



# CHARGES SCHEDULE



March 2024

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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	£23.09
Premium Main Auxiliary line	£23.09
Premium Auxiliary line	£23.09
ISDN2e Standard	£23.09
ISDN2e Main Auxiliary channel	£23.09
ISDN2e Auxiliary channel	£23.09
ISDN30 Main channel	£23.09
ISDN30 Auxiliary channel	£23.09
DDI	£0.36

## DIGITAL VOICE SEAT RENTAL\*

Per seat, Per month

Rental Type	Charge per seat
Digital Voice Seat Rental	£23.09
Cloud Voice Lite Seat Rental	£23.09

## 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	-	£3.77
Anonymous Call Rejection — Premium Main	£94.56	£3.77
Bypass Number — Note (a)	-	£1.26
Call Barring (118) — by Admin Control	-	£3.77
Call Barring (Incoming and Outgoing)	-	£3.77
Call Barring (International & PRS) —by Admin Control	-	£3.77
Call Barring (PRS) - by Admin Control	-	£3.77
Call Diversion - by Admin Control (b)	£12.61	-
Change of Admin Divert to number	£6.30	-
Call Diversion (b)	-	£3.77
Call Sign	-	£3.77
Call Minder Basic	-	£3.77
Call Waiting	-	£3.77
Called Party Answer	-	£3.77
Caller Display	-	£0.00
Caller Redirect (CNI) - One Month's Service	£22.68	-
Caller Redirect (CNI) - Quarterly (or part thereof) Service	-	£31.76
Call Return	£0.27	-
Choose to Refuse	-	£3.77
Direct Connect	-	£3.77
Incoming Calls Barred 1st Line	£6.29	-
Incoming Calls Barred additional line	£6.29	-
Nuisance Call Service	£163.91	-
Outgoing Calls Barred	£12.61	-
Presentation Number (PSTN)	£31.52	£3.77
Reminder Call Pay Per Use	£0.27	-
Reminder Call	-	£3.77
Remote Call Forwarding - Note (b)	£56.74	£23.12
Ring Back	-	£3.77
Ring Back Pay Per Use	£0.12	-
Smart Divert	£18.90	£5.03
Smart Divert with Bypass Number	£18.90	£5.03
The Combined Call Barring and Bypass Number	-	£5.03
The Combined Call Diversion and Bypass Number	-	£5.03
Three-Way-Calling	-	£3.77
Three-Way-Calling Pay Per Use	£0.12	-
1571 Answer Service	-	£3.77
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. \* Digital voice is the new name for Cloud Voice.  
Prices based on a 24-month contract.

## CALLING FEATURES cont.

Per seat

Feature	Connection Charge	Monthly Rental
<i>Auto Attendant</i>	-	£3.77
<i>Automatic Call Back</i>	-	£3.77
<i>Busy Lamp Field (BLF)</i>	-	£3.77
<i>Call Barge</i>	-	£3.77
<i>Call Barring (Incoming and Outgoing)</i>	-	£3.77
<i>Call Centre Agent</i>	-	£16.38
<i>Call Centre Agent Supervisor Client</i>	-	£30.25
<i>Call Forwarding</i>	-	£3.77
<i>Call Hold</i>	-	£3.77
<i>Call Notify by Email</i>	-	£3.77
<i>Call Paging</i>	-	£3.77
<i>Call Park</i>	-	£3.77
<i>Call Queue Group User</i>	-	£3.77
<i>Call Recording (3-month retention)</i>	-	£3.77
<i>Call Recording (6-month retention)</i>	-	£4.41
<i>Call Recording (12-month retention)</i>	-	£5.03
<i>Call Recording (36-month retention)</i>	-	£6.29
<i>Call Recording (60-month retention)</i>	-	£10.08
<i>Call Return</i>	-	£3.77
<i>Call Transfer</i>	-	£0.00
<i>CLI Presentation</i>	-	£3.77
<i>Click to Dial</i>	-	£3.77
<i>Collaborate</i>	-	£4.41
<i>Desktop Signature - MAC</i>	-	£3.77
<i>Desktop Signature - PC</i>	-	£3.77
<i>Disaster Recovery</i>	-	£3.77
<i>Distinctive Ringing for External Calls</i>	-	£3.77
<i>Do Not Disturb</i>	-	£3.77
<i>Hot Desking</i>	-	£3.77
<i>Hunt Groups</i>	-	£0.00
<i>Instant Conference</i>	-	£3.77
<i>Music on Hold</i>	-	£3.77
<i>Nuisance Call Management</i>	-	£3.77
<i>PC Softphone</i>	-	£3.77
<i>Receptionist Console</i>	-	£25.21
<i>Remote Office</i>	-	£3.77
<i>Schedules</i>	-	£3.77
<i>Sequential Ringing</i>	-	£0.00
<i>Smartphone App – Android</i>	-	£0.00
<i>Smartphone App – Apple</i>	-	£0.00
<i>Twinning</i>	-	£3.77
<i>Voicemail</i>	-	£3.77

## 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	£4.98	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	£6.64	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	£125.00	£175.00	£200.00
	Time in excess of the first hour	£120.00	£180.00	£275.00
	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:

- 1) 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	Cost
Missed Faults Visit	£130.00
Missed NLI (New Line Install)	£130.00
Missed SOGEA/FTTP New Install	£130.00

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	£3.32 per month
Non-Direct Debit payment charge	£10.00 per month
Line Assurance*	£3.31 per line, per month, and if you have broadband on the line it's only an additional £1.10 per connection, per month.
Broadband Assurance **	£4.41 per broadband supply, per month.
Cease Charge***	£50 per Service ceased if you are: i. a Deemed Customer; or ii. a sole trader or partnership that has ceased to trade and you are not required to pay an early termination fee in accordance with clause 13.5 of the terms and conditions.
Digital Voice Handset charge	£75 per handset

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. Digital Voice (previously Cloud Voice) seat rental, Ultrafast and Superfast Fibre Broadband are excluded.

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

\*\*\* The Cease Charge 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 increases will be proportionate to the increased cost incurred by us.

CALL PRICES

UK LANDLINE

Landline	All times
Local	7.00
National	7.00

UK MOBILE CALLS

Mobile	All times
Vodafone	12.00
O2	12.00
Orange	12.00
T Mobile	12.00
Three	12.00
Mobile Other	12.00

UK OTHER CALLS

Charge Band	Peak	Off Peak
C	55.00	55.00
D	55.00	55.00
E	6.00	6.00
F	55.00	55.00
J	83.00	83.00
K	94.00	94.00
M	39.00	39.00
N	17.00	17.00
FW1	15.00	15.00
FW2	14.00	14.00
FW3	15.00	15.00
FW4	15.00	15.00
FW5	14.00	14.00
FW6	17.00	17.00
FW7	12.00	12.00
G6	8.00	8.00

ACCESS CHARGES

UK Landline	Peak	Off Peak
Service Charge	Determined by the provider you are calling	
Access Charge	17.00	17.00

PAGING SERVICES

Charge Band	Fixed Price Call
FF10	29.00
FF3	28.00
FF8	17.50
FF9	46.00

Connection charges apply; 22p to local and national, 22p to mobile and 22p 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.  
\*PPM starts after the first minute

PERSONAL NUMBERS

Charge Band	Peak	Off Peak
PN1	28.00	28.00
PN2	88.00	88.00
PN3	65.00	65.00
PN4	35.00	35.00
PN5	28.00	28.00
PN6	54.00	54.00
PN8	54.00	54.00
PN9	28.00	28.00
PN10	43.00	43.00
PN11	48.00	48.00
PN12	33.00	33.00
PN13	48.00	48.00
PN14	46.00	46.00
PN15	17.00	17.00
PN16	14.00	14.00
PN17	18.00	18.00
PN18	20.00	20.00
PN19	66.00	66.00
PN20	28.00	28.00

NGCS

Charge Band	PPC	PPM
NGCS 46	10.00	0.00
NGCS 47	15.00	0.00
NGCS 48	20.00	0.00
NGCS 49	30.00	0.00
NGCS 50	35.00	0.00
NGCS 51	40.00	0.00
NGCS 52	45.00	0.00
NGCS 53	53.00	0.00
NGCS 54	55.00	0.00
NGCS 55	75.00	0.00
NGCS 56	80.00	0.00
NGCS 57	105.00	0.00
NGCS 58	150.00	0.00
NGCS 59	155.00	0.00
NGCS 60	205.00	0.00
NGCS 61	305.00	0.00
NGCS 62	405.00	0.00
NGCS 63	405.00	0.00
NGCS 64	505.00	0.00
NGCS 65	605.00	0.00
NGCS 66	82.00	156.00
NGCS 67	85.00	26.00
NGCS 68	404.00	140.00
NGCS 69	504.00	136.00
NGCS 70*	555.00	276.00
NGCS 71*	579.00	300.00
NGCS 72*	703.00	350.00
NGCS 73	0.00	251.00
NGCS 74*	10.00	6.00
NGCS 75*	15.00	11.00
NGCS 76*	45.00	41.00
NGCS 77*	75.00	71.00
NGCS 78*	155.00	151.00
NGCS 79*	205.00	201.00
NGCS 80*	450.00	258.00

NGCS

Name	PPM
NGCS 1	0.00
NGCS 2	2.00
NGCS 3	3.00
NGCS 4	4.00
NGCS 5	5.00
NGCS 6	6.00
NGCS 7	7.00
NGCS 8	8.00
NGCS 9	9.00
NGCS 10	10.00
NGCS 11	11.00
NGCS 12	12.00
NGCS 13	13.00
NGCS 14	14.00
NGCS 15	16.00
NGCS 16	21.00
NGCS 17	26.00
NGCS 18	31.00
NGCS 19	36.00
NGCS 20	37.00
NGCS 21	41.00
NGCS 22	46.00
NGCS 23	47.00
NGCS 24	51.00
NGCS 25	56.00
NGCS 26	61.00
NGCS 27	66.00
NGCS 28	71.00
NGCS 29	76.00
NGCS 30	81.00
NGCS 31	91.00
NGCS 32	96.00
NGCS 33	100.00

Name	PPM
NGCS 34	101.00
NGCS 35	111.00
NGCS 36	121.00
NGCS 37	146.00
NGCS 38	151.00
NGCS 39	156.00
NGCS 40	181.00
NGCS 41	201.00
NGCS 42	221.00
NGCS 43	251.00
NGCS 44	301.00
NGCS 45	361.00

Name	PPC	PPM
NGCS 81	0.00	19.00
NGCS 82	0.00	23.00
NGCS 83	0.00	351.00
NGCS 84	255.00	76.00
NGCS 85	265.00	100.00
NGCS 86	280.00	79.00
NGCS 87*	903.00	450.00
NGCS 88*	1003.00	500.00
NGCS 89*	1203.00	600.00
NGCS 90*	1403.00	700.00
NGCS 91*	1603.00	800.00
NGCS 92*	12.00	8.00
NGCS 93*	18.00	14.00
NGCS 94*	85.00	81.00
NGCS 95*	105.00	101.00
NGCS 96*	305.00	301.00
NGCS 97*	365.00	51.00
NGCS 98*	365.00	151.00
NGCS 99*	365.00	201.00
NGCS 100*	365.00	361.00



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	212.90	236.10
Albania	65.80	89.00
Algeria	65.80	89.00
American Samoa	212.90	236.10
Andorra	65.80	89.00
Angola	154.80	178.10
Anguilla	81.30	104.50
Antarctic Territories	212.90	236.10
Antigua & Barbuda	81.30	104.50
Argentina	120.00	143.20
Armenia	100.60	123.90
Aruba	100.60	123.90
Ascension Island	212.90	236.10
Australia	54.20	77.40
Austria	31.00	54.20
Azerbaijan	100.60	123.90
Azores	38.70	61.90
Bahamas	81.30	104.50
Bahrain	100.60	123.90
Bangladesh	65.80	89.00
Barbados	81.30	104.50
Belarus	100.60	123.90
Belgium	31.00	54.20
Belize	154.80	178.10
Benin	154.80	178.10
Bermuda	81.30	104.50
Bhutan	212.90	236.10
Bolivia	154.80	178.10
Bosnia & Herzegovina	154.80	178.10
Botswana	120.00	143.20
Brazil	120.00	143.20
British Virgin Islands	81.30	104.50
Brunei	120.00	143.20
Bulgaria	65.80	89.00
Burkina Faso	154.80	178.10
Burundi	154.80	178.10
Cambodia	212.90	236.10
Cameroon	120.00	143.20
Canada	27.10	50.30
Canary Islands	38.70	61.90
Cape Verde Island	212.90	236.10
Cayman Islands	81.30	104.50
Central African Republic	212.90	236.10
Chad	212.90	236.10
Chatham Islands	38.70	61.90
Chile	120.00	143.20
China	100.60	123.90
Christmas Island	212.90	236.10
Cocos Island	212.90	236.10
Columbia	154.80	178.10
Comoros	212.90	236.10
Congo	154.80	178.10
Cook Islands	212.90	236.10
Costa Rica	120.00	143.20
Croatia	65.80	89.00
Cuba	212.90	236.10
Cyprus North	65.80	89.00
Cyprus South	38.70	61.90

Destination	International Landline Anytime	International Mobile Anytime
Czech Republic	38.70	61.90
Denmark	31.00	54.20
Diego Garcia	212.90	236.10
Djibouti	212.90	236.10
Dominica	81.30	104.50
Dominican Republic	81.30	104.50
DR Congo	154.80	178.10
East Timor	212.90	236.10
Ecuador	154.80	178.10
Egypt	120.00	143.20
El Salvador	120.00	143.20
Emsat	425.80	449.00
Equatorial Guinea	212.90	236.10
Eritrea	154.80	178.10
Estonia	65.80	89.00
Ethiopia	154.80	178.10
Euro Sat	221.20	244.40
Faroe Islands	38.70	61.90
Falkland Islands	154.80	178.10
Fiji	212.90	236.10
Finland	31.00	54.20
France	31.00	54.20
French Guiana	212.90	236.10
French Polynesia	212.90	236.10
Gabon	154.80	178.10
Gambia	154.80	178.10
Georgia	100.60	123.90
Germany	31.00	54.20
Ghana	120.00	143.20
Gibraltar	38.70	61.90
Global Satellite-Thuraya	464.50	487.70
Greece	31.00	54.20
Greenland	212.90	236.10
Grenada	81.30	104.50
Guadeloupe	81.30	104.50
Guam	212.90	236.10
Guantanamo Bay	154.80	178.10
Guatemala	120.00	143.20
Guinea	212.90	236.10
Guyana	154.80	178.10
Haiti	154.80	178.10
Honduras	120.00	143.20
Hong Kong	54.20	77.40
Hungary	38.70	61.90
Iceland	65.80	89.00
India	65.80	89.00
Indonesia	100.60	123.90
Inmarsat B Maritime	387.10	410.30
Inmarsat Mini M	115.20	138.40
Iran	120.00	143.20
Iraq	120.00	143.20
Ireland	23.20	46.50
Iridium 8817	497.70	520.90
Israel	54.20	77.40
Italy	31.00	54.20
Ivory Coast	120.00	143.20
Jamaica	81.30	104.50

Destination	International Landline Anytime	International Mobile Anytime
Japan	54.20	77.40
Jordan	120.00	143.20
Kazakhstan	100.60	123.90
Kenya	120.00	143.20
Kiribati	212.90	236.10
Korea North	212.90	236.10
Korea South	100.60	123.90
Kosovo	47.00	70.20
Kuwait	100.60	123.90
Kyrgyzstan	100.60	123.90
Laos	212.90	236.10
Latvia	65.80	89.00
Lebanon	120.00	143.20
Lesotho	154.80	178.10
Liberia	120.00	143.20
Libya	65.80	89.00
Liechtenstein	65.80	89.00
Lithuania	65.80	89.00
Luxembourg	31.00	54.20
Macao	120.00	143.20
Macedonia	65.80	89.00
Madagascar	154.80	178.10
Malawi	120.00	143.20
Malaysia	54.20	77.40
Maldives	154.80	178.10
Mali	154.80	178.10
Malta	38.70	61.90
Marshall Islands	212.90	236.10
Martinique	81.30	104.50
Mauritania	154.80	178.10
Mauritius	212.90	236.10
Mayotte	212.90	236.10
Mexico	100.60	123.90
Micronesia	212.90	236.10
Midway Islands	154.80	178.10
Moldova	154.80	178.10
Monaco	38.70	61.90
Mongolia	212.90	236.10
Montserrat	81.30	104.50
Morocco	65.80	89.00
Mozambique	154.80	178.10
Myanmar	154.80	178.10
Namibia	154.80	178.10
Nauru	212.90	236.10
Nepal	120.00	143.20
Netherlands	31.00	54.20
New Caledonia	212.29	236.10
New Zealand	54.20	77.40
Nicaragua	120.00	143.20
Niger	154.80	178.10
Nigeria	100.60	123.90
Niue	212.90	236.10
Norfolk Islands	212.90	236.10
Northern Marianas	212.90	236.10
Norway	31.00	54.20
Oman	100.60	123.90
Pakistan	65.80	89.00
Palau	212.90	236.10
Palestine	54.20	77.40
Panama	120.00	143.20
Papua New Guinea	212.90	236.10

Destination	International Landline Anytime	International Mobile Anytime
Paraguay	120.00	143.20
Peru	120.00	143.20
Philippines	100.60	123.90
Poland	38.70	61.90
Portugal	38.70	61.90
Puerto Rico	81.30	104.50
Qatar	100.60	123.90
Reunion Island	212.90	236.10
Romania	65.80	89.00
Russia	65.80	89.00
Rwanda	154.80	178.10
San Marino	38.70	61.90
Sao Tome & Principe	212.90	236.10
Saudi Arabia	100.60	123.90
Senegal	120.00	143.20
Serbia	65.80	89.00
Seychelles	120.00	143.20
Sierra Leone	120.00	143.20
Singapore	54.20	77.40
Slovakia	38.70	61.90
Slovenia	65.80	89.00
Solomon Islands	212.90	236.10
Somalia	212.90	236.10
South Africa	54.20	77.40
South Sudan	120.00	143.20
Spain	31.00	54.20
Sri Lanka	120.00	143.20
St. Helena	212.90	236.10
St. Kitts & Nevis	81.30	104.50
St. Lucia	81.30	104.50
St. Pierre	212.90	236.10
St. Vincent's	81.30	104.50
Sudan	120.00	143.20
Suriname	154.80	178.10
Swaziland	154.80	178.10
Sweden	31.00	54.20
Switzerland	31.00	54.20
Syria	120.00	143.20
Taiwan	100.60	123.90
Tajikistan	154.80	178.10
Tanzania	120.00	143.20
Thailand	100.60	123.90
Togo	154.80	178.10
Tokelau	212.90	236.10
Tonga	212.90	236.10
Trinidad & Tobago	81.30	104.50
Tunisia	65.80	89.00
Turkey	65.80	89.00
Turkmenistan	100.60	123.90
Turks & Caicos Island	81.30	104.50
Tuvalu	212.90	236.10
Uganda	120.00	143.20
Ukraine	100.60	123.90
United Arab Emirates	100.60	123.90
Uruguay	120.00	143.20
USA	27.10	50.30
USA Toll Free	15.60	38.80
Uzbekistan	100.60	123.90
Vanuatu	212.90	236.10
Venezuela	120.00	143.20
Vietnam	154.80	178.10
Virgin Islands-US	81.30	104.50

Destination	International Landline Anytime	International Mobile Anytime
Western Samoa	212.90	236.10
Yemen	154.80	178.10
Zambia	120.00	143.20
Zimbabwe	120.00	143.20

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
Unlimited landline & mobile calls	Unlimited calls from your landline to all UK mobiles and UK landlines beginning in 01, 02 and 03	<b>£16.50</b>
Anytime UK landline	All calls to UK numbers beginning 01, 02 and 03 included	<b>£12.09</b>
500 Mobile Minutes	500 minutes to all UK mobiles from your landline	<b>£15.12</b>
Digital Voice** Unlimited landline & mobile calls	Unlimited calls from your number to all UK mobiles and UK landlines beginning in 01, 02 and 03	<b>£11.80</b>

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.

\*\*Digital Voice is the new name for Cloud Voice.

# BROADBAND & FIBRE PRICING

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# BROADBAND\*

## UNLIMITED BROADBAND

### Unlimited Broadband

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

Only £30.25 per month

## BROADBAND PRICING

Service	Charge
Wireless router	Included <sup>4</sup>
Static IP Address	£3.78 per month
Email addresses	Inclusive
Moving broadband to a different telephone line	£50.00
Broadband reconnection	£50.00
Abortive end user site visit	£130.00
Activation fee	£29.99
Engineer visit	£125.00*

\*Additional charges may apply depending on engineer requirements.  
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\*

## ESSENTIAL FIBRE

### Essential Fibre (FTTC)

Up to 38 Mbps download speed<sup>2</sup>  
Up to 10 Mbps upload speed<sup>2</sup>  
Unlimited usage<sup>1</sup>

Only £35.38 per month

## ABSOLUTE FIBRE

### Absolute Fibre (FTTC)

Up to 76 Mbps download speed<sup>2</sup>  
Up to 19 Mbps upload speed<sup>2</sup>  
Unlimited usage<sup>1</sup>

Only £41.24 per month

## ULTRAFAST FIBRE BROADBAND

### Ultrafast Fibre Broadband (FTTP)

Up to 100 Mbps download speed<sup>3</sup>  
Up to 20 Mbps upload speed<sup>3</sup>  
Unlimited usage<sup>1</sup>

Only £47.18 per month

## SUPERFAST FIBRE BROADBAND

### Superfast Fibre Broadband (SoGEA)

Up to 80 Mbps download speed<sup>2</sup>  
Up to 20 Mbps upload speed<sup>2</sup>  
Unlimited usage<sup>1</sup>

Only £47.18 per month

\* Based on a 24-month contract.

CHOOSE YOUR FIBRE BROADBAND SPEED

Per supply, per month, seat rental payable in addition

Download Speed (up to) <sup>3</sup>	Upload Speed (up to) <sup>3</sup>	Price
80Mbps (SoGEA)	20Mbps	£47.18
100Mbps (FTTP)	20Mbps	£47.18
200Mbps (FTTP)	30Mbps	£53.74
300Mbps (FTTP)	50Mbps	£60.29
500Mbps (FTTP)	75Mbps	£73.41
900Mbps (FTTP)	150Mbps	£91.76

CHOOSE YOUR WI-FI REACH FIBRE BROADBAND SPEED – 3 YEAR CONTRACT

Per supply, per month, seat rental payable in addition

Download Speed (up to) <sup>3</sup>	Upload Speed (up to) <sup>3</sup>	Price
80Mbps (SoGEA)	20Mbps	£53.18
100Mbps (FTTP)	20Mbps	£53.18
200Mbps (FTTP)	30Mbps	£59.74
300Mbps (FTTP)	50Mbps	£66.29
500Mbps (FTTP)	75Mbps	£79.41
900Mbps (FTTP)	150Mbps	£97.76

CHOOSE YOUR WI-FI REACH FIBRE BROADBAND SPEED – 2 YEAR CONTRACT

Per supply, per month, seat rental payable in addition

Download Speed (up to) <sup>3</sup>	Upload Speed (up to) <sup>3</sup>	Price
80Mbps (SoGEA)	20Mbps	£54.18
100Mbps (FTTP)	20Mbps	£54.18
200Mbps (FTTP)	30Mbps	£60.74
300Mbps (FTTP)	50Mbps	£67.29
500Mbps (FTTP)	75Mbps	£80.41
900Mbps (FTTP)	150Mbps	£98.76

BROADBAND SPEEDS

		Unlimited Broadband		Absolute Fibre Broadband	
Fibre Broadband Speeds	Up to 17Mbps download speed   Up to 1Mbps upload speed		Up to 76Mbps download speed   Up to 19Mbps upload speed		
	Download	Upload	Download	Upload	
Maximum	17mbps	1mbps	76mbps	19mbps	
Normally available	11mbps	1mbps	67mbps	16mbps	
Minimum	<1mbps	<1mbps	<1mbps	<1mbps	

		Ultrafast Fibre Broadband										Superfast Fibre Broadband	
Fibre Broadband Speeds	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		Up to 80Mbps download speed   Up to 20Mbps upload speed		
	Download	Upload	Download	Upload	Download	Upload	Download	Upload	Download	Upload	Download	Upload	
Maximum	100mbps	20mbps	200mbps	30mbps	300mbps	50mbps	500mbps	75mbps	900mbps	150mbps	80mbps	20mbps	
Normally available	100mbps	18mbps	200mbps	29mbps	300mbps	47mbps	500mbps	72mbps	900mbps	110mbps	67mbps	16mbps	
Minimum	50mbps	10mbps	106mbps	15mbps	150mbps	25mbps	250mbps	37mbps	450mbps	75mbps	<1mbps	<1mbps	

1. kinex operates a fair use policy for its Unlimited Broadband and Fibre Broadband. 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 during the Minimum Period and you have taken a router 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.

**4G BROADBAND BACK-UP ADD-ON CONNECTED PACKAGE**

Per supply, per month, seat rental payable in addition

Download Speed (up to) <sup>3</sup>	Upload Speed (up to) <sup>3</sup>	3 YEAR	2 YEAR
80Mbps (SoGEA)	20Mbps	£55.18	£56.18
100Mbps (FTTP)	20Mbps	£55.18	£56.18
200Mbps (FTTP)	30Mbps	£61.74	£62.74
300Mbps (FTTP)	50Mbps	£68.29	£69.29
500Mbps (FTTP)	75Mbps	£81.41	£82.41
900Mbps (FTTP)	150Mbps	£99.76	£100.76

**4G BROADBAND BACK-UP ADD-ON CONNECTED PLUS PACKAGE**

Per supply, per month, seat rental payable in addition

Download Speed (up to) <sup>3</sup>	Upload Speed (up to) <sup>3</sup>	3 YEAR	2 YEAR
80Mbps (SoGEA)	20Mbps	£78.27	£79.27
100Mbps (FTTP)	20Mbps	£78.27	£79.27
200Mbps (FTTP)	30Mbps	£84.83	£85.83
300Mbps (FTTP)	50Mbps	£91.38	£92.38
500Mbps (FTTP)	75Mbps	£104.50	£105.50
900Mbps (FTTP)	150Mbps	£122.85	£123.85

# BUNDLE PACKAGES<sup>1</sup>

### Connected

Download speed up to 80 Mbps  
Upload speed up to 20 Mbps  
Wi-Fi 6 router

From only £47.18

### Connected Plus

Download speed up to 100 Mbps  
Upload speed up to 27 Mbps  
Wi-Fi 6 router  
Digital Voice phone line

From only £70.27

### Extended

Download speed up to 100 Mbps  
Upload speed up to 27 Mbps  
Wi-Fi 6 router  
Digital Voice phone line  
Wi-Fi Reach

From only £76.27

### Protected

Download speed up to 100 Mbps  
Upload speed up to 27 Mbps  
Wi-Fi 6 router  
Digital Voice phone line  
Wi-Fi Reach  
4G Broadband Back-Up

From only £84.27

## 36 Month Contract

Download Speed (up to) <sup>2</sup>	Upload Speed (up to)	Connected	Connected Plus*	Extended*	Protected*
80Mbps (SoGEA)	20Mbps	£47.18	£70.27	£76.27	£84.27
100Mbps (FTTP)	20Mbps	£47.18	£70.27	£76.27	£84.27
200Mbps (FTTP)	30Mbps	£53.74	£76.83	£82.83	£90.83
300Mbps (FTTP)	50Mbps	£60.29	£83.38	£89.38	£97.38
500Mbps (FTTP)	75Mbps	£73.41	£96.50	£102.50	£110.50
900Mbps (FTTP)	150Mbps	£91.76	£114.85	£120.85	£128.85

## 24 Month Contract

Download Speed (up to)	Upload Speed (up to)	Connected	Connected Plus*	Extended*	Protected*
80Mbps (SoGEA)	20Mbps	£47.18	£70.27	£77.27	£86.27
100Mbps (FTTP)	20Mbps	£47.18	£70.27	£77.27	£86.27
200Mbps (FTTP)	30Mbps	£53.74	£76.83	£83.83	£92.83
300Mbps (FTTP)	50Mbps	£60.29	£83.38	£90.38	£99.38
500Mbps (FTTP)	75Mbps	£73.41	£96.50	£103.50	£112.50
900Mbps (FTTP)	150Mbps	£91.76	£114.85	£121.85	£130.85

## Package Extras

Extras	Description	Monthly Cost
Digital Voice Unlimited Landline & Mobile calls	Unlimited calls from your number to all UK landline and mobiles beginning 01, 02, 03 and 07	£11.80
Unlimited Calls Everywhere	Unlimited calls to all landline and mobiles around the world.	£14.99
Extra Digital Voice Phone Lines	Make or receive more than 1 call at a time	£23.09
Enhanced Care	Fault repair by the end of the next working day after you've notified us	£6.50
Prompt Care	Fault repair within the following 8 hours after you've notified us	£8.50
Network Features Pack <sup>3</sup>	Bundle up to 4 network features	£4.99
Complete Assurance	Our Broadband Assurance and Prompt Care bundle	£10.90

\*Connected Plus, Extended and Protected packages all include Digital Voice rental

<sup>1</sup> Activation Fee of £29.99 and P&P of £9.99 applies

<sup>2</sup> 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.

<sup>3</sup> Excludes Receptionist, Call Centre Agent, Call Recording, Call Centre Agent/Client/Supervisor



# MOBILE PRICING

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## Mobile packages – EE network\*

Destination	Cost
MMS	34p per message
Data (no data bundle taken)	17p per MB
Voicemail	10p 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 = 42.5p per minute	
070 numbers / SMS short codes	Up to £2.50 per minute/SMS/Call

Bundle	Price per month
No data	£20.98
1GB	£23.45
3GB	£25.91
10GB	£30.84
30GB	£38.24

All Data Bundles include Unlimited Calls & SMS

### HANDSETS and/or other devices AVAILABLE ON REQUEST

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 and/or other device, you will find details of the make and model on your contract. Handsets and/or other device are charged according to the payment terms set out on your Contract.

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

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

Contact Details	
Phone	0161 465 6655
Lost/Stolen	0161 465 6657
Website	<a href="http://www.kinex.co.uk">www.kinex.co.uk</a>
Address	kinex, No. 1 Dovecote, Old Hall Road, Sale, M33 2GS

\* Based on a 24-month contract.

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>23p</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>184p</b>			
Cost to receive calls: <b>See note</b>		Cost of SMS to destination: <b>11p</b>		Cost of SMS from destination: <b>See note</b>		Cost of downloading data: <b>see note</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>34p</b>		Cost of calling the UK: <b>162p</b>		Cost of calling any other country: <b>378p</b>					
Cost to receive calls: <b>108p</b>		Cost of SMS to destination: <b>28p</b>		Cost of SMS from destination: <b>65p</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>57p</b>		Cost of calling the UK: <b>162p</b>		Cost of calling any other country: <b>378p</b>					
Cost to receive calls: <b>108p</b>		Cost of SMS to destination: <b>28p</b>		Cost of SMS from destination: <b>65p</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>23p</b>		Cost of calling the UK: <b>184p</b>		Cost of calling any other country: <b>378p</b>					
Cost to receive calls: <b>108p</b>		Cost of SMS to destination: <b>17p</b>		Cost of SMS from destination: <b>65p</b>		Cost of downloading data: <b>1p per KB</b>			

Middle East									
Cost to call from UK: <b>34p</b>		Cost of calling the UK: <b>237p</b>		Cost of calling any other country: <b>378p</b>					
Cost to receive calls: <b>162p</b>		Cost of SMS to destination: <b>28p</b>		Cost of SMS from destination: <b>65p</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>136p</b>		Cost of calling the UK: <b>259p</b>		Cost of calling any other country: <b>378p</b>					
Cost to receive calls: <b>162p</b>		Cost of SMS to destination: <b>28p</b>		Cost of SMS from destination: <b>65p</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 £5.67 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 and applicable data charges for the 4G Broadband Back-Up service are charged at the out of bundle prices listed below. Fair use policy applies.

Data Bundle	6GB	8GB	12GB	24GB	100GB	Unlimited
Price per month	£20.98	£23.45	£27.20	£29.62	£32.07	£35.78

### 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 and/or other device, you will find details of the make and model on your contract. Handsets and/or other device are charged according to the payment terms set out on your Contract.

## Handset and/or other device available on request

Handset and/or other device are sent separately from SIM cards, please call to activate your SIM and your new handset and/or other device 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	£19.74
UK / EU one-off data bundle - 10GB	£29.62
UK / EU one-off data bundle - 20GB	£37.01
UK / EU one-off data bundle - 50GB	£46.88

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.

\* 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.

International call bundles		Price per month
Europe/North America/Asia Pacific *	120 international minutes	£6.17
	500 international minutes	£19.74
Worldwide	100 international texts	£6.17
International call saver	Lower rates for 'rest-of-world' calls (outside of the EU) to 18p per minute (from £1.25)	£8.02
Out of Bundle Charges – UK Origin		Rate (minimum charge)
Access Charge for UK calls to non-geographical numbers starting 084, 087, 09 or 118		91p per minute
UK Calls to Ireland		66p per minute
UK Calls to Europe		£1.52 per minute
UK Calls to USA & Canada		£1.52 per minute
UK Calls to Asia & Pacific		£1.52 per minute
UK Calls to Rest of World		£1.52 per minute
Call Return		48p per minute
MMS		67p per message
Data within the UK		9p per MB
Data overseas		Please refer to Mobile International Call Pricing – O2 network

Please see list of countries by region on page 18

\* 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	£2.19 per minute	free	UK Bundle	57p
Unregulated Europe	£2.84 per day for access to your UK calls, texts & data bundle (only pay when you use it)				57p
Eastern Europe Zone	99p per minute	£2.19 per minute	64p per minute	57p	57p
Asia Pacific	74p per minute	£2.19 per minute	53p per minute	57p	57p
USA & Canada	£1.10 per minute	£2.19 per minute	48p per minute	57p	57p
Rest of World	In country or to UK £1.36 per minute; In zone £2.30 per minute	£2.19 per minute	£1.04 per minute	57p	57p

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 £7.65 per minute at all times.

Contact Details	
Phone	0161 465 6655
Lost/Stolen	0161 465 6657
Website	www.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 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

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, any credits/payments in respect of early termination charges from your previous supplier and Equipment charges for any free Equipment you have received from kinex.

If you have taken one of our Bundle Packages and the contract is terminated during the Minimum Period by transferring or ceasing any single element of your bundle, any remaining elements of your bundle may be ceased and a termination fee may be applied.

Business Phone Line	£249 per each line/channel, seat and/or connection for each year or part year remaining on your contract.
Business Broadband	
Fibre Broadband*	
Digital Voice**	
Cloud Voice Lite	
Business Mobile	£75 plus remaining service and handset and/or other device 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>**Digital Voice is the new name for Cloud Voice.</p> <p><b>Equipment Charges</b></p> <p>If you terminate your contract with kinex and you have taken any Equipment free of charge you will be charged as follows:</p> <ul style="list-style-type: none"><li>• Broadband Router £50, per unit</li><li>• Voice handset(s) £75, per handset</li><li>• Wi-Fi Reach unit(s) £75, per unit</li><li>• 4G Broadband Back-Up £50, per unit</li></ul> <p><b>Cease Charge</b></p> <p>If you are a sole trader or partnership that has ceased to trade and you are not required to pay an early termination fee in accordance with clause 13.5 of the terms and conditions, and you choose to cease your service(s), you will not be required to pay a termination fee as detailed above. However, you may be charged a Cease Charge detailed in the table of Other Charges on page 7 of this Charges Schedule.</p>	

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