



STANDARD CHARGES

BROADBAND

Description	One-off	Monthly	Notes	Other Charges
ADSL Unlimited Rental - BT	£45.00	£21.99	One-off Charge relates to New Provide orders, Transfers orders will carry a one-off charge as shown under the relevant Transfer In product	
ADSL Unlimited Rental - TTB				
FTTC 40/10 Unlimited Fibre Rental - BT	£80.00	£32.98		
FTTC 40/10 Unlimited Fibre Rental - TTB				
FTTC 80/20 Unlimited Fibre Rental - BT	£80.00	£41.78		
FTTC 80/20 Unlimited Fibre Rental - TTB				
FTTP 40/10 Unlimited Fibre Rental - BTW	£129.00	£50.62	New Provides only	An administration fee of £40 applies per Broadband Line cancelled or migrated away in addition to any minimum or early termination fees. Charge applies whether in or out of contract
FTTP 80/20 Unlimited Fibre Rental - BTW		£54.24		
FTTP 160/30 Unlimited Fibre Rental - BTW		£60.95		
FTTP 220/20 Unlimited Fibre Rental - BTW		£67.15		
FTTP 330/50 Unlimited Fibre Rental - BTW		£87.81		
FTTP 110/15 Unlimited Fibre Rental - TTB		£46.49		
FTTP 220/20 Unlimited Fibre Rental - TTB	£74.00	£56.82		
FTTP 330/30 Unlimited Fibre Rental - TTB		£67.15		
ADSL Rental - Kcom	£45.00	£27.48	Only available as New Provide	
ADSL Unlimited Rental - Strencom	£95.00	£86.56		
FTTC Rental - Kcom	£160.00	£71.45		
ADSL Transfer In	£0.00	Package charge applies	One-off charge shown above, BT & TTB	
FTTC Transfer In	£0.00	Package charge applies	One-off charge shown above, BT & TTB	
ADSL -> FTTC Upgrade	See Note	See Note	Charged as a cease and re-provide (cancellation of the ADSL service charge applies in full plus the charge for the FTTC installation)	
ADSL Simultaneous Provide - BT	£0.00	Package charge applies	Replaces primary one-off charge shown above, requires PSTN to be ordered at the same time	
Cancelled installation	£25.00	n/a	Before point of no return, per Broadband Line. Charged if cancelling an installation with more than 48 hours notice	
Cancelled or missed installation appointment	£125.00	n/a	Cancelled after point of no return or missed, per Broadband Line. Charged if cancelling or amending an installation with less than 48 hours notice or if you fail to allow an engineer to attend site for the agreed timeslot	
ADSL ANNEX M Option	£60.00	£11.00	Applicable to DSL only, BT & TTB	
ADSL Premium Traffic Option	n/a	£4.41	Applicable to DSL only	
Amend order	£15.00	n/a	One-off	
ADSL Expedite	£150.00	n/a	One-off, BT & TTB, Expedite requests are best endeavours, charge applies whether successful or not	
FTTC Expedite	£200.00	n/a		
ADSL broadband elevated best efforts	n/a	£4.41	Per month	
Excess broadband usage	n/a	£2.48	Per GB / Per Month	
Amend end user access	£25.00	n/a	Charge to amend speed profile on the line	
Special Fault Investigation	£175.00	n/a	Charged only if Timico is charged by the provider	
Disconnection, Cease or Migration Out	£40.00	n/a	Administration fee including provider charges	
ADSL Care Level 3	n/a	£13.48	Applicable to BTW and TTB only	
ADSL Care Level 4	n/a	£17.48	Applicable to BTW and TTB only	
FTTC Care Level 3	n/a	£13.48	Applicable to BTW and TTB only	
FTTC Care Level 4	n/a	£17.48	Applicable to BTW and TTB only	

COLOCATION - NEWARK

Description	One-off	Monthly	Notes	Other Charges
Colo Space Rack Unit (1U)	£199.00	£64.86	Charge for Colocation space only, install is only charged once per order	
Colo Space Full Rack	£1,599.00	£878.19	Charge for Colocation space only	

Committed bandwidth (Mbps)	n/a	From £0.30	
Internal data transfer (Mbps)	n/a	From £0.30	
Power (Amps) - Committed	n/a	£27.49	Per Amp (or part thereof), per month
Power (Amps) - Excess Usage	n/a	£82.45	Charged when the Committed power limit is exceed within month. Calculations are based Per Amp (or part thereof), per month, per rack/U and charged based on Peak usage
Physical Access Credentials	£25.00	n/a	Per user
Remote hands support on-demand	n/a	£54.75	Minimum appointment of 30 minutes, rounded in 30 minute blocks dependent on actual completion time
Additional 1GB switch port	n/a	£53.46	Per month
Cabling - Ethernet (Cat6) <100m	£120.00	£10.70	Per cable
Cabling - SM/MM Fibre - <100m	£350.00	£10.70	Per cable

COLOCATION - SOV

Description	One-off	Monthly	Notes	Other Charges
Colo Space Full Rack	£1,599.00	£988.10	Charge for Colocation space only	
Committed bandwidth (Mbps)	n/a	From £0.30		
Internal data transfer (Mbps)	n/a	From £0.30		
Power (Amps) - Committed	n/a	£27.49	Per Amp (or part thereof), per month	
Power (Amps) - Committed	n/a	£27.49	Per Amp (or part thereof), per month	
Power (Amps) - Excess Usage	n/a	£82.45	Charged when the Committed power limit is exceed within month. Calculations are based Per Amp (or part thereof), per month, per rack/U and charged based on Peak usage	
Remote hands support on-demand	n/a	£54.75	Minimum appointment of 30 minutes, rounded in 30 minute blocks dependent on actual completion time	
Additional 1GB switch port	n/a	£53.46	Per month	
Cabling - Ethernet (Cat6) <100m	£120.00	£10.70	Per cable	
Cabling - SM/MM Fibre - <100m	£350.00	£10.70	Per cable	

COLOCATION - TELFORD

Description	One-off	Monthly	Notes	Other Charges
Colo Space Full Rack	£557.22	£919.37	Charge for Colocation space only	
Committed bandwidth (Mbps)	n/a	From £0.30		
Internal data transfer (Mbps)	n/a	From £0.30		
Committed power (kW)	n/a	£245.34	Maximum 5kW per rack	
Power (Amps) - Excess Usage	n/a	£368.01	Charged when the Committed power limit is exceed within month. Calculations are based Per kW (or part thereof), per month, per rack/U and charged based on Peak usage	
Remote hands support on-demand	n/a	£54.75	Minimum appointment of 30 minutes, rounded in 30 minute blocks dependent on actual completion time	
Additional 1GB switch port	n/a	£53.46	Per month	
Cabling - Ethernet (Cat6) <100m	£120.00	£10.70	Per cable	
Cabling - SM/MM Fibre - <100m	£350.00	£10.70	Per cable	

DISASTER RECOVERY AS A SERVICE

Description	One-off	Monthly	Notes	Other Charges
Virtual Replication License	n/a	£31.86	Per license	
DRaaS - Virtual Core Processing Unit (vCPU)	n/a	£2.40	Per GHz	
DRaaS - Virtual Memory (vRAM)	n/a	£1.93	Per GB	
Gold Storage	See Note	See Note	As per Virtual Data Centre pricing	

DOMAINS, EMAIL & WEB HOSTING

Description	One-off	Monthly	Notes	Other Charges
TimicoMail - 2GB POP3/IMAP	n/a	£5.17	Per month, per mailbox, not available to new customers	
TimicoMail - 10GB POP3/IMAP	n/a	£5.17	Per month, per mailbox, not available to new customers	

TimicoMail - 2GB POP3/IMAP - enhanced security	n/a	£5.17	Per month, per mailbox, not available to new customers
TimicoMail - 10GB POP3/IMAP - enhanced security	n/a	£5.17	Per month, per mailbox, not available to new customers
SMTP feed direct	n/a	£4.58	Per month, per feed, not available to new customers
SMTP feed direct - enhanced security	n/a	£8.53	Per month, per feed, not available to new customers
Transfer of services to alternative provider	£10.00	£11.33	Administration fee, covers up to 10 services
.co.uk domain (12 months)	£10.46	n/a	One-off per period shown, automatic renewals
.com domain (12 months)	£10.46	n/a	One-off per period shown, automatic renewals
.org.uk domain (12 months)	£15.70	n/a	One-off per period shown, automatic renewals
.net domain (12 months)	£15.70	n/a	One-off per period shown, automatic renewals
.org domain (12 months)	£15.70	n/a	One-off per period shown, automatic renewals
.eu domain (12 months)	£10.46	n/a	One-off per period shown, automatic renewals
.uk.com domain (12 months)	£52.31	n/a	One-off per period shown, automatic renewals
.me.uk domain (12 months)	£36.62	n/a	One-off per period shown, automatic renewals
.info domain (12 months)	£15.70	n/a	One-off per period shown, automatic renewals
.uk domain (12 months)	£13.61	n/a	One-off per period shown, automatic renewals
.biz domain (12 months)	£17.79	n/a	One-off per period shown, automatic renewals
.ltd.uk domain (12 months)	£34.65	n/a	One-off per period shown, automatic renewals
.co domain (12 months)	£36.62	n/a	One-off per period shown, automatic renewals
.tv domain (12 months)	£41.85	n/a	One-off per period shown, automatic renewals
.mobi domain (12 months)	£25.11	n/a	One-off per period shown, automatic renewals
.eu.com domain (12 months)	£52.31	n/a	One-off per period shown, automatic renewals
.cymru domain (12 months)	£25.11	n/a	One-off per period shown, automatic renewals
.wales domain (12 months)	£25.11	n/a	One-off per period shown, automatic renewals
.uk.net domain (12 months)	£146.48	n/a	One-off per period shown, automatic renewals
.us domain (12 months)	£12.55	n/a	One-off per period shown, automatic renewals
.de domain (12 months)	£10.46	n/a	One-off per period shown, automatic renewals
.ae domain (12 months)	£198.79	n/a	One-off per period shown, automatic renewals
.fr domain (12 months)	£17.79	n/a	One-off per period shown, automatic renewals
.cn domain (12 months)	£26.16	n/a	One-off per period shown, automatic renewals
.cn domain with local presence (12 months)	£124.15	n/a	One-off per period shown, automatic renewals
.it domain (12 months)	£12.55	n/a	One-off per period shown, automatic renewals
.it domain with local presence (12 months)	£26.50	n/a	One-off per period shown, automatic renewals
.me domain (12 months)	£26.16	n/a	One-off per period shown, automatic renewals
.gov.uk domain (24 months)	£340.04	n/a	One-off per period shown, automatic renewals
.plc.uk domain (24 months)	£13.61	n/a	One-off per period shown, automatic renewals
.ltd domain (12 months)	£34.65	n/a	One-off per period shown, automatic renewals
.ro domain (12 months)	£228.77	n/a	One-off per period shown, automatic renewals
.hu domain (12 months)	£248.30	n/a	One-off per period shown, automatic renewals
.click domain (12 months)	£11.16	n/a	One-off per period shown, automatic renewals
.design domain (12 months)	£48.13	n/a	One-off per period shown, automatic renewals
.forsale domain (12 months)	£33.76	n/a	One-off per period shown, automatic renewals
.gift domain (12 months)	£21.34	n/a	One-off per period shown, automatic renewals
.help domain (12 months)	£33.13	n/a	One-off per period shown, automatic renewals
.miami domain (12 months)	£26.50	n/a	One-off per period shown, automatic renewals
.online domain (12 months)	£39.06	n/a	One-off per period shown, automatic renewals
.parts domain (12 months)	£35.78	n/a	One-off per period shown, automatic renewals
.photo domain (12 months)	£31.74	n/a	One-off per period shown, automatic renewals
.properties domain (12 months)	£35.85	n/a	One-off per period shown, automatic renewals
.sexy domain (12 months)	£60.68	n/a	One-off per period shown, automatic renewals
.tech domain (12 months)	£50.57	n/a	One-off per period shown, automatic renewals
.vip domain (12 months)	£32.43	n/a	One-off per period shown, automatic renewals
.website domain (12 months)	£23.09	n/a	One-off per period shown, automatic renewals
.xyz domain (12 months)	£12.83	n/a	One-off per period shown, automatic renewals
.co.jp domain (12 months)	£324.96	n/a	One-off per period shown, automatic renewals
.charity domain (12 months)	£31.24	n/a	One-off per period shown, automatic renewals
.sg domain (12 months)	£48.57	n/a	One-off per period shown, automatic renewals
.vn domain (12 months)	£331.90	n/a	One-off per period shown, automatic renewals

FIXED LINE TELEPHONY

Description	One-off	Monthly	Notes	Other Charges
BT - Analogue Line - New	£105.00	£17.55	Per line (Premium, Multi and Aux lines carry a £2.50 per month premium)	An administration fee of £20 applies per Analogue Line cancelled or migrated away in addition to any minimum or early termination fees. Charge applies whether in or out of contract
BT - Analogue Line - Transfer in	£20.00			
Kcom - Analogue Line - New	£195.00	£32.98	Per line	
Strencom - Analogue Line - New	£152.50	£32.98		
BT - ISDN2 - New	£185.00	£29.57	Per circuit	An administration fee of £20 applies per Circuit cancelled or migrated away in addition to any minimum or early termination fees. Charge applies whether in or out of contract
BT - ISDN2 - Transfer in	£39.00			
BT - ISDN30 - New - Circuit	£800.00	n/a	Per circuit	
BT - ISDN30 - Transfer in	£89.00			
BT - ISDN30 - New - Channel	£20.00	£16.44	Per channel	An administration fee of £20 applies per Circuit cancelled or migrated away in addition to any minimum or early termination fees. Charge applies whether in or out of contract
BT - Out of hours installation appointment supplement	£65.00	n/a	Per site in addition to normal connection charges	
BT - Amend order	£15.00	n/a	Applicable when any change is made to an appointment date during any stage of an order. Note that if the request is after the point of not return you will be charged for the applicable Cancelled or missed installation appointment in addition to this charge	
BT - Expedite order - Analogue Line	£200.00	n/a	Expedite requests are best endeavours, charge applies whether successful or not	
BT - Cancelled installation	£25.00	n/a	Before the point of no return, per Line. Charged if cancelling an installation with more than 48 hours notice	
BT - Cancelled or missed installation appointment	£125.00	n/a	Cancelled after point of no return or missed installation, per Broadband Line. Charged if cancelling or amending an installation with less than 48 hours notice or if you fail to allow an engineer attend site for the agreed timeslot	
BT - Renumber at point of transfer	£15.00	n/a	Per line	
BT - Renumber existing line	£55.00	n/a	Administration fee including provider charges	
BT - Analogue Line - Care Level 2	n/a	£2.21	Per line	
BT - Analogue Line - Care Level 2.5 Plus	n/a	£2.75	Per line	
BT - Analogue Line - Care Level 3	n/a	£5.45	Per line	
BT - Analogue Line - Care Level 4	n/a	£8.40	Per line	
BT - ISDN2 - Care Level 2 Plus	n/a	£2.75	Per circuit	
BT - ISDN2 - Care Level 3	n/a	£5.45	Per circuit	
BT - ISDN2 - Care Level 4	n/a	£7.65	Per circuit	
BT - ISDN30 - Care Level 2	n/a	£2.75	Per channel	
BT - ISDN30 - Care Level 3	n/a	£5.45	Per channel	
BT - ISDN30 - Care Level 4	n/a	£7.65	Per channel	
BT - ISDN 30 Site Assurance	n/a	£1.66	Per channel, per month	
BT - ISDN30 Admin Call Forwarding	£6.00	£3.86	Per circuit	
BT - ISDN30 Anonymous call rejection	£6.00	£3.03	Per circuit	
BT - ISDN30 Call Waiting / Call Hold	£6.00	£3.03	Per circuit	
BT - ISDN30 Caller redirect	n/a	£13.74	Per circuit	
BT - ISDN30 Calling Line Identity Presentation	n/a	£2.48	Per circuit	
BT - ISDN30 Calling Line Identity Restriction	n/a	£3.03	Per circuit	
BT - ISDN30 Connected Line Identity Presentation	n/a	£2.48	Per circuit	
BT - ISDN30 Connected Line Identity Restriction	n/a	£3.03	Per circuit	
BT - ISDN30 Customer Controlled Call Forwarding	£6.00	£3.86	Per circuit	
BT - ISDN30 DDI caller redirect	£275.00	£13.74	Per Block of 10 consecutive DDI's	
BT - ISDN30 DDI Numbers	£11.00	£5.40	Per Block of 10 consecutive DDI's	

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BT - ISDN30 Multi Sub. Numbering (2 to 10)	£40.00	£1.11	Per circuit
BT - ISDN30 Permanent Incoming Call Bar	£6.00	£2.75	Per circuit
BT - ISDN30 Permanent Outgoing Call Bar	£6.00	£2.75	Per circuit
BT - ISDN30 Presentation number	£80.00	£4.24	Per circuit
BT - ISDN30 Selective Call Barring	£6.00	£2.75	Per circuit
BT - ISDN2 Admin Call Forwarding	£6.00	£3.86	Per number
BT - ISDN2 Anonymous call rejection	£6.00	£3.03	Per number
BT - ISDN2 Call Waiting / Call Hold	£6.00	£3.03	Per number
BT - ISDN2 Caller redirect	n/a	£2.47	Per number
BT - ISDN2 Calling Line Identity Presentation	n/a	£2.48	Per number
BT - ISDN2 Calling Line Identity Restriction	n/a	£3.03	Per number
BT - ISDN2 Connected Line Identity Presentation	n/a	£2.48	Per number
BT - ISDN2 Connected Line Identity Restriction	n/a	£3.03	Per number
BT - ISDN2 Customer Controlled Call Forwarding	£6.00	£3.86	Per number
BT - ISDN2 DDI caller redirect	£275.00	£13.74	Per Block of 10 consecutive DDI's
BT - ISDN2 DDI Numbers	£11.00	£5.40	Per Block of 10 consecutive DDI's
BT - ISDN2 Multi Sub. Numbering (2 to 10)	£40.00	£1.11	Per number
BT - ISDN2 Permanent Incoming Call Bar	£6.00	£2.75	Per number
BT - ISDN2 Permanent Outgoing Call Bar	£6.00	£2.75	Per number
BT - ISDN2 Presentation number	£35.00	£4.24	Per number
BT - ISDN2 Selective Call Barring	£6.00	£2.75	Per number
BT - Analogue Line Call Barring	n/a	£2.04	Per number
BT - Analogue Line Call Diversion	£4.50	£1.66	Per number
BT - Analogue Line Call Minder	£3.50	£1.66	Per number
BT - Analogue Line Call Minder Premier	£7.50	£3.86	Per number
BT - Analogue Line Call Sign	£12.50	£4.41	Per number
BT - Analogue Line Call Waiting	n/a	£1.66	Per number
BT - Analogue Line Caller Display	n/a	£1.66	Per number
BT - Analogue Line Multiway Calling (3)	n/a	£1.66	Per number
BT - Analogue Line Reminder Call	n/a	£2.75	Per number
BT - Analogue Line Ring Back	n/a	£2.04	Per number
BT - Smart Divert	n/a	£2.21	Per number
BT - Analogue Line Outgoing Calls Barred (Int. & Prem.)	n/a	£1.66	Per number
BT - Analogue Line Outgoing Calls Barred (Prem.)	n/a	£2.43	Per number
BT - Directory Entry - Ordinary	n/a	£27.48	Per number
BT - Directory Entry - Bold	n/a	£49.47	Per number
BT - 1571	n/a	£2.48	Per number
Call Tariff	n/a	n/a	Timico Business Call Tariff

Gamma SIP

Description	One-off	Monthly	Notes
Gamma SIP & Numbering			
Directory Entries - Ordinary Typeface Special Phone Book Entry	£362.03	n/a	Per number
Directory Entries - Bold Typeface Special Phone Book Entry	£712.47	n/a	
Directory Entries - Superbold Typeface Special Phone Book Entry	£1,382.85	n/a	
Directory Entries - Ordinary Typeface National Special Phone Book Entry	£19,163.20	n/a	
Directory Entries - Bold Typeface National Special Phone Book Entry	£39,992.19	n/a	
Directory Entries - Superbold Typeface National Special Phone Book Entry	£65,091.39	n/a	
Single Line	£15.50	n/a	
Multi Line	£30.00	n/a	Per main billing number
Multi Line with Block of 1-10 DDIs	£75.00	n/a	
Multi Line with Block of > 10 DDIs	£147.00	n/a	
OOH Porting (Evenings Mon-Fri)	£175.00	n/a	Per end user order per day. Standard port charge per line also applies in addition to this charge
OOH Porting (Saturday)	£350.00	n/a	

DMA Transfer with Block of 1000 DDIs	£700.00	n/a	Per main billing number
Export of a number to another network	£18.33	n/a	Per number
Non-Geographic Porting in/out - Any number port order (9 Numbers or less either singularly or in a range)	£19.00	n/a	Per number. Applies when porting a UK non-geographic a single number or range with less than ported from an alternative provider
Non-Geographic Porting in/out - Any number port order (10+ Numbers in a single range)	£0.00	n/a	Per number. Applies when porting a UK non-geographic number range of 10 or more numbers from an alternative provider
Order Rejection	£22.50	n/a	Per number when a port fails for any reason
Porting Date Changed by Partner or Emergency Restore	£43.75	n/a	Gamma reserves the right to charge £26.25 per order per successful change or emergency restore.
Cancellation of Porting Order	£22.50	n/a	Per number when a port order is cancelled for any reason
Order timed out	£22.50	n/a	Per number when a port fails due to a time out
Product to Product/Partner to Partner Transfer - Automated Systems provided in working hours	£0.00	n/a	Per successful order completed
Product to Product/Partner to Partner Transfer - OOH Porting (Evenings Mon-Fri)	£208.33	n/a	
Product to Product/Partner to Partner Transfer - OOH Porting (Saturday)	£416.67	n/a	
Special Orders - Manual Order	£0.00	n/a	Per number port order
Special Orders - IPExchange Process	£0.00	n/a	
Special Orders - Out of Hours Provisioning Support	£833.33	n/a	Per day, or part day thereof.
Special Orders - Manual Pre-Port Test Call	£41.67	n/a	Per number
Special Orders - Project Management	POA	n/a	Per day
Number Selection (1-9 numbers)	£14.00	n/a	Per batch (numbers must be in consecutive range to form batch, individual number selections will be charge at the per 1 unit rate)
Number Selection (10-49 numbers)	£28.00	n/a	
Number Selection (50-99 numbers)	£70.00	n/a	
Number Selection (100-499 numbers)	£105.00	n/a	
Number Selection (500-999 numbers)	£210.00	n/a	
Number Selection (1000+ numbers)	£350.00	n/a	
Golden Number Charge	£1,000.00	n/a	Per number
Platinum Number Charge	£1,600.00	n/a	
Number Range Hosting	POA	n/a	Per range
BT Complaints - On 999 Handling	£50.00	n/a	Per instance / number
BT Complaints - On 999 EU Contact	£83.33	n/a	
Application Program Interface (API)	n/a	£286.95	Per API service
IPDC Connection	£77.00	n/a	Per Connection
IPHC Connection	£77.00	n/a	
IPDC DDI Connection	£0.84	n/a	
IPDC Endpoint Cease	£35.00	n/a	Per Endpoint
IPHC Endpoint Cease	£35.00	n/a	
Resilient build expedite (from ten to three working days)	£350.00	n/a	Per expedite request. Subject to availability and scheduling, must be agreed in advance.
Out of Hours Provisioning/Support	£0.00	n/a	Per expedite request. Subject to availability and scheduling, must be agreed in advance.
Interconnect Connection	£2,500.00	n/a	Per Connection
Application Program Interface (API)	£16,666.67	n/a	Per API service
Less than 150 channel build	£13,666.67	n/a	Per request
IPDC Channel	n/a	£6.72	Per channel
IPDC Channel - Enhanced Active	n/a	£6.72	
IPDC Channel - Active	n/a	£6.72	
IPDC Channel - Standby	n/a	£2.59	
IPDC Channel - Loadshare	n/a	£6.72	
IPDC Channel - R+	n/a	£6.72	

STCM Service	n/a	£43.39	Per service
STCM DDI	n/a	£0.29	Per number
STCM Number Add-on Announcement	n/a	£8.61	
STCM Number Add-on Area Based Routing	n/a	£28.86	
STCM Number Add-on Standard Auto Attend	n/a	£28.86	
STCM Service Add-on LCA	n/a	£72.24	Per service
IPDC Channel - Rental (Semafone Premium)	n/a	£3.62	Per channel
IPHC Channel - Active (Semafone Premium)	n/a	£3.62	
IPDC Channel - Standby (Semafone Premium)	n/a	£3.62	
IPDC Channel - Loadshare (Semafone Premium)	n/a	£3.62	
IPDC Channel - R+ (Semafone Premium)	n/a	£4.31	
IPDC Channel - Active (Semafone Premium)	n/a	£3.62	
IPDC Channel - Enhanced Standby (Semafone Premium)	n/a	£3.62	
IPHC Channel	n/a	£7.75	
IPHC Channel - Enhanced Active	n/a	£7.75	
IPHC Channel - Active	n/a	£7.75	
IPHC Channel - Standby	n/a	£2.50	
IPHC Channel - Loadshare	n/a	£7.75	
IPHC Channel - R+	n/a	£7.75	
IPDC Channel - Rental (Semafone Premium)	n/a	£3.62	
IPHC Channel - Active (Semafone Premium)	n/a	£3.62	
IPDC Channel - Standby (Semafone Premium)	n/a	£0.00	
IPHC Channel - Loadshare (Semafone Premium)	n/a	£2.42	
IPHC Channel - R+ (Semafone Premium)	n/a	£4.31	
IPDC Channel - Enhanced Active (Semafone Premium)	n/a	£3.62	
IPHC Channel - Enhanced Standby	n/a	£0.00	
SIP Trunking Fraud Protection	n/a	£0.00	Per number
Interconnect Rental	n/a	£215.21	Per interconnect
SIP Connection International	£750.00	n/a	Per connection
SIP Channel International	n/a	£4.31	Per channel
SIP Channel International - Standby	n/a	£2.50	
SIP DDI Connection International	£1.83	n/a	Per number
SIP DDI International	n/a	£0.15	
Gamma Professional Services			
Standard Install, business hours - Up to 1 hour*	£0.00	n/a	Per order
Standard Install, business hours - 1 hour to 3.75 hours	£416.67	n/a	
Standard Install, business hours - Within 4.75 hours	£533.33	n/a	
Standard Install, business hours - Over 4.75 hours	£833.33	n/a	
Out of hours' change After 17:300 Monday to Friday and all day Saturday - Within 3.75 hours	£625.00	n/a	
Out of hours' change After 17:300 Monday to Friday and all day Saturday - Within 4.75 hours	£800.00	n/a	
Out of hours' change After 17:300 Monday to Friday and all day Saturday - Over 4.75 hours	£1,250.00	n/a	
Out of hours' change All day Sunday - Within 3.75 hours	£833.33	n/a	
Out of hours' change All day Sunday - Within 4.75 hours	£1,066.67	n/a	
Out of hours' change All day Sunday - Over 4.75 hours	£1,666.67	n/a	
Gamma Inbound Pricing			
Contact Point Connection	£0.00	n/a	Per contact point
Contact Point Rental	n/a	£6.81	
Contact Path Connection	£41.67	n/a	Per Contact Path
Contact Path Rental	n/a	£18.08	

Contact Pro Connection	£0.00	n/a	
Contact Pro Rental	n/a	£52.52	Per Contact Path Pro
Business Continuity Connection	£0.00	n/a	Per connection
Inbound Business continuity	n/a	£8.60	Per number
Voicemail TO Email Rental	n/a	£6.03	Per end user account (additional storage charges apply)
Advanced MIS Rental	n/a	£9.47	Per end user account
Call Recording Rental	n/a	£76.71	Per end user account (additional storage charges apply)
Network Whisper Rental	n/a	£25.83	Per end user account (additional storage charges apply)
Inbound App	n/a	£0.00	
Inbound Reports Rental	n/a	£9.47	Per end user account
Call Recording Connection	£100.00	n/a	
Voicemail TO Email Connection	£50.00	n/a	Per connection
Call Recording Storage Band 1 - Call Recording Storage Charge	n/a	£18.94	Variable charge – stored calls equal: 0.0001Mb to 50Mb
Call Recording Storage Band 2 - Call Recording Storage Charge	n/a	£37.88	Variable charge – stored calls equal: Up to 500Mb
Call Recording Storage Band 3 - Call Recording Storage Charge	n/a	£66.29	Variable charge – stored calls equal: Up to 1Gb
Call Recording Storage Band 4 - Call Recording Storage Charge	n/a	£113.63	Variable charge – stored calls equal: Up to 2Gb
Call Recording Storage Band 5 - Call Recording Storage Charge	n/a	£189.39	Variable charge – stored calls equal: Up to 5Gb
Call Recording Storage Band 6 - Call Recording Storage Charge	n/a	£321.96	Variable charge – stored calls equal: Up to 10Gb
Call Recording Storage Band 7 - Call Recording Storage Charge	n/a	£568.15	Variable charge – stored calls equal: Up to 20Gb
Call Recording Storage Band 8 - Call Recording Storage Charge	n/a	£946.92	Variable charge – stored calls equal: Up to 50Gb
Announcement Storage Band 1 - Recorded Announcement Storage Charge	n/a	£0.00	Variable charge – stored announcements equal: 0.0001Mb to 50Mb
Announcement Storage Band 2 - Recorded Announcement Storage Charge	n/a	£34.44	Variable charge – stored announcements equal: Up to 500Mb
Announcement Storage Band 3 - Recorded Announcement Storage Charge	n/a	£60.26	Variable charge – stored announcements equal: Up to 1Gb
Announcement Storage Band 4 - Recorded Announcement Storage Charge	n/a	£103.30	Variable charge – stored announcements equal: Up to 2Gb
Announcement Storage Band 5 - Recorded Announcement Storage Charge	n/a	£172.17	Variable charge – stored announcements equal: Up to 5Gb
Announcement Storage Band 6 - Recorded Announcement Storage Charge	n/a	£172.17	Variable charge – stored announcements equal: Up to 10Gb
Announcement Storage Band 7 - Recorded Announcement Storage Charge	n/a	£516.50	Variable charge – stored announcements equal: Up to 20Gb
Announcement Storage Band 8 - Recorded Announcement Storage Charge	n/a	£860.84	Variable charge – stored announcements equal: Up to 50Gb
Voicemail Storage Band 1 - Voicemail Storage Charge	n/a	£0.00	Variable charge – stored voicemails equal: 0.0001Mb to 50Mb
Voicemail Storage Band 2 - Voicemail Storage Charge	n/a	£34.44	Variable charge – stored voicemails equal: Up to 500Mb
Voicemail Storage Band 3 - Voicemail Storage Charge	n/a	£60.26	Variable charge – stored voicemails equal: Up to 1Gb
Voicemail Storage Band 4 - Voicemail Storage Charge	n/a	£103.30	Variable charge – stored voicemails equal: Up to 2Gb
Voicemail Storage Band 5 - Voicemail Storage Charge	n/a	£172.17	Variable charge – stored voicemails equal: Up to 5Gb
Voicemail Storage Band 6 - Voicemail Storage Charge	n/a	£292.69	Variable charge – stored voicemails equal: Up to 10Gb
Voicemail Storage Band 7 - Voicemail Storage Charge	n/a	£516.50	Variable charge – stored voicemails equal: Up to 20Gb
Voicemail Storage Band 8 - Voicemail Storage Charge	n/a	£860.84	Variable charge – stored voicemails equal: Up to 50Gb

LEASED LINES

Description	One-off	Monthly	Notes
EoFTTC Circuit	POA	POA	Per circuit
EFM Circuit	POA	POA	Per circuit
Fibre EAD Circuit	POA	POA	Per circuit

MICROSOFT LICENSES (SPLA)

Description	One-off	Monthly	Notes
Microsoft BizTalk Server Branch	n/a	£63.72	Server License
Microsoft BizTalk Server Enterprise	n/a	£1,062.99	Server License
Microsoft BizTalk Server Standard	n/a	£244.25	Server License
Windows Server Standard Core Licence (2 Core)	n/a	£20.19	Per user

Windows Server Data Centre Core Licence (2 Core)	n/a	£20.19	Per user	
Exchange Basic Subscriber Access Licence	n/a	£1.07	Per user	
Exchange Enterprise Plus Subscriber Access Licence	n/a	£6.38	Per user	
Exchange Enterprise Subscriber Access Licence	n/a	£4.26	Per user	
Exchange Enterprise Subscriber Access Licence for Software Assurance	n/a	£1.07	Per user	
Exchange Standard Plus Subscriber Access Licence	n/a	£5.31	Per user	
Exchange Standard Subscriber Access Licence	n/a	£3.20	Per user	
Exchange Standard Subscriber Access Licence for Software Assurance	n/a	£1.07	Per user	
SQL Server Standard Subscriber Access Licence	n/a	£21.24	Per user	
SQL Server Standard Core Licence (2 Core)	n/a	£177.35	Per user	
SQL Server Web Edition Core Licence (2 Core)	n/a	£11.69	2 core minimum	
Windows Rights Management Services Client Access Licence	n/a	£2.13	2 core minimum	
Windows Remote Desktop Services Subscriber Access Licence	n/a	£6.79	Server License	
Office Standard Subscriber Access Licence	n/a	£14.88	Per user	
Project Professional Subscriber Access Licence	n/a	£37.17	Per user	
Project Standard Subscriber Access Licence	n/a	£24.44	Server License	

MiTel

Description	One-off	Monthly	Notes	SUK
MiTel License				
Basic IPT Foundation	n/a	£5.35	Per user/seat including Timico Service level	
Basic IPT Advanced	n/a	£5.58	Per user/seat including Timico Service level	
Basic IPT Premier	n/a	£5.87	Per user/seat including Timico Service level	
Entry UCC Foundation	n/a	£7.69	Per user/seat including Timico Service level	
Entry UCC Advanced	n/a	£8.04	Per user/seat including Timico Service level	
Entry UCC Premier	n/a	£8.47	Per user/seat including Timico Service level	
MiCloud CC Agent concurrent - Advanced	n/a	£26.95	Per user/seat including Timico Service level	
MiCloud CC Agent concurrent - Foundation	n/a	£27.64	Per user/seat including Timico Service level	
MiCloud CC Agent concurrent - Premier	n/a	£28.50	Per user/seat including Timico Service level	
MiCloud CC MultiMedia Agent - Advanced	n/a	£18.43	Per user/seat including Timico Service level	
MiCloud CC MultiMedia Agent - Foundation	n/a	£19.12	Per user/seat including Timico Service level	
MiCloud CC MultiMedia Agent - Premier	n/a	£19.98	Per user/seat including Timico Service level	
Premier UCC Foundation	n/a	£11.17	Per user/seat including Timico Service level	
Premier UCC Advanced	n/a	£11.63	Per user/seat including Timico Service level	
Premier UCC Premier	n/a	£12.20	Per user/seat including Timico Service level	
Standard IPT Foundation	n/a	£6.57	Per user/seat including Timico Service level	
Standard IPT Advanced	n/a	£6.86	Per user/seat including Timico Service level	
Standard IPT Premier	n/a	£7.22	Per user/seat including Timico Service level	
Standard UCC Foundation	n/a	£9.69	Per user/seat including Timico Service level	
Standard UCC Advanced	n/a	£10.09	Per user/seat including Timico Service level	
Standard UCC Premier	n/a	£10.59	Per user/seat including Timico Service level	
Unified Communications & Collaboration System Add-On Services				
MiVoice Business Console	n/a	£42.36	Per instance/service	UK113A03012A0
MiCollab Console	n/a	£19.53	Per instance/service	UK113A03112A0
MiVB SingleLine wMbox	n/a	£2.59	Per instance/service	UK113A05112A0
MiCollab AWW Port	n/a	£9.77	Per instance/service	UK113A00812A0
MBG SIP Proxy License	n/a	£1.92	Per instance/service	UK113A02812A0
NPM SAA Corp Dir port	n/a	£39.05	Per instance/service	UK113A01412A0
NPM TTS port	n/a	£26.04	Per instance/service	UK113A01512A0
NPM Fax port	n/a	£22.78	Per instance/service	UK113A01612A0
Unified Communications & Collaboration User Add-On Services				
MiCloud Advanced Security	n/a	£1.66	Per instance/service	UK113133112A0
MiTeam User	n/a	£3.21	Per instance/service	UK113133012A0
MiCollab Mobile (Mobile Client + SIP)	n/a	£1.92	Per instance/service	UK113A00612A0
MiCollab PC Softphone	n/a	£1.24	Per instance/service	UK113A00712A0
MiCollab for Microsoft	n/a	£1.24	Per instance/service	UK113A00912A0
MiVoice SFDC User Standard integration	n/a	£1.92	Per instance/service	UK113A01012A0

MiVoice Google User integration	n/a	£0.57	Per instance/service	UK113A01112A0
MiVoice SFDC User Advanced (ACD) integration	n/a	£2.90	Per instance/service	UK113A01212A0
Voicemail Add-on	n/a	£1.24	Per instance/service	UK113A01312A0
Business Analytics Insight supervisor	n/a	£4.34	Per instance/service	UK113A02312A0
Business Analytics Insight extension	n/a	£0.37	Per instance/service	UK113A02412A0
Business Analytics Report supervisor	n/a	£7.24	Per instance/service	UK113A02512A0
Business Analytics Report extension	n/a	£0.78	Per instance/service	UK113A02612A0
Teleworker License	n/a	£0.57	Per instance/service	UK113A02712A0
Contact Center System Add-On Services				
MiCloud CC IVR port	n/a	£32.54	Per instance/service	UK113A03612A0
Contact Center Agent Add-On Services				
Contact Center Agent Softphone	n/a	£3.10	Per instance/service	UK113A03712A0
Contact Center CRM Integration	n/a	£3.26	Per instance/service	UK113A03812A0
MiCloud CC Ignite Preview Dialer	n/a	£6.20	Per instance/service	54010079CC
Business Reporter extension	n/a	£0.17	Per instance/service	UK113A02112A0
Business Reporter Client	n/a	£5.17	Per instance/service	UK113A02212A0
MiCloud CC WFS standard	n/a	£7.18	Per instance/service	UK113A05012A0
MICC WFM Advanced Agent	n/a	£30.22	Per instance/service	UK113133A99A0
MICC WFM Premium Agent	n/a	£36.68	Per instance/service	UK113133B99A0
ACD Agent License	n/a	£4.55	Per instance/service	UK113A02912A0
Virtual Agent - 12,000 Request Bundle	n/a	£38.23	Per instance/service	£54,010,522.00
Virtual Agent - 24,000 Request Bundle	n/a	£72.31	Per instance/service	£54,010,523.00
Virtual Agent - 48,000 Request Bundle	n/a	£143.59	Per instance/service	£54,010,524.00
Virtual Agent - 144,000 Request Bundle	n/a	£415.27	Per instance/service	£54,010,525.00
Virtual Agent - 10x Request Overage	n/a	POA	Per instance/service	£54,010,526.00
Agent Assist x1	n/a	POA	Per instance/service	54xxxxxx
Recording Add-O				
MiVoice Call Recording per seat	n/a	£7.39	Per instance/service	UK113A01712A0
Quality Assurance User	n/a	£16.74	Per instance/service	UK113A01812A0
Supervisor Recording Seat	n/a	£24.13	Per instance/service	UK113A01912A0
Screen Recording per seat	n/a	£16.74	Per instance/service	UK113A02012A0
MiVoice SRC License	n/a	£1.92	Per instance/service	UK113A04712A0
Performance Analytics ***				
(1-5managed vApps) per vApp	£65.00	£67.15	Per App - NRC waived for multi year terms	UK113A04312A0
(6-99managed vApps) per vApp	£25.00	£25.83	Per App - NRC waived for multi year terms	UK113A04412A0
Compute Resources / Infrastructure				
vMiVoice Business Express (250)	£185.00	£191.11	Per Resource - NRC waived for multi year terms	UK113411A1227
vMiVoice Business Express (500)	£220.00	£227.26	Per Resource - NRC waived for multi year terms	UK113411B1227
vMiVoice Business (250)	£65.00	£67.15	Per Resource - NRC waived for multi year terms	UK113411C1227
vMiVoice Business (1500)	£85.00	£87.81	Per Resource - NRC waived for multi year terms	UK113411D1227
vMiVoice Business (2500)	£115.00	£118.80	Per Resource - NRC waived for multi year terms	UK113411E1227
vMiVoice Business (5000)	£160.00	£165.28	Per Resource - NRC waived for multi year terms	UK113411F1227
vMiCollab (Multi-App) (250)	£155.00	£160.12	Per Resource - NRC waived for multi year terms	UK113411G1227
vMiCollab (Multi-App) (1500)	£255.00	£263.42	Per Resource - NRC waived for multi year terms	UK113411H1227
vMiCollab (Multi-App) (2500)	£325.00	£335.73	Per Resource - NRC waived for multi year terms	UK113411I1227
vMiCollab (Multi-App) (5000)	£470.00	£485.51	Per Resource - NRC waived for multi year terms	UK113411J1227
vMiVoice Border Gateway (250)	£65.00	£67.15	Per Resource - NRC waived for multi year terms	UK113411R1227
vMiVoice Border Gateway (2500)	£150.00	£154.95	Per Resource - NRC waived for multi year terms	UK113411S1227
vMiVoice Border Gateway (2500)(Internal P-B-R)	£150.00	£154.95	Per Resource - NRC waived for multi year terms	UK113412X1227
vMiVoice Border Gateway (2500) (CR)	£150.00	£154.95	Per Resource - NRC waived for multi year terms	UK113412Y1227
vMiCloud Contact Center Business small	£220.00	£227.26	Per Resource - NRC waived for multi year terms	UK113411T1227

MOBILE

Description	One-off	Monthly	Notes
Disconnection or cease (in contract) (no PAC Code)	£25.00	n/a	Administration fee + all outstanding charges (per number)
Disconnection or cease (out of contract) (no PAC Code)	£0.00	n/a	Free of charge
Transfer with PAC Code to alternative provider (in contract)	£25.00	n/a	Administration fee + all outstanding charges (per number)

Transfer with PAC Code to alternative provider (out of contract)	£15.00	n/a	Administration fee (per number)
Device network unlocking	£100.00	n/a	Unlocking network specific devices
Re-issue of PAC Code	£15.00	n/a	Administration fee (per PAC Code)
Mobile Tariff	See Notes	See Notes	As per contract
Re-number	£50.00	n/a	Administration fee including network charges (per number)
SIM Card	£0.00	n/a	excludes delivery charges
SIM Card - AQL	£0.00	n/a	excludes delivery charges
1GB for Failover (up to 5 SIMs)	£30.00	£31.86	AQL Only
5GB for Failover (up to 10 SIMs)	£100.00	£106.20	
10GB for Failover (up to 15 SIMs)	£170.00	£180.53	
20GB for Failover (up to 20 SIMs)	£200.00	£392.92	
30GB for Failover (up to 25 SIMs)	£250.00	£584.06	
50GB for Failover (up to 30 SIMs)	£300.00	£934.50	
75GB for Failover (up to 100 SIMs)	£1,000.00	£1,592.89	
100GB for Failover (up to 150 SIMs)	£1,500.00	£2,070.76	
150GB for Failover (up to 200 SIMs)	£2,000.00	£3,079.58	
200GB for Failover (up to 300 SIMs)	£3,000.00	£4,088.41	
1GB for Rapid Deployment	£10.00	£19.13	AQL Only, Minimum 3 month term
5GB for Rapid Deployment		£90.27	
10GB for Rapid Deployment		£180.53	
20GB for Rapid Deployment		£355.75	
30GB for Rapid Deployment		£541.59	
50GB for Rapid Deployment		£892.02	
75GB for Rapid Deployment		£1,353.96	
100GB for Rapid Deployment		£1,805.28	
150GB for Rapid Deployment		£2,707.91	
200GB for Rapid Deployment		£3,610.55	

OFFICE 365 LICENSES & BOLT ONS

Description	One-off	Monthly	Notes
EM+S E3 CSP	n/a	£7.27	
EM+S E5 CSP	n/a	£14.30	
Microsoft 365 Apps for Business	n/a	£8.40	
Microsoft 365 Business Basic	n/a	£4.04	
Microsoft 365 Business Standard	n/a	£9.99	
Microsoft 365 Business Standard - Supported	n/a	£10.94	
Microsoft 365 Apps for Enterprise	n/a	£12.23	
Microsoft 365 Apps for Enterprise - Supported	n/a	£13.34	
Office 365 Enterprise E1	n/a	£6.38	
Office 365 Enterprise E3	n/a	£18.70	
Office 365 Enterprise E3 - Supported	n/a	£20.43	
Office 365 Enterprise E5	n/a	£32.72	
Office 365 Enterprise E5 - Supported	n/a	£36.23	
Skype for Business PSTN Conferencing for E5 without PSTN Conferencing Customers	n/a	£1.61	
Office 365 F1	n/a	£3.20	
Exchange Online (Plan 1)	n/a	£3.20	
Exchange Online (Plan 2)	n/a	£6.38	
Exchange Online Protection	n/a	£0.86	
Exchange Online Advanced Threat Protection	n/a	£1.61	
Exchange Online Archiving for Exchange Online	n/a	£2.45	
Exchange Online Kiosk	n/a	£1.61	
Exchange Online Archiving (EOA) for Exchange Server	n/a	£2.45	
Additional PSTN numbers to extend Skype for Business features	n/a	£4.04	
Audio Conferencing (PSTN)	n/a	£3.20	
Common Area Phone	n/a	£6.38	
Domestic and International Calling Plan	n/a	£19.23	
Domestic Calling Plan	n/a	£9.62	

Domestic Calling Plan (120 Min)	n/a	£4.81	
Phone System (PBX)	n/a	£6.38	
Skype for Business Online (Plan 1)	n/a	£1.61	
Skype for Business Online (Plan 2)	n/a	£4.47	
Skype for Business Plus CAL	n/a	£1.61	
SharePoint Online (Plan 1)	n/a	£4.04	
SharePoint Online (Plan 2)	n/a	£7.97	
OneDrive for Business (Plan 1)	n/a	£4.04	Per license
OneDrive for Business (Plan 2)	n/a	£7.97	
Microsoft Flow P1	n/a	£4.04	
Microsoft Flow P2	n/a	£12.01	
Flow Additional Runs per 50,000	n/a	£32.08	
Flow Additional Runs per 50,000	n/a	£32.08	
Microsoft PowerApps P1	n/a	£5.63	
Microsoft PowerApps P2	n/a	£32.08	
PowerApps Additional Data Storage	n/a	£60.12	
PowerApps Additional Data Storage (Dyn365)	n/a	£60.12	
PowerApps Additional File Storage per 500GB	n/a	£40.04	
PowerApps Additional File Storage per 500GB (Dyn365)	n/a	£40.04	
Yammer Enterprise	n/a	£2.45	
Visio Online Plan 1	n/a	£4.04	
Visio Online Plan 2	n/a	£12.01	
Power BI Pro	n/a	£7.97	
Power BI Premium P1	n/a	£3,999.85	
Power BI Premium P2	n/a	£8,003.63	
Power BI Premium P3	n/a	£16,011.28	
Power BI Premium P4	n/a	£32,026.47	
Power BI Premium P5	n/a	£64,056.97	
Microsoft 365 Business Standard (Nonprofit Staff Pricing)	n/a	£2.54	
Microsoft 365 Apps for Enterprise (Nonprofit Staff Pricing)	n/a	£3.20	
Office 365 Enterprise E3 (Nonprofit Staff Pricing)	n/a	£4.41	
Office 365 Enterprise E5 (Nonprofit Staff Pricing)	n/a	£14.52	
Exchange Online Advanced Threat Protection (Nonprofit Staff Pricing)	n/a	£0.56	
Exchange Online Archiving for Exchange Online (Nonprofit Staff Pricing)	n/a	£1.00	
Skype for Business Online (Plan 2) (Nonprofit Staff Pricing)	n/a	£1.66	
Audio Conferencing (Nonprofit Staff)	n/a	£1.33	
Phone System (Nonprofit Staff Pricing)	n/a	£2.65	
Power BI Pro (Nonprofit Staff Pricing)	n/a	£2.54	
Power BI Premium P1 (Nonprofit Staff Pricing)	n/a	£1,655.90	
Power BI Premium P2 (Nonprofit Staff Pricing)	n/a	£3,313.55	
Power BI Premium P3 (Nonprofit Staff Pricing)	n/a	£6,628.63	
Power BI Premium EM3 (Nonprofit Staff Pricing)	n/a	£827.19	

PROFESSIONAL SERVICES

Description	One-off	Monthly	Notes
Consultant	£125.00	n/a	One-off, Per Hour
Engineer - Tier 1	£600.00	n/a	One-off, Per Day
Engineer - Tier 1 - Remote	£66.00	n/a	One-off, Per 30 minutes
Engineer - Tier 1 - Out of Hours / Saturday	£825.00	n/a	One-off, Per Day
Engineer - Tier 1 - Sunday / Bank Holiday	£1,100.00	n/a	One-off, Per Day
Engineer - Tier 2	£760.00	n/a	One-off, Per Day
Engineer - Tier 2 - Remote	£83.60	n/a	One-off, Per 30 minutes
Engineer - Tier 2 - Out of Hours / Saturday	£1,140.00	n/a	One-off, Per Day
Engineer - Tier 2 - Sunday / Bank Holiday	£1,520.00	n/a	One-off, Per Day
Engineer - Tier 3	£850.00	n/a	One-off, Per Day
Engineer - Tier 3 - Remote	£93.50	n/a	One-off, Per 30 minutes

Engineer - Tier 3 - Out of Hours / Saturday	£1,275.00	n/a	One-off, Per Day	
Engineer - Tier 3 - Sunday / Bank Holiday	£1,700.00	n/a	One-off, Per Day	
Project Co-ordinator	£400.00	n/a	One-off, Per Day	
Project Manager	£850.00	n/a	One-off, Per Day	
Trainer	£100.00	n/a	One-off, Per Hour	
Service Management	n/a	POA	Price On Application based on bespoke requirements	
Amend/Cancel Appointment - More than 7 days notice	£0.00	n/a	Per appointment, the request must be made in writing 7 clear days prior to the agreed appointment time (includes cancellations)	
Amend/Cancel Appointment - Between 24 hours and 7 days notice	£25.00	n/a	Per appointment, the request must be made in writing 7 clear days prior to the agreed appointment time (includes cancellations)	
Amend/Cancel Appointment - Less than 24 hours notice	£100.00	n/a	Per appointment, the request must be made in writing 7 clear days prior to the agreed appointment time (includes cancellations). If resource has already been deployed for appointment then Missed Appointment charge applies	
Missed Appointment	See Notes	n/a	Full charges including all mileage and other out of pocket expenses applies. Charged if appointment cannot be fulfilled due to customer site access/information or other situations outside of Timico's control	
Out of Pocket Expenses - per mile from your nearest Timico office to required site	£0.65	n/a	Charged per mile in addition to any overnight stays and other charges related to the visit. Chargeable in all instances where the service is chargeable	
Out of Pocket Expenses - per overnight stay required	£100.00	n/a	Charged per night in addition to any mileage and other charges related to the visit. Chargeable in all instances where the service is chargeable	

REMOTE INFRASTRUCTURE SUPPORT

Description	One-off	Monthly	Notes	
Remote infrastructure support - Servers	POA	POA	Price On Application based on bespoke requirements	
Remote infrastructure support - Switches				

SYNERGY SIP TRUNKS

Description	One-off	Monthly	Notes	
Per site connection	£105.00	n/a	One-off per site served with SIP trunks	
SIP trunk rental	n/a	£6.61	Per channel	
Single incoming geographic number (new)	£0.00	£0.95	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 (monthly per number)	
Multiple incoming geographic numbers (ported-in)	£19.00		Per number up to maximum of £95 (monthly per number)	
Port rejection charge	£15.00	n/a	Per number. Charged when a number port order is rejected for any reason	
Call Tariff	n/a	n/a	Timico VoIP Business Call Tariff	

Synergy UC

Description	One-off	Monthly	Notes	
Synergy - Standard User	£5.00	£8.81	Per user	An admin fee of £5 applies per user cancelled or migrated away in addition to any minimum or early termination fees. Charge applies whether in or out of contract
Synergy - Pro User	£5.00	£13.20	Per user	
Single incoming geographic number (new)	£0.00	£0.95	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 (monthly per number)	
Multiple incoming geographic numbers (ported-in)	£19.00		Per number up to maximum of £95 (monthly per number)	
VoIP username change	£5.00	n/a	Administration fee per user	
Routing or dial plan changes	£22.59	n/a	Up to five minor changes per request	

Disconnection or cease	£5.00	n/a	Administration fee per user
Port rejection charge	£15.00	n/a	Per number. Charged when a number port order is rejected for any reason
Call Tariff	n/a	n/a	Timico VoIP Business Call Tariff

IT HELP DESK

Description	One-off	Monthly	Notes
IT Help Desk	POA	POA	Price On Application based on bespoke requirements

VIRTUAL DATA CENTRE

Description	One-off	Monthly	Notes
Virtual Core Processing Unit (vCPU)	n/a	£9.57	Per GHz
Virtual Memory (vRAM)	n/a	£7.97	Per GB
Platinum Storage	n/a	£0.16	
Gold Storage	n/a	£0.09	
Silver Storage	n/a	£0.08	
Backup Storage	n/a	£0.06	
Veeam Backup & Replication License	n/a	£8.51	Per license
McAfee MOVE Antivirus for Windows	n/a	£6.38	
Antivirus for Linux	n/a	£18.06	Per device
Virtual Firewall	n/a	£15.93	
Virtual Firewall HA Add-on	n/a	£15.93	
G-01 Windows Virtual Machine	n/a	£44.94	Per VM
G-02 Windows Virtual Machine	n/a	£52.69	Per VM
G-03 Windows Virtual Machine	n/a	£61.98	Per VM
G-04 Windows Virtual Machine	n/a	£77.48	Per VM
G-05 Windows Virtual Machine	n/a	£96.07	Per VM
G-06 Windows Virtual Machine	n/a	£127.06	Per VM
G-07 Windows Virtual Machine	n/a	£195.24	Per VM
G-01 Linux Virtual Machine	n/a	£41.84	Per VM
G-02 Linux Virtual Machine	n/a	£49.59	Per VM
G-03 Linux Virtual Machine	n/a	£58.89	Per VM
G-04 Linux Virtual Machine	n/a	£74.38	Per VM
G-05 Linux Virtual Machine	n/a	£92.97	Per VM
G-06 Linux Virtual Machine	n/a	£123.96	Per VM
G-07 Linux Virtual Machine	n/a	£192.14	Per VM
C-01 Windows Virtual Machin	n/a	£127.06	Per VM
C-02 Windows Virtual Machine	n/a	£133.26	Per VM
C-03 Windows Virtual Machine	n/a	£151.86	Per VM
C-01 Linux Virtual Machine	n/a	£123.96	Per VM
C-02 Linux Virtual Machine	n/a	£130.16	Per VM
C-03 Linux Virtual Machine	n/a	£148.76	Per VM
M-01 Windows Virtual Machine	n/a	£68.18	Per VM
M-02 Windows Virtual Machine	n/a	£108.47	Per VM
M-03 Windows Virtual Machine	n/a	£189.04	Per VM
M-04 Windows Virtual Machine	n/a	£288.21	Per VM
M-05 Windows Virtual Machine	n/a	£350.19	Per VM
M-01 Linux Virtual Machine	n/a	£65.08	Per VM
M-02 Linux Virtual Machine	n/a	£105.37	Per VM
M-03 Linux Virtual Machine	n/a	£185.94	Per VM
M-04 Linux Virtual Machine	n/a	£285.11	Per VM
M-05 Linux Virtual Machine	n/a	£347.09	Per VM
VDC System Operations	n/a	£102.27	Per VM

VIRTUAL NUMBERS

Description	One-off	Monthly	Notes
Virtual Number - Standard	£0.00	£11.00	Per number
Virtual Number - Gold	POA		
Call queuing rental	n/a	£5.51	
Simple IVR	£50.00	£5.51	
Advanced IVR (including call queueing)	£100.00	£11.00	
Geographic routing	£200.00	£11.00	

OTHER CHARGES

Description	One-off	Monthly	Notes
IP address - additional 1	n/a	£2.75	Per month
IP address - additional 2	n/a	£5.50	Per month
IP address - additional 6	n/a	£8.81	Per month
IP address - additional 14	n/a	£13.74	Per month
Centralised Internet Breakout	n/a	£4.41	Per Mb
Paper billing administration fee	n/a	£10.94	Per month. Billing is via email & website as standard
Payment by method other than Direct Debit	n/a	£5.26	Per month. Billing is via email & website as standard
Transfer of ownership	£25.00	n/a	Administration fee per service
Returned cheque or refused Direct Debit Mandate	£25.00	n/a	Administration fee per instance
Hardware	POA	POA	All hardware and hardware support will be priced on request
Delivery - Standard (Next working day 8am-6pm) up to 20kg	£10.00	n/a	£0.50 per additional kg
Delivery - Next working day before 12 noon up to 20kg	£20.00		
Delivery - Next working day before 9am up to 20kg	£30.00		
Delivery - Saturday up to 20kg	£20.00		
Delivery - Northern Ireland up to 20kg	£20.00		
Delivery - Scottish Highlands up to 20kg	£20.00		

All prices quoted exclude VAT at the current rate

Standard charges apply to all out of contract services. At the end of any specified minimum term services provided on a discounted price to the one shown will automatically be moved to the pricing shown in this document unless the services are renewed into a new minimum term, in which case the specified contract charges will apply. Customers who pay a higher price compared to the one shown in this document based on historic contracts will continue at the agreed price until renewed into a new minimum term in which case the specified contract charges will apply. All services are provided subject to Timico's Standard Terms & Conditions. All charges shown are in addition to any minimum term and notice period requirements as per your contract.

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