

## 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             |
| KVMolP subscription setup                      | £99.00    | One-off  |
| KVMolP subscription rental                     | £15.00    | Per month, per server                                      |
| KVMolP 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 |

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|---|--------|--|
| 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                                       |
| Amend order                                      | £15.00  | Applicable when any change is made to an appointment date during any stage of an order. |
| Expedite order                                   | £200.00 | Expedite requests are not guaranteed. Customers will only be charged if successful.     |
| 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                           |

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|                              |        |   |
|------------------------------|--------|---|
| 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                 |
| Port rejection charge        | £15.00 | One-off where number port order is rejected |

**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                                 | £3.50   | 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              |
| Port rejection charge                            | £15.00  | One-off where number port order is rejected           |

**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 |

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|   |           |   |
|---|-----------|---|
| 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                      | £4.95     | Per month. Billing is via email & website as standard                 |
| BACS or Cheque Payment (accounts <£1K per month)      | £4.95     | 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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