

## CIX PSTN / ISDN2 / ISDN30 Charges

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Last updated 16th May 2017

Product Type	ID	Description	Price (ex.VAT)	Price (Inc.VAT)
<b>PSTN LINES</b>				
<b>PSTN: Line Rental</b>				
Rental	12	PSTN Multi-Line Rental (main aux)	£ 12.50	£ 15.00
Rental	13	PSTN Multi-Line Rental (aux)	£ 12.50	£ 15.00
Rental	14	Business PSTN Line Rental	£ 12.50	£ 15.00
Rental	15	Residential PSTN Line Rental	£ 10.83	£ 13.00
Rental	417	Call Minder (Basic)	£ 2.70	£ 3.24
<b>PSTN: Line Transfer Charges</b>				
Connection	1	Business PSTN Line Transfer	£ -	£ -
Connection	2	Residential PSTN Line Transfer	£ -	£ -
Connection	3	PSTN Multi-line Transfer	£ -	£ -
Connection	1035	Conversion of Line Type (Multi-Line to Residential PSTN)	£ 8.25	£ 9.90
<b>PSTN: New Line Connection Charges</b>				
Connection	4	Business PSTN New Line Installation	£ 100.00	£ 120.00
Connection	5	PSTN Multi-Line Installation (aux)	£ 100.00	£ 120.00
Connection	6	PSTN Multi-Line Installation (main line)	£ 100.00	£ 120.00
Connection	7	Residential PSTN New Line Installation	£ 100.00	£ 120.00
Connection	230	Restart Stopped PSTN	£ 35.00	£ 42.00
Connection	244	LLU Transfer to Residential PSTN Line	£ 55.00	£ 66.00
Connection	400	LLU Transfer to Business PSTN Line	£ 55.00	£ 66.00
Connection	428	Restart Stopped LLU (Residential PSTN)	£ 55.00	£ 66.00
Connection	1015	Restart Stopped LLU (Business PSTN)	£ 55.00	£ 66.00
<b>PSTN: Conversion</b>				
Connection	8	ISDN2 Conversion to PSTN on Transfer	£ 82.50	£ 99.00
Connection	9	ISDN2 Conversion to PSTN	£ 82.50	£ 99.00
Connection	1026	Conversion of Line Type (Residential to Business PSTN)	£ 5.09	£ 6.11
<b>PSTN: Options</b>				
Rental	16	Last 5 Callers	£ 5.50	£ 6.60
Rental	17	Anonymous Call Rejection	£ 1.10	£ 1.32
Rental	25	Call Waiting	£ 1.10	£ 1.32
Rental	26	Caller Display	£ 1.10	£ 1.32
Rental	28	Choose to Refuse	£ 2.75	£ 3.30
Rental	29	Customer Controlled Call Barring	£ 1.10	£ 1.32
Rental	30	Outgoing Calls Barred (International + Premium)	£ 1.10	£ 1.32

Rental	31	Outgoing Calls Barred (Premium)	£ 1.10	£ 1.32
Rental	32	Care Level 2	£ 1.54	£ 1.85
Rental	33	Care Level 3	£ 3.80	£ 4.56
Rental	34	Care Level 2 (aux line)	£ 1.54	£ 1.85
Rental	35	Care Level 3 (aux line)	£ 3.80	£ 4.56
Rental	427	Care Level 4	£ 5.50	£ 6.60
Rental	36	PSTN Indirect Access Call Barring (per line)	£ 0.55	£ 0.66
Rental	37	Reminder Call	£ 1.10	£ 1.32
Rental	38	Ring Back	£ 1.10	£ 1.32
Rental	41	Three-way Calling	£ 1.10	£ 1.32
Rental	42	Wholesale 1571	£ 1.10	£ 1.32
Connection	43	Call Diversion (Admin Controlled)	£ 16.50	£ 19.80
Connection	44	Anonymous Call Rejection (multi-line)	£ 88.00	£ 105.60
Connection	46	Incoming Calls Barred	£ 8.30	£ 9.96
Connection	47	Outgoing Calls Barred	£ 8.30	£ 9.96
Connection	48	PSTN aux line change of address	£ 110.00	£ 132.00
Connection	49	PSTN main aux change of address	£ 110.00	£ 132.00
Connection	50	PSTN Presentation Number	£ 46.20	£ 55.44
Rental	51	PSTN Presentation Number	£ 2.48	£ 2.98
Connection	52	PSTN Change of Address	£ 110.00	£ 132.00
Connection	53	Remote Call Forwarding	£ 47.30	£ 56.76
Rental	54	Remote Call Forwarding	£ 1.65	£ 1.98
Connection	55	Residential PSTN transfer & conv from first aux	£ 5.50	£ 6.60
Connection	56	Residential PSTN transfer & conv from addn aux	£ 5.50	£ 6.60
Connection	57	Business PSTN transfer & conv from first aux	£ 5.50	£ 6.60
Connection	58	Business PSTN transfer & conv from addn aux	£ 5.50	£ 6.60
Connection	59	Main aux line PSTN transfer & conv from aux	£ 5.50	£ 6.60
Connection	60	Conversion of Line Type Business to Residential PSTN)	£ 5.50	£ 6.60
Connection	61	Conversion of Line Type (Business PSTN to Multiline)	£ 5.50	£ 6.60
Connection	62	Conversion of Line Type (Residential to Business PSTN)	£ 5.50	£ 6.60
Connection	63	Renumber - PSTN	£ 5.50	£ 6.60
Rental	66	Called Party Answer	£ 1.10	£ 1.32
Connection	204	Internal Shift of Residential PSTN	£ 120.45	£ 144.54
Connection	205	Internal Shift of Business PSTN	£ 120.45	£ 144.54
Connection	240	Material-Internal	£ 6.60	£ 7.92
Rental	403	Caller Redirect (monthly)	£ 3.30	£ 3.96
Rental	404	Caller Redirect (quarterly)	£ 8.25	£ 9.90
Rental	421	Call Minder (Prem 5 Custom)	£ 4.93	£ 5.92
Rental	1000	Bypass Number	£ 1.10	£ 1.32

Rental	1021	Wholesale 1571 With Greeting	£ 1.10	£ 1.32
Rental	1038	Direct Connect	£ 11.00	£ 13.20
Connection	215	Temporary Call Divert (use anytime)	£ 8.25	£ 9.90
Rental	218	Call Diversion	£ 1.10	£ 1.32
Rental	219	Call Waiting	£ 1.10	£ 1.32
Rental	220	Smart Divert (Rental)	£ 2.64	£ 3.17
Connection	221	Smart Divert (Connection)	£ 7.70	£ 9.24
Rental	222	Outgoing Calls Barred (PRS)	£ 7.70	£ 9.24
Connection	225	Analogue Line Move	£ 110.00	£ 132.00
Rental	238	Call Minder Standard	£ 2.70	£ 3.24
Rental	418	Call Minder (Premium)	£ 3.30	£ 3.96
Connection	206	Hardwired Socket Conversion	£ 33.00	£ 39.60

Product Type	ID	Description	Price (ex.VAT)	Price (Inc.VAT)
<b>ISDN2 LINES</b>				
<b>ISDN2: Line Rental</b>				
Rental	73	ISDN2 Digital System Rental (Per Channel)	£ 13.33	£ 16.00
Rental	75	ISDN2 Digital Standard Rental (Per Channel)	£ 13.33	£ 16.00
<b>ISDN2: Line Transfer Charges</b>				
Connection	67	ISDN2 Digital System Transfer	£ -	£ -
Connection	68	ISDN2 Digital Standard Transfer	£ -	£ -
<b>ISDN2: New Connections</b>				
Connection	70	ISDN2 Digital System New Channel	£ 82.50	£ 99.00
Connection	72	ISDN2 Digital Standard New Installation	£ 165.00	£ 198.00
<b>ISDN2: Options</b>				
Connection	78	ISDN Presentation Number (connection charge)	£ 62.70	£ 75.24
Rental	79	ISDN Presentation Number	£ 2.75	£ 3.30
Connection	80	Anonymous Call Rejection (multiline)	£ 84.15	£ 100.98
Rental	81	Anonymous Call Rejection ISDN Rental	£ 2.04	£ 2.45
Rental	83	Care Level 3 (per Channel)	£ 3.80	£ 4.56
Rental	427	Care Level 4 (per Channel)	£ 5.50	£ 6.60
Rental	84	Call Diversion	£ 1.10	£ 1.32
Rental	96	Customer Controlled Call Barring	£ 1.10	£ 1.32
Connection	97	MSN Connection Charge	£ 19.80	£ 23.76
Rental	105	ISDN indirect access call barring - per line	£ 0.61	£ 0.73
Rental	106	ISDN indirect access call barring	£ 0.61	£ 0.73
Rental	107	ISDN permanent ocb	£ 2.04	£ 2.45
Rental	108	Outbund Call Barring (all calls)	£ 2.04	£ 2.45
Rental	109	Outbund Call Barring (international + operator + premium calls)	£ 2.04	£ 2.45
Rental	110	Outbund Call Barring (international + premium calls)	£ 2.04	£ 2.45
Rental	111	Outbund Call Barring (national + international calls)	£ 2.04	£ 2.45
Rental	112	Outbund Call Barring (operator calls)	£ 2.04	£ 2.45
Rental	113	Admin Call Forwarding (on busy)	£ 2.04	£ 2.45
Rental	114	Admin Call Forwarding (on no reply)	£ 2.04	£ 2.45
Rental	115	Admin Call Forwarding (unconditional)	£ 2.04	£ 2.45
Rental	116	Call Deflection	£ 2.04	£ 2.45
Rental	117	Call Waiting / Call Hold	£ 2.04	£ 2.45
Rental	118	Caller Line Identity Presentation (CLIP)	£ 2.04	£ 2.45
Rental	119	Connected Line Presentation (COLP)	£ 2.04	£ 2.45
Rental	120	Sub Addressing (20 octet)	£ 2.04	£ 2.45
Rental	121	Permanent Incoming Call Barring (ICB)	£ 2.04	£ 2.45
Rental	122	Customer Controlled Call Forwarding	£ 2.04	£ 2.45

Rental	125	MSN Rental (per number)	£ 0.94	£ 1.13
Connection	216	Temporary Call Divert (use anytime)	£ 8.25	£ 9.90
Rental	405	Caller Redirect (monthly)	£ 3.30	£ 3.96
Rental	406	Caller Redirect (quarterly)	£ 8.25	£ 9.90
Rental	1032	Admin Controlled Outbound Call Barring (OCB) - International + Premi	£ 2.04	£ 2.45
Rental	1033	Temporary Out of Service (TOS) for Debt Management	£ 1.39	£ 1.67
Connection	1039	Outbound Call Barring (OCB) for Debt Management	£ 1.32	£ 1.58
<b>ISDN2: Number Options</b>				
Connection	98	ISDN2 DDI Connection Charge (per DDI)	£ 0.99	£ 1.19
Connection	100	ISDN2 Planning Charge (per DDI installation)	£ 96.80	£ 116.16
Rental	101	ISDN2 DDI Rental Charge (per DDI number)	£ 0.50	£ 0.60
Connection	102	ISDN2 Connection Per SNDDI Number	£ 0.99	£ 1.19
Rental	103	ISDN2 SNDDI Rental	£ 0.50	£ 0.60
<b>ISDN2: Conversions</b>				
Connection	127	Conversion of Line Type (Digital System to Digital Standard)	£ 218.90	£ 262.68
<b>ISDN2: Change of Address</b>				
Connection	137	Digital Standard Change of Address	£ 282.70	£ 339.24

Product Type	ID	Description	Price (ex.VAT)	Price (Inc.VAT)
<b>ISDN30 LINES</b>				
<b>ISDN30: Line Rental</b>				
Rental	156	ISDN30 Rental (per channel)	£ 13.33	£ 16.00
<b>ISDN30: Line Transfer Charges</b>				
Connection	151	ISDN30 Transfer	£ 100.00	£ 120.00
<b>ISDN30: New Connections</b>				
Connection	152	ISDN30 New Connection Charge Per Channel (16+ channels)	£ 38.50	£ 46.20
Connection	153	ISDN30 New Connection Charge Per Channel (first 15 channel)	£ 115.50	£ 138.60
<b>ISDN30: Number Options</b>				
Rental	157	ISDN30 DDI Rental (per number)	£ 0.35	£ 0.42
Rental	158	ISDN30 SNDDI Rental (per number)	£ 0.35	£ 0.42
<b>ISDN30: Options</b>				
Rental	161	ISDN indirect access call barring	£ 0.72	£ 0.86
Connection	162	Presentation Number	£ 71.50	£ 85.80
Rental	163	ISDN Presentation Number	£ 2.75	£ 3.30
Rental	169	ISDN30 Admin Call Forwarding (on busy)	£ 2.04	£ 2.45
Rental	170	ISDN30 Admin Call Forwarding	£ 2.04	£ 2.45
Rental	171	ISDN30 Admin Call Forwarding (unconditional)	£ 2.04	£ 2.45
Rental	172	ISDN30 Call Deflection	£ 2.04	£ 2.45
Rental	173	ISDN30 Calling Line Identity Presentation	£ 2.04	£ 2.45
Connection	174	ISDN30 change of address charge per channel (additional)	£ 38.50	£ 46.20
Connection	175	ISDN30 change of address charge per channel (first 15)	£ 121.00	£ 145.20
Rental	176	ISDN30 Connected Line Identity Presentation	£ 2.04	£ 2.45
Connection	177	ISDN30 DDI Connection Charge (per DDI)	£ 1.10	£ 1.32
Connection	178	ISDN30 DDI Connection Charge (per SNDDI)	£ 1.10	£ 1.32
Rental	181	ISDN30 customer controlled call forwarding	£ 2.04	£ 2.45
Rental	186	ISDN30 DDI Dual Parenting	£ 401.50	£ 481.80
Rental	187	ISDN30 Level 3 Care (per Channel)	£ 2.81	£ 3.37
Rental	427	Care Level 4 (per Channel)	£ 5.50	£ 6.60
Connection	188	ISDN30 Planning Charge (per DDI Installation)	£ 97.90	£ 117.48
Rental	193	ISDN30 site assurance per channel	£ 2.75	£ 3.30
Rental	194	ISDN30 sub addressing	£ 2.04	£ 2.45
Rental	195	ISDN30 Standby Power Option 2	£ 38.50	£ 46.20
Connection	196	Standalone battery (Single Payment One Off)	£ 533.50	£ 640.20
Rental	199	ISDN30 alternative routing rental	£ 16.50	£ 19.80
Rental	200	ISDN30 diverse routing rental	£ 16.50	£ 19.80
Rental	201	ISDN30 dass bypass number	£ 4.95	£ 5.94
Rental	407	Caller Redirect (monthly)	£ 3.30	£ 3.96

Rental	408	Caller Redirect (quarterly)	£ 8.25	£ 9.90
Connection	1040	Outbound Call Barring (OCB) for Debt Management	£ 1.32	£ 1.58
Rental	1045	Customer Controlled Call Forwarding	£ 1.10	£ 1.32
<b>ISDN30: Standard Options</b>				
Connection	207	Engineer Call Out Charge	£ 132.00	£ 158.40
Connection	209	Change of Divert to Number	£ 10.73	£ 12.88
Connection	210	Nuisance Calls Service	£ 154.00	£ 184.80
Connection	211	Number Selection	£ 16.50	£ 19.80
Connection	212	Debt Management - Temporary Out of Service	£ 8.25	£ 9.90
Connection	213	Debt Management - Outbound Call Barring	£ 8.25	£ 9.90
Connection	214	Temporary Call Divert (fault use only)	£ 8.25	£ 9.90
Connection	233	Missed Appointment Charge	£ 110.00	£ 132.00
Connection	234	Temporary Out of Service	£ 1.32	£ 1.58
Rental	300	Directory Enquiries (Bold Entry)	£ 11.00	£ 13.20
Connection	301	Re-issue Order	£ 110.00	£ 132.00
Rental	1024	Raw Call Data	£ 0.33	£ 0.40
Connection	1027	OBMC Survey	£ 281.14	£ 337.37
Connection	1030	Timed Out Waiting for Response	£ 51.82	£ 62.18
Connection	1031	Excess Construction Charge	£ 795.30	£ 954.36
Rental	1034	Auxiliary Line Rental Liability	£ 10.99	£ 13.19
Connection	1036	Temporary Out of Service (TOS) for Debt Management	£ 2.20	£ 2.64
Connection	1037	Outgoing Calls Barred Except	£ 2.20	£ 2.64

Product Type	ID	Description	Price (ex.VAT)	Price (Inc.VAT)
<b>ALL LINE TYPES</b>				
Standard Options				
Connection	207	Engineer Call Out Charge	£ 132.00	£ 158.40
Connection	209	Change of Divert to Number	£ 10.73	£ 12.88
Connection	210	Nuisance Calls Service	£ 154.00	£ 184.80
Connection	211	Number Selection	£ 16.50	£ 19.80
Connection	212	Debt Management - Temporary Out of Service	£ 8.25	£ 9.90
Connection	213	Debt Management - Outbound Call Barring	£ 8.25	£ 9.90
Connection	214	Temporary Call Divert (fault use only)	£ 8.25	£ 9.90
Connection	233	Missed Appointment Charge	£ 110.00	£ 132.00
Connection	234	Temporary Out of Service	£ 1.32	£ 1.58
Rental	300	Directory Enquiries (Bold Entry)	£ 11.00	£ 13.20
Rental	1024	Raw Call Data	£ 0.33	£ 0.40
Connection	1027	OBMC Survey	£ 281.14	£ 337.37
Connection	1030	Timed Out Waiting for Response	£ 51.82	£ 62.18
Connection	1031	Excess Construction Charge	£ 795.30	£ 954.36
Rental	1034	Auxiliary Line Rental Liability	£ 10.99	£ 13.19
Connection	1036	Temporary Out of Service (TOS) for Debt Management	£ 2.20	£ 2.64
Connection	1037	Outgoing Calls Barred Except	£ 2.20	£ 2.64