



Miscellaneous Charges Document

Professional services	
Engineering Call Out (1st 2 hours) – Standard Business Hours	£300.00
Engineering Additional Hourly Charge (after 1st 2 hours) – Standard Business Hours	£100.00
Engineering Remote Hourly Rate - Standard Business Hours	£100.00
Engineering Call Out (1st 2 hours) – Out of Business Hours	£450.00
Engineering Additional Hourly Charge (after 1st 2 hours) – OOH	£150.00
Engineering Remote Hourly Rate - Out of Business Hours	£120.00
Engineering Full Day - Standard Business Hours	£800.00
Engineering Half Day - Standard Business Hours	£500.00
Engineering Full Day – Application Specialist (Network/Solution Design) - Standard Business Hours	£960.00
Engineering Half Day – Application Specialist (Network/Solution Design) - Standard Business Hours	£600.00
Engineering SMB/Floor Walker - Standard Business Hours	£500.00
Engineering SMB/Floor Walker - Standard Business Hours – Half Day	£275.00
Engineering SMB/Floor Walker – Out of Business Hours	£750.00
Project Co-ordination < 50 Users Per Day	£325.00
Project Management > 50 Users	£800.00
Engineering Full Day - Out of Business Hours	£1,200.00
Engineering Half Day - Out of Business Hours	£750.00
Engineering Full Day – Application Specialist (Network/Solution Design) - Out of Business Hours	£1,440.00
Engineering Half Day – Application Specialist (Network/Solution Design) - Out of Business Hours	£900.00
Sundries	
Opus Standard Delivery Charge (Next working day 9.00-17.30)	£15.00
Opus Non-Standard Delivery Charge (Timed Service, Heavy Goods)	£POQ
Horizon Handset Delivery 1 to 10 Phones	£20.00
Horizon Handset Delivery 11 to 30 Phones	£40.50
Horizon Handset Delivery 31-50 Phones	£52.50
Horizon Handset Delivery 51-79 Phones	£75.00
Horizon Handset Delivery 80-100 Phones	£100.00
Horizon Handset Delivery 101-150 Phones	£125.00
Invoice Process Charge	£7.00
Non DD Charge	£50.00
Cease Charge Per Line/Channel/Trunk	£50.00
Port Date Change	£30.00
Port Cancellation	£30.00
Number Port/Migration - Single Line	£30.00
Number Port/Migration - Multi Line	£43.00
Number Port/Migration - Less than 10 DDIs	£145.00
Number Port/Migration - More than 10 DDIs	£165.00
OOH Porting (Weekday Evening)	£350.00
OOH Porting (Weekend)	£400.00
Auto Raw Call Data	£0.99
Gamma Fraud Cover Per Active Number Per Month	£4.25
Network Service Assurance per Active Number	4% of monthly service charge
Training	
Training End User - Full Day	£600.00
Training End User - Half Day	£400.00
SIP/MTDR	
SIP/MTDR Connection Charge	£200.00
SIP/MTDR DDI Connection	£1.50
SIP/MTDR DDI Rental	£0.50
SoGEA/FTTP	
SoGEA Managed Install	£120.00
SoGEA Premium Install	£50.00
SoGEA Advanced Managed Install	£250.00
FTTP Managed Install	£50.00
FTTP Premium Managed Install	£75.00
FTTP Order Cancellation	£74.75
Support	
IT Fair Use Policy - Pay As You Go (Overage Per Hour)	£120.00