



Network Services Price List

Line Rental & Installations

Line Rental (per line/ channel)	Monthly Cost (ex. VAT)
Single analogue line	£25.25
Multi-analogue line	£25.25
ISDN2e	£28.10
ISDN30e	£27.50

New Connections (per line/ channel based on the line rental pricing stated above)	Monthly Cost (ex. VAT)		
	12 month	24 month*	36 month*
Transfer of any existing service from another provider	Free	Free	Free
Single analogue line	£130.00	£78.00	Free
Multi-analogue line	£130.00	£78.00	Free
ISDN2e (x2 channels)	£355.00	£213.00	Free
ISDN30e (first 15 channels)	£149.00	£89.40	Free
ISDN30e (channel 16+)	Free	Free	Free

* 24 & 36 month discounted install charges subject to a £10 minimum call spend or call bundle per line or channel, otherwise 12 month price applies. Connection prices shown are available on the above line rental rates only.

Temporary Lines*	One-off Payment (ex. VAT)
Survey fee (payable whether service is taken or not)	£299.00
Analogue & ISDN2e (per line)	£625.00
ISDN30e (per bearer)	£549.00

* All short duration lines subject to survey per site installation & subject to additional excess construction charges where applicable.

Line Conversions	One-off Payment (ex. VAT)	Notes
Conversion of Local Loop Unbundling (LLU) to a standard single line	£50.00	
Supply of new line using previously stopped LLU MPF line	£50.00	
Conversion of auxiliary multi-line to standard single line	£19.95	(Re-number charge)
Conversion of ISDN2e line to standard single analogue line	£99.00	
Change in analogue line termination	£30.00	Plus visit charge if engineer not already present
Conversion of standard single line to main multi-line	£19.95*	(Re-number charge)
Conversion of standard single line to auxiliary multi-line	£19.95*	(Re-number charge)
Conversion of ISDN2e line to auxiliary multi-line	£120.00	(Per channel)
Conversion of standard single analogue line to ISDN2e line	£219.00	
Conversion of digital system ISDN2e to digital standard ISDN2e	£39.00	(Per line)
Conversion of digital standard ISDN2e to digital system ISDN2e	£39.00	(Per line)
Conversion of ISDN30 DASS to ISDN30e per channel	£12.00	
Conversion of ISDN30 DASS to ISDN30e (61 or more channels)	£690.00	

*Re-number charge is only applicable when converting an existing multi-line to separate single lines. i.e. the lineplant already exists. If a new additional auxiliary line is required new connection charges are applicable.

Number Selections & DDIs	One-off Payment (ex. VAT)	Monthly Rental (ex. VAT)
Change of telephone number (re-number)	£19.95	
Number selection (at point of order)	£10.00	
DDI planning charge	£100.00	
DDI (supplied in blocks of 10 numbers)	£1.00	£0.40
DDI re-number connection charge	£1.00	
Single number DDI	£1.00	£0.40
Single number DDI re-number connection charge		
Multiple subscriber number (MSN) (ISDN2e Standard)	£20.00	£1.00
MSN reconfiguration charge	£20.00	

Cancellation Charges	One-off Payment (ex. VAT)
Cancellation of analogue or ISDN2e order prior to 4pm day before live date	£20.00
Cancellation of analogue or ISDN2e order after 4pm day before live date	Full Charge
ISDN30 cancellations (% of full install charge based on notice prior to confirmed install date)	
1 day or less	90%
2 - 4 days	75%
5 - 6 days	60%
7 - 14 days	30%
15 days or more	0%

ISDN30 Options	One-off Payment (ex. VAT)	Monthly Rental (ex. VAT)
Additional Channels (per channel, added after install)	£10.00	
Reconfiguration (based on installation size for changes to channel or DDIs after install)		
0 to 15 channels	£60.00	
16 to 30 channels	£120.00	
31 to 60 channels	£180.00	
61 channels or more	£240.00	
Standby power options (all supply power for up to 5 hours)		
Option 1 A - 4 x 2 and 1 x 2 integral batteries	£95.00	
Option 1 B - 16 x 2 battery pack and 1 x 2 SDH access	£190.00	
Option 2 - Standalone battery	£495.00	£35.00

Business Continuity Options	One-off Payment (ex. VAT)	Monthly Rental (ex. VAT)
Site assurance option 1 [Per channel, all channels must be included – Diverts to single number]		£3.00
Site assurance option 2 (diversion to a second circuit)		£10.00
Out of area - per 2M Bit/s Bearer - fixed monthly rental		£35.00
Out of area - per 2M Bit/s Bearer - per KM charge		£12.00
Alternative routing - 2 routes to same exchange	Subject to survey	
Diverse routing - connection to a second exchange	Subject to survey	
DDI dual parenting per DDI range	£995.00	£50.00

Engineering & Maintenance

Service Care Levels by Line Type	Service Level 1	Service Level 2	Service Level 3	Service Level 4
Rental charge per month	End of next working day + 1 working day, Monday to Friday	End of next working day, Monday to Saturday	End of next half working day, Monday to Sunday	6 hour SLA - all times
Single analogue line	Included in line rental	£3.20 (ex. VAT)	£4.90 (ex. VAT)	£6.10 (ex. VAT)
Multi-analogue (per line)	N/A	Included in line rental	£4.90 (ex. VAT)	£6.10 (ex. VAT)
ISDN2e (standard or system per line)	N/A	Included in line rental	£4.90 (ex. VAT)	£0.40 (ex. VAT)
ISDN30e (per channel)	N/A	Included in line rental	£3.00 (ex. VAT)	£4.30 (ex. VAT)

Flexible Appointments		One-off Payment (ex. VAT)
Mon-Fri 7am to 8am or 6pm to 9pm		£30.00
Mon-Fri 10am to 12am or 2pm to 4pm (more focused appointment)		£60.00
Saturday 8am to 1pm or 1pm to 6pm		£30.00
Fault care level expedites Must be placed at point of logging fault	Level 1 to Level 2	£99.00
	Level 1 to Level 3	£675.00
	Level 1 to Level 4	£1,075.00
	Level 2 to Level 3	£575.00
	Level 2 to Level 4 (excluding ISDN30)	£975.00
	Level 3 to Level 4	£400.00
	Level 3 to Level 4 (ISDN30)	£1,100.00

Engineering Charges		One-off Payment (ex. VAT)
Standard chargeable visit (includes up to 1 hour's work)	Normal working day	£149.00
To repair faults, rearrange services or complete internal or external shifts outside of the standard terms of service	Other times apart from Sundays/Bank Holidays	£199.00
	Sundays and public/Bank Holidays	£249.00
Additional hours (or part thereof)	Normal working day	£79.00
	Other times apart from Sundays/Bank Holidays	£119.00
	Sundays and public/Bank Holidays	£149.00
Supplementary charges (per hour or part thereof)	Normal working day	N/A
	Other times apart from Sundays/Bank Holidays	£39.00
	Sundays and public/Bank Holidays	£69.00

Engineering Charges		One-off Payment (ex. VAT)
Supplementary fixed charges (per visit)	Normal working day	N/A
To carry out work outside normal working hours, where work during normal hours is included within the normal fixed price	Other times apart from Sundays/Bank Holidays	£39.00
	Sundays and public/Bank Holidays	£69.00
Abortive visit charge	Per engineer, per visit or call out	£99.00
Named engineer (for installation orders)	Normal working day (am availability only)	£79.00
Internal Pack (for internal work at a normal premises)		£10.00
External Pack (for external work at a normal premises)		£20.00
Data ext kit (associated with broadband health-check)		£10.00
SSFP NTE2000 (broadband front plate)		£8.00
Broadband micro filter		£7.00
NTE8 (for ISDN2 use)		£20.00
Block terminal 92A (for Redcare use)		£3.00

Excess Construction Charges		One-off Payment (ex. VAT)
Survey fee/planning charge (Only charged if excess construction charges are accepted)		£299.00
All other excess construction charges		Price subject to survey

Network Features

Call Barring Options	Connection (ex. VAT)	Analogue (ex. VAT)	ISDN2e (ex. VAT)	ISDN30e (ex. VAT)
Call barring (incoming & outgoing)	n/a	£3.50	n/a	n/a
Outgoing calls barred - no 999 & 112 access	£5.00	-	-	-
Outgoing calls barred except with 999 & 112 access	£5.00	-	-	-
Incoming calls barred	£5.00	-	-	-
Call barring (PRS) - by admin control	£5.00	£3.50	£3.50	£3.50
Call barring (international & PRS) - by admin control	£5.00	£3.50	£3.50	£3.50
Call barring (118) - by admin control	£5.00	-	-	-
Indirect access call barring - per analogue line	-	£3.50	n/a	n/a
Indirect access call barring - ISDN2e & ISDN30e	-	n/a	£4.10	£4.10
Outgoing - national, international & premium rate services calls	-	n/a	£4.10	£4.10
Outgoing - international calls & premium rate services	-	n/a	£4.10	£4.10
Outgoing - operator calls	-	n/a	£4.10	£4.10
Outgoing - international, operator & premium rate services	-	n/a	£4.10	£4.10
Outgoing - all calls except 999, 112, 151, 0800	-	n/a	£4.10	£4.10
Permanent incoming call barring (ICB)	-	n/a	£4.10	£4.10
Permanent outgoing call barring (OCB)	-	n/a	£4.10	£4.10

Analogue Line Features	Connection (ex. VAT)	Analogue (ex. VAT)	ISDN2e (ex. VAT)	ISDN30e (ex. VAT)
Call Diversion	-	£3.50	n/a	n/a
Call Waiting	-	£3.50	n/a	n/a
Call Sign	-	£3.50	n/a	n/a
Caller Display	-	Free	n/a	n/a
Reminder Call	-	£3.50	n/a	n/a
Bar use of Reminder Call	-	Free	n/a	n/a
Ring Back	-	£2.90	n/a	n/a
Removal of Ring Back	-	Free	n/a	n/a
Three-Way Calling	-	£3.50	n/a	n/a
Bar use of Three Way Calling	-	Free	n/a	n/a
Call Return 1471	-	Free	n/a	n/a
Call Return 1471 Erasure (1475)	-	Free	n/a	n/a
Withhold Number	-	Free	n/a	n/a
Bar use 141 & 1470	-	Free	n/a	n/a
1571 Voicemail Service	-	£2.50	n/a	n/a
1571 Voicemail with Personal Greeting	-	£3.45	n/a	n/a
Call Minder Basic	-	£3.50	n/a	n/a
Call Minder with Extn	-	£4.10	n/a	n/a
Call Minder Premium (up to 5 mailboxes)	-	£7.30	n/a	n/a

Numbering Options	Connection (ex. VAT)	Analogue (ex. VAT)	ISDN2e (ex. VAT)	ISDN30e (ex. VAT)
Number Selection	£19.95	-	-	-
Number Selection via Dialogue Services per request	£10.00	-	-	-
Presentation Number (Analogue)	-	£3.50	n/a	n/a
Presentation Number (ISDN)	£60.00	n/a	£4.10	£4.10
I30e Presentation Number Type 3,4,5	£60.00	n/a	n/a	£4.10
ISDN2e Std 2 Number MSN Rental per number	£10.00	n/a	£1.00	n/a
ISDN2e Std 3 Number MSN - 10 Number MSN Rental per number	£10.00	n/a	£1.00	n/a
Calling Line Identity Presentation (CLIP)	-	n/a	Free	Free
Calling Line Identity Restriction (CLIR)	-	n/a	Free	Free
Connected Line Identity Presentation (COLP)	-	n/a	£4.10	£4.10
Connected Line Identity Restriction (COLR)	-	n/a	Free	Free
20 Octet Sub Addressing	-	n/a	£4.10	£4.10
Raw Call Data Reporting*	-	£0.10	£0.10	£0.10
My Call View Portal Access (per 20,000 calls, per month)	£9.95			

Call Handling Options	Connection (ex. VAT)	Analogue (ex. VAT)	ISDN2e (ex. VAT)	ISDN30e (ex. VAT)
Choose to Refuse	-	£4.10	-	-
Called Party Answer	-	£3.50	£3.50	£3.50
Direct Connect	-	£3.50	£3.50	£3.50
Remote Call Forwarding (in addition to line rental and call charges)	£35.00	£14.90	£14.90	£14.90
Customer Controlled Call Forwarding	-	n/a	£4.10	£4.10
Admin. Provided Call Forwarding - Unconditional	-	n/a	£4.10	£4.10
Admin. Provided Call Forwarding - On Engaged	-	n/a	£4.10	£4.10
Admin. Provided Call Forwarding - On No Reply	-	n/a	£4.10	£4.10
Call Deflection	-	n/a	£4.10	£4.10
BOL (Busy Out Line) (Per Billing Number)	£5.00	£0.00	£0.00	£0.00
Call Waiting / Call Hold	-	n/a	£3.50	n/a
Caller Redirect (CNI) - one month's service	£14.90	-	-	-
Caller Redirect (CNI) - quarterly (or part thereof) service	-	£14.90	£14.90	£14.90
Caller Redirect (one month service)	£14.90	-	-	-
Caller Redirect (ongoing service)	-	£14.90	£14.90	£14.90
DDI Caller Redirect - Connection per install /rental is per 10 number DDI block	£250.00	n/a	£14.90	£14.90
Anonymous Call Rejection - Single Line	-	£4.10	n/a	n/a
Anonymous Call Rejection - Multi Line	£99.00	£4.10	n/a	n/a
Anonymous Call Rejection - ISDN	£99.00	n/a	£4.10	£4.10
Smart Divert	£8.00	£7.30	£7.30	£7.30
Smart Divert with Bypass Number	£8.00	£4.10	£4.10	£4.10
Temporary Call Divert (use anytime) (per number)	£5.00	-	-	-
Temporary Call Divert (use during fault repair) (per number)	-	-	-	-
Temporary Out of Service (per billing number)	£10.00	-	-	-
Call Diversion - by admin control	£5.00	-	-	-
Change of Divert to Number	£3.00	-	-	-

Terms and Conditions apply including commitment to Monthly Minimum Call Spend for discounted line installs.
Full Terms & Conditions available at <https://daisycomms.co.uk/terms-conditions/>.
All prices exclude VAT. E-billing and payment by direct debit only.
Pricing correct as from 28 July 2020.