timico
connect • host • manage

STANDARD CHARGES

BROADBAND

Description	Price	Notes
ADSL broadband connection	£45.00	One-off
FTTC broadband connection	£99.00	One-off
Migration in with MAC	£0.00	Free of charge
Four port wireless router	£49.00	One-off
Cancelled installation	£25.00	Before point of no return
Cancelled or missed installation appointment	£125.00	Openreach charges
Expedite order - ADSL	£150.00	Openreach charges
Expedite order - FTTC	£200.00	Openreach charges
ADSL broadband elevated best efforts	£4.00	Per month
Cisco Managed Router	£28.00	Per month, three year initial term
Excess broadband usage	£2.25	Per GB
Downgrade usage allowance	£25.00	Applies in-contract only
Special Fault Investigation	£175.00	Openreach charges
Disconnection, cease or transfer with MAC	£20.00	Administration fee including Openreach charges

COLOCATION - NEWARK

Description	Price	Notes
Setup 1U	£199.00	One-off
Setup 2U	£299.00	One-off
Setup half rack	£999.00	One-off
Setup full rack	£1,599.00	One-off
Additional data transfer - committed	£12.00	Per 100GB (or part thereof) - applies to 1U & 2U only
Additional data transfer - on-demand	£20.00	Per 100GB (or part thereof) - applies to 1U & 2U only
Committed bandwidth	£4.00	Per Mbps, per month - applies to half & full rack packages
Additional power - half & full rack packages	£25.00	Per Amp (or part thereof), per month
Excess power usage - 1U or 2U packages	£75.00	Per Amp (or part thereof), per month
Excess power usage - half & full rack packages	£75.00	Per Amp (or part thereof), per month
Remote hands support on-demand	£70.00	Per incident
Remote hands support package	£199.00	Per month, 5 incidents plus unlimited re-boots
KVMoIP subscription setup	£99.00	One-off
KVMoIP subscription rental	£15.00	Per month, per server
KVMoIP on-demand	£70.00	Per incident
Additional 100Mbps switch port	£50.00	Per month
Tape rotation - weekly	£59.00	Per month
Tape rotation - daily 7 day	£75.00	Per month
Tape rotation - daily 14 day	£100.00	Per month
Tape rotation - daily & weekly	£125.00	Per month

DATA VAULT

Description	Price	Notes
Data Transfer Service - Engineer Visit	£800.00	Per site
Training & consultancy	£550.00	Per day

DEDICATED SERVERS

Description	Price	Notes
Server setup	£99.00	One-off
Additional data transfer	£12.00	Per 100GB, per month (or part thereof)
Excess data transfer usage	£20.00	Per 100GB, per month (or part thereof)
SSL Certificate - standard	£69.00	Per annum
SSL Certificate - pro	£99.00	Per annum

DOMAINS, EMAIL & WEB HOSTING

Description	Price	Notes
Domain privacy	£5.00	Per annum

TimicoMail - 2GB POP3/IMAP	£1.99	Per month, per mailbox
TimicoMail - 10GB POP3/IMAP	£2.99	Per month, per mailbox
TimicoMail - 2GB POP3/IMAP - enhanced security	£2.49	Per month, per mailbox
TimicoMail - 10GB POP3/IMAP - enhanced security	£3.99	Per month, per mailbox
SMTP feed direct	£7.50	Per month
SMTP feed direct - enhanced security	£10.00	Per month
Web Hosting - Essentials	£5.99	Per month
Web Hosting - Premium	£9.99	Per month
Web Hosting - Advanced	£12.99	Per month
ISP Service Pack - Starter	£9.99	Per month
ISP Service Pack - Professional	£15.99	Per month
ISP Service Pack - Expert	£22.99	Per month
ISP Service Pack - Starter - enhanced security	£14.99	Per month
ISP Service Pack - Professional - enhanced security	£19.99	Per month
ISP Service Pack - Expert - enhanced security	£27.99	Per month
Transfer of services to alternative provider	£10.00	Administration fee, covers up to 10 services

FIXED LINE TELEPHONY

Description	Price	Notes
Connection of New Line (analogue)	£105.00	Per line
Connection of New Line (ISDN 2)	£185.00	Per circuit
Connection of New Line (ISDN 30)	£800.00	Per circuit
Connection of New Line (ISDN 30)	£20.00	Per channel
Transfer in (analogue)	£0.00	Free of charge
Transfer in (ISDN 2)	£39.00	Per circuit
Transfer in (ISDN 30)	£89.00	Per circuit
Temporary site installation supplement	£174.00	Per site in addition to normal connection charges
Out of hours installation appointment supplement	£65.00	Per site in addition to normal connection charges
Cancelled installation	£25.00	Before the point of no return
Cancelled or missed installation appointment	£125.00	Openreach charges
Renumber at point of transfer	£15.00	Per line
DDI Number range connection	£110.00	Fixed price irrespective of size of range
DDI 10 number block connection	£11.00	Per block of 10 DDI numbers
ISDN 30 Site Assurance	£0.85	Per channel, per month
Renumber existing line	£55.00	Administration fee including Openreach charges
Downgrade of tariff	£25.00	Applies in-contract only
Disconnection, cease or transfer	£20.00	Administration fee including Openreach charges

HOSTED VOIP

Description	Price	Notes
VoIP user setup	£5.00	Per user (does not apply for engineer installations)
Onsite installation - single user	£250.00	One-off
Onsite installation - 2-12 users	£560.00	Per site
Onsite installation - 13-24 users	£920.00	Per site
Onsite installation - 25-48 users	£1,640.00	Per site
Onsite installation - per IP Gateway	£800.00	One-off
Single incoming geographic number (new)	£0.00	UK geographic number provided by Timico
Single incoming geographic number (ported-in)	£19.00	UK geographic number ported from alternative provider
Multiple incoming geographic numbers (new)	£0.00	UK geographic numbers provided by Timico
Multiple incoming geographic numbers (ported-in)	£19.00	Per number up to maximum of £95
Additional number rental (geo or non-geo)	£0.85	Per number per month
Additional number rentals (geo or non-geo)	£0.45	Per number per month, 10 or more numbers
Private VoIP Domain rental (1-10 users)	£24.00	Per annum
Private VoIP Domain rental (11+ users)	£55.00	Per annum
On site user training - per half day or up to 10 users	£300.00	One-off
On site user training - per half day or up to 20 users	£550.50	One-off
VoIP username change	£5.00	Administration fee per user
Routing or dial plan changes	£22.59	Up to five minor changes per request
Downgrade of tariff	£25.00	Applies in-contract only
Disconnection or cease	£5.00	Administration fee per user

MAINTENANCE & SUPPORT

Description	Price	Notes
Broadband class 4 maintenance	£12.25	Per month
Broadband class 14 maintenance	£15.90	Per month
Broadband network monitoring	£6.95	Per month
Fixed line level 2 maintenance	£2.10	Per month
Fixed line level 3 maintenance	£4.50	Per month
Fixed line level 4 maintenance	£6.50	Per month
User training - half day	£300.00	Per day of on-site training
User training - full day	£550.00	Per day of on-site training
User training - bank holiday	£1,000.00	Per day of on-site training
Post-installation engineering support	£800.00	Per day of on-site support
Post-installation engineering support - out of hours	£1,200.00	Per day of on-site support
Post-installation engineering support - bank holiday	£2,400.00	Per day of on-site support
Post-installation remote support	£66.00	Per half hour
Post-installation remote support - out of hours	£86.00	Per half hour
Post-installation remote support - bank holiday	£106.00	Per half hour

MOBILE

Description	Price	Notes
Re-number	£50.00	Administration fee including network charges
Downgrade of tariff	£25.00	Applies in-contract only
Transfer with PAC to alternative provider (out of contract)	£15.00	Administration fee
Transfer with PAC to alternative provider (in contract)	£25.00	Administration fee + all outstanding charges
Disconnection or cease (out of contract)	£0.00	Free of charge
Disconnection or cease (in contract)	£25.00	Administration fee + all outstanding charges

SIP TRUNKS

Description	Price	Notes
Per site connection	£105.00	One-off per site served with SIP trunks
SIP trunk rental	£3.00	Per channel, per month
Single incoming geographic number (new)	£0.00	UK geographic number provided by Timico
Single incoming geographic number (ported-in)	£19.00	UK geographic number ported from alternative provider
Multiple incoming geographic numbers (new)	£0.00	UK geographic numbers provided by Timico
Multiple incoming geographic numbers (ported-in)	£19.00	Per number up to maximum of £95
Number rental (geo or non-geo)	£0.85	Per number per month
Number rentals (geo or non-geo)	£0.45	Per number per month, 10 or more numbers

VIRTUAL NUMBERS

Description	Price	Notes
Virtual number setup	£0.00	Free of charge
Virtual number setup - gold number	£100.00	From £100, dependent on number
Virtual number rental	£5.00	Per month, per number
Call queuing rental	£5.00	Per month, per number
Simple IVR setup	£50.00	One-off
Simple IVR rental	£5.00	Per month, per number
Advanced IVR setup (including call queueing)	£100.00	One-off
Advanced IVR rental (including call queueing)	£10.00	Per month, per number
Geographic routing setup	£200.00	One-off
Geographic routing rental	£10.00	Per month, per number

OTHER CHARGES

Description	Price	Notes
IP address - additional 1	£2.50	Per month
IP address - additional 2	£5.00	Per month
IP address - additional 6	£8.00	Per month
IP address - additional 14	£12.50	Per month
Pre-installation site survey	£175.00	One-off
Pre-installation site survey with engineering support	£200.00	One-off
Pre-installation engineering support	£300.00	One-off

Project management	£600.00	Per day
Project management - bank holiday	£1,800.00	Per day
Paper billing administration fee	£2.95	Per month. Billing is via email & website as standard
BACS or Cheque Payment (accounts <£1K per month)	£3.95	Administration fee per month. Billing is via Direct Debit as standard
Credit card payment (Visa/Mastercard)	3.5%	Of transaction value to cover third party charges
Credit card payment (Amex)	8.0%	Of transaction value to cover third party charges
Transfer of ownership	£25.00	Administration fee per service
Returned cheque or refused Direct Debit Mandate	£25.00	Administration fee per instance
Delivery <10Kg next day	£10.00	One-off
Delivery <10Kg before midday	£20.00	One-off
Delivery <10Kg before 10am	£25.00	One-off
Delivery <10Kg before 9am	£30.00	One-off
Delivery guaranteed same day	POA	One-off

All prices quoted exclude VAT at 20%

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