per minute	£1.93 per minute	56p per minute	50p	50p
Asia Pacific	65p per minute	£1.93 per minute	47p per minute	50p	50p
USA & Canada	97p per minute	£1.93 per minute	42p per minute	50p	50p
Rest of World	In country or to UK £1.20 per minute; In zone £2.03 per minute	£1.93 per minute	92p per minute	50p	50p

Calls will be charged per 60 seconds and rounded up to the nearest minute. All prices exclude VAT which is charged at the applicable rate.

## List of countries by region

Regulated Europe									
Austria	Belgium	Bulgaria	Croatia	Cyprus	Czech Republic	Denmark	Estonia	Finland	France
Hungary	Iceland	Ireland	Italy (inc. Vatican City)	Latvia	Liechtenstein	Lithuania	Luxembourg	Malta	Monaco
Netherlands	Norway	Poland	Portugal (inc. Madeira)	Romania	Slovakia	Slovenia	Spain (inc. Balearic Islands)	Sweden	
Unregulated Europe									
Guernsey	Isle of Man	Jersey	Switzerland						
Eastern Europe									
Albania	Bosnia	Herzegovina	Faroe Islands	Macedonia	Montenegro	San Marino	Turkey (inc. Northern Cyprus)		
Asia Pacific									
Australia	New Zealand	Singapore	South Africa	Taiwan	Thailand				
USA & Canada									
USA	Canada								
Rest of World									
All Other Countries									

International coverage is subject to roaming using available partnered networks. Where partnered networks are not available, alternative networks may be used. It is not possible to guarantee international coverage will be suitable for access to all or any of the services.

# Mobile International Call Pricing – O2 network

## Out of bundle data roaming charges

Data charges will automatically be applied if you use it. Please refer to the list below.

The charges in this section may be increased by kinex in the event that the suppliers we use to provide these services increase the charges we pay. Any price increase will be proportionate to the increased cost incurred by us.

Standard charges			
Roaming charges - Data	Data Cost	Active Duration	Minutes & Texts
Regulated Europe	Usage is taken from your UK tariff		
Unregulated Europe	£2.50 per day for access to your UK calls, texts & data bundle		
Zone 1 (refer to list below)	£7.50 per 500MB	1 day	300 mins & 300 texts
Zone 2 (refer to list below)	£7.50 per 50MB	1 day	standard rates
Zone 3 (refer to list below)	£7.50 per 5MB	1 day	

- Active duration runs per UK calendar day
- Data charge activated when any data is used
- If 100% of data bundle used within the 1 day period a new data charge is activated
- Unused data is removed after the 1 day period

Calls will be charged per 60 seconds and rounded up to the nearest minute. All prices exclude VAT which is charged at the applicable rate.

\* Unregulated Europe Countries consist of Guernsey, Isle of Man, Jersey & Switzerland

Zone 1										
Afghanistan	Bangladesh	Burkina Faso	Costa Rica	Ghana	Indonesia	Madagascar	Nigeria	Russia	St Lucia	Uganda
Albania	Barbados	Cameroon	Côte d'Ivoire	Greenland	Israel	Malaysia	Panama	Rwanda	St. Vincent & Grenadines	Ukraine
Anguilla	Belarus	Canada	Dominica	Grenada	Jamaica	Mexico	Paraguay	Saint Kitts and Nevis	Taiwan	United Arab Emirates
Antigua and Barbuda	Benin	Cape Verde	Dominican Republic	Guatemala	Japan	Montenegro	Peru	Saudi Arabia	Thailand	Uruguay
Argentina	Bermuda	Cayman Islands	Ecuador	Guinea	Kazakhstan	Montserrat	Philippines	Seychelles	Togo	USA
Aruba	Botswana	Chile	Egypt	Guyana	Kenya	Netherlands Antilles	Qatar	Singapore	Trinidad and Tobago	Venezuela
Australia	Brazil	China	El Salvador	Hong Kong	Korea	New Zealand	Republic of Macedonia	South Africa	Turkey	Yemen
Bahamas	British Virgin Islands	Colombia	Gabon	India	Kuwait	Nicaragua	Republic of Moldova	Sri Lanka	Turks & Caicos Islands	Zambia

Zone 2									
Algeria	Azerbaijan	Bahrain	Bosnia & Herzg	Burundi	Chad	Congo	Democratic Rep. of Congo	Equatorial Guinea	Falkland Islands
French Polynesia	Fiji	Gambia	Georgia	Iraq	Kosovo	Macau	Malawi	Morocco	Niger
Oman	Pakistan	Papua New Guinea	Sierra Leone	Swaziland	Tanzania	Uzbekistan	Vanuatu		

Zone 3									
Andorra	Angola	Armenia	Belize	Bolivia	Brunei	Cambodia	Cuba	Jordan	Lao PDR
Lebanon	Liberia	Mauritania	Mauritius	Mongolia	Mozambique	Namibia	Nepal	Palestine	Senegal
Sudan	Tajikistan	Tunisia	Turkmenistan	Vietnam	Zimbabwe				

Prices stated above are per minute rates and plus VAT, which is charged at the applicable rate. All other International Roaming calls will be charged per minute and will be rounded up to the nearest minute. For pricing on all other services, including data access, MMS messaging and Video Calls to international destinations or whilst abroad, please call our customer services team. International coverage is subject to roaming using available partnered networks. Where partnered networks are not available, alternative networks may be used. It is not possible to guarantee international coverage will be suitable for access to all or any of the services. Calls to Satellite/Inmarsat phones will be charged at £6.75 per minute at all times.

Contact Details	
Phone	0161 465 6655
Lost/Stolen	0161 465 6657
Website	www.kinex.co.uk
e-mail	service@kinex.co.uk
Address	kinex, No. 1 Dovecote, Old Hall Road, Sale, M33 2GS

**Lost/Stolen Mobile Phones**

If your phone has been lost or stolen, we can help.

**Call 0161 465 6657 straight away**

We will bar your SIM card to prevent unauthorized charges being made to your account.

## Moving Premises

**It's important to give us as much notice as possible (at least 30 days) when you're moving premises.**

The whole process is really easy, just contact us on the details below and we'll coordinate the transfer of supply to your new premises, arrange an engineer's appointment and secure the retention of your telephone numbers, wherever possible. If it's not possible to retain your number, we offer plenty of solutions so you never miss a call.

kinex  
No. 1 Dovecote,  
Old Hall Road,  
Sale,  
M33 2GS

**0161 465 6655**

service@kinex.co.uk  
kinex.co.uk

## Standard Variable Rates

For services provided outside of any fixed term (including deemed customers) you may be charged at the Standard Variable Rate, which is the prices published in this Charges Schedule plus an additional 25% for all calls and 10% for line rental, seat rental, broadband and network features. All prices plus VAT which is charged at the applicable rate.

# Termination Fees

If the contract is terminated during the Minimum Period you will be required to pay a termination fee as detailed below. You will also be required to repay 100% of any special offer discounts and any credits/payments in respect of Early Termination Charges from your previous supplier you have received from kinex.

<b>Business Phone Line</b>	£249 per line/channel, seat and/or connection for each year or part year remaining on your contract.
<b>Business Broadband</b>	
<b>Fibre Broadband*</b>	
<b>Cloud Voice</b>	
<b>Business Mobile</b>	£75 plus remaining service and handset charges you would have been due to pay until the end of the Minimum Period. Part months will be counted as full months.
<p>*If you cancel your fibre connection within the first 12 months, you will also be liable to pay the remaining service charges which would have been payable in the first 12 months if the contract had continued.</p> <p><b>Equipment Charges</b></p> <p>If you terminate your contract with kinex and you have taken a router and/or handsets which are not returned at your own expense within 14 days of termination, in good condition and suitable packaging, you will be charged as follows:</p> <ul style="list-style-type: none"> <li>• Broadband Router £50</li> <li>• Handset(s) £100, per handset</li> </ul>	

VAT, where applicable, will be charged at the relevant rate.