Charges Schedule
March 2024

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Telecoms Pricing

Line Rental*

Per line, per month (or channel)

| Rental Type | Charge per <br> line/channel |
| :--- | :---: |
| Standard Line Rental | $£ 19.63$ |
| Premium Main Auxiliary line | $£ 19.63$ |
| Premium Auxiliary line | $£ 19.63$ |
| ISDN2e Standard | $£ 19.63$ |
| ISDN2e Main Auxiliary channel | $£ 19.63$ |
| ISDN2e Auxiliary channel | $£ 19.63$ |
| ISDN30 Main channel | $£ 19.63$ |
| ISDN30 Auxiliary channel | $£ 19.63$ |
| DDI | $£ 0.36$ |

## Digital Voice Seat Rental*

Per seat, per month

| Rental Type | Charge per <br> seat |
| :--- | :---: |
| Digital Voice Seat Rental | $£ 23.09$ |
| Cloud Voice Lite Seat Rental | $£ 23.09$ |

Digital Voice is the new name for Cloud Voice. You'll see this change over the next few

## Connection Charges

Supply of new line, per line (or channel)

| Anslogue Lines | Charge per <br> line/channel |
| :--- | :---: |
| Standard Line | $£ 99.99$ |
| Premium Main Auxiliary Line | $£ 99.99$ |
| Premium Auxiliary line | $£ 99.99$ |
| Standard Line - Restart | $£ 35.00$ |
| Standard Line - Renumber | $£ 40.00$ |


| ISDN2e Lines | Charge per <br> channe |
| :--- | :---: |
| ISDN2e Standard | $£ 240.00$ |
| ISDN2e Main Auxiliary channel | $£ 124.50$ |
| ISDN2e Auxiliary channel | $£ 124.50$ |
| DDI Planning charge | $£ 75.00$ |
| DDI Connection | $£ 55.00$ |
| ISDN2e Renumber per <br> occasion | $£ 25.00$ |
| ISDN2e Renumber per <br> number |  |


| ISDN30e Lines | Charge per <br> channel |
| :--- | :---: |
| New Install- ISDN30e | $£ 900.00$ |
| Installation per channel | $£ 5.50$ |
| DDI Planning charge | $£ 81.57$ |
| DDI Connection | $£ 0.81$ |

## Calling Features

Per line/channel or seat

| Feature | Connection Charge | Monthly Rental |
| :---: | :---: | :---: |
| Anonymous Call Rejection <br> - Standard Line |  | $£ 3.77$ |
| Anonymous Call Rejection <br> - Premium Main | £94.56 | £3.77 |
| Bypass Number - Note (a) |  | $£ 1.26$ |
| Call Barring (118) - by Admin Control |  | £3.77 |
| Call Barring (Incoming and Outgoing) |  | £3.77 |
| Call Barring (International \& PRS) - by Admin Control |  | £3.77 |
| Call Barring (PRS) - by Admin Control |  | £3.77 |
| Call Diversion - by Admin Control (b) | £12.61 |  |
| Change of Admin Divert to number | $£ 6.30$ |  |
| Call Diversion (b) |  | £3.77 |
| Call Sign |  | £3.77 |
| Call Minder Basic |  | £3.77 |
| Call Waiting |  | £3.77 |
| Called Party Answer |  | £3.77 |
| Caller Display |  | £0.00 |
| Caller Redirect (CNI) One Month's Service | £22.68 |  |
| Caller Redirect (CNI) - <br> Quarterly (or part thereof) Service |  | £31.76 |
| Call Return | $£ 0.27$ |  |
| Choose to Refuse |  | $£ 3.77$ |
| Direct Connect |  | £3.77 |
| Incoming Calls Barred 1st Line | £6.29 |  |
| Incoming Calls Barred additional line | £6.29 |  |
| Nuisance Call Service | £163.91 |  |
| Outgoing Calls Barred | £12.61 |  |
| Presentation Number (PSTN) | $£ 31.52$ | £3.77 |
| Reminder Call Pay Per Use | $£ 0.27$ |  |
| Reminder Call |  | $£ 3.77$ |
| Remote Call Forwarding Note (b) | $£ 56.74$ | £23.12 |
| Ring Back |  | £3.77 |
| Ring Back Pay Per Use | £0.12 |  |


| Feature | Connection Charge | Monthly Rental |
| :---: | :---: | :---: |
| Smart Divert | £18.90 | $£ 5.03$ |
| Smart Divert with Bypass Number | £18.90 | $£ 5.03$ |
| The Combined Call Barring and Bypass Number |  | $£ 5.03$ |
| The Combined Call Diversion and Bypass Number |  | $£ 5.03$ |
| Three-Way-Calling |  | $£ 3.77$ |
| Three-Way-Calling Pay Per Use | £0.12 |  |
| 1571 Answer Service |  | $£ 3.77$ |
| Withheld Numbers | Inclusive |  |
| Auto Attendant |  | £3.77 |
| Automatic Call Back |  | £3.77 |
| Busy Lamp Field (BLF) |  | £3.77 |
| Call Barge |  | £3.77 |
| Call Barring (Incoming and Outgoing) |  | $£ 3.77$ |
| Call Centre Agent |  | £16.38 |
| Call Centre Agent Supervisor Client |  | £30.25 |
| Call Forwarding |  | £3.77 |
| Call Hold |  | £3.77 |
| Call Notify by Email |  | £3.77 |
| Call Paging |  | £3.77 |
| Call Park |  | £3.77 |
| Call Queue Group User |  | $£ 3.77$ |
| Call Recording (3-month retention) |  | £3.77 |
| Call Recording (6-month retention) |  | £4.41 |
| Call Recording (12-month retention) |  | $£ 5.03$ |
| Call Recording (36-month retention) |  | $£ 6.29$ |
| Call Recording (60-month retention) |  | £10.08 |
| Call Return |  | $£ 3.77$ |
| Call Transfer |  | £0.00 |
| CLI Presentation |  | £3.77 |
| Click to Dial |  | £3.77 |
| Collaborate |  | £4.41 |
| Desktop Signature - MAC |  | £3.77 |
| Desktop Signature - PC |  | £3.77 |


| Feature | Connection <br> Charge | Monthly <br> Rental |
| :--- | :---: | :---: |
| Disaster Recovery |  | $£ 3.77$ |
| Distinctive Ringing for <br> External Calls |  | $£ 3.77$ |
| Do Not Disturb |  | $£ 3.77$ |
| Hot Desking |  | $£ 3.77$ |
| Hunt Groups |  | $£ 3.00$ |
| Instant Conference |  | $£ 3.77$ |
| Music on Hold |  | $£ 3.77$ |
| Nuisance Call <br> Management |  |  |
| PC Softphone |  |  |


| Feature | Connection <br> Charge | Monthly <br> Rental |
| :--- | :---: | :---: |
| Receptionist Console |  | $£ 25.21$ |
| Remote Office |  | $£ 3.77$ |
| Schedules |  | $£ 3.77$ |
| Sequential Ringing |  | $£ 0.00$ |
| Smartphone App - <br> Android |  | $£ 0.00$ |
| Smartphone App - Apple |  | $£ 3.77$ |
| Twinning |  | $£ 3.77$ |
| Voicemail |  |  |

(a) This is a separate product but must be associated with either Smart Divert, Call Diversion or Call Barring.
(b) The rental and connection charges for Remote Call Forwarding/Call Diversion are in addition to all forwarded call charges at the appropriate dialled rates and are in addition to Standard line rental charges. The renter of the service pays the appropriate dialled call rates for the diverted leg of the call. The caller pays for the call to the number dialled.

All prices plus VAT, which is charged at the applicable rate, monthly in advance and are non-refundable, unless stated otherwise. * Based on a $24-$ month contract.

## Invoice Options

| Option | Charge |
| :--- | :---: |
| E- Billing | Inclusive |
| Paper Billing | £4.00 |
| Full Itemisation (additional) | £2.00 |

In order to receive your invoice by e-billing you must register for Customer Zone. Any invoices raised before you have registered for Customer Zone will be sent by paper billing and charged as above.

## Service Level Agreements

Per month, per line (or channel)

| Option | Charge | Features of Service |
| :--- | :--- | :--- |
| Care Level 1 | Inclusive | Clear within 2 working days, Monday to Friday (excluding Public and Bank Holidays) |
| Care Level 2 | $£ 2.77$ | Clear by the end of next working day, Monday to Saturday (excluding Public and Bank Holiday) |
| Care Level 3 | $£ 3.87$ | Reported by 12:59, clear by 23:59 same day. Reported after 13:00 clear by 12:59 next day, Monday to <br> Sunday (including Public and Bank Holidays) |
| Care Level 4 | $£ 5.53$ | Fault repaired within 6 hours, any time of day, any day of the year |
| Broadband | Inclusive | Fault repaired within 48 hours from the point it is reported to the wholesaler |

Please note that the above timescales are target resolution timescales, not guaranteed fixes, and we do not provide any compensation where these timescales are exceeded.

## Time Related Charges

| Type of repair |  | Normal Working <br> Day (Mon-Fri) | All other times exc. Sundays \& Public Holidays | Sundays and Public/Bank Holidays |
| :---: | :---: | :---: | :---: | :---: |
| Call-outs to repair faults associated with any network, | Per call out including ${ }^{\text {st }}$ hour | £125.00 | £175.00 | £200.00 |
| feeds within a customer's curtilage including the Network | Time in excess of 1st hour | £120.00 | £180.00 | £275.00 |
| Exc. ISDN30e | Minimum period charge | 1 hr | 1 hr | 1 hr |

The charges in this section may be increased by Clear Business in the event that the suppliers we use to provide these services increase the charges we pay. Any price increase will be proportionate to the increased cost incurred by us.

## Repair of faults

Time Related Charges are raised to cover time spent by Openreach engineers repairing faults where this work is not covered, and for providing or rearranging services, customer-owned wiring or equipment.

## Time Related Charges apply where:

The fault is found not to be with any Openreach service or equipment. In particular, this covers the situation where no fault is found, or the fault is found to be on non-Openreach equipment, or is due to damage caused by someone at the end user's premises, or due to theft, loss or removal of equipment, or in the case of customer or end user owned or rented equipment (but not Openreach's network) faults caused by external or environmental factors (e.g. lightning, electrical surges or floods).

## Abortive Visit Charges

| Type of repair | Cost |
| :--- | :--- |
| Missed Faults Visit | $£ 130.00$ |
| Missed NLI (New Line Install) | $£ 130.00$ |
| Missed SOGEA/FTTP New Install | $£ 130.00$ |

## Other Charges

| Type | Charge |
| :---: | :---: |
| Non-Direct Debit payment charge | £10 per month |
| Unpaid Invoice charges | If you do not pay all Charges by the due date shown on your invoice, we may charge you interest and fixed sum charges (which vary depending on how much you owe us) at the levels set out in the Late Payment of Commercial Debts (Interest) Act 1998 together with our reasonable costs. The interest rate as set by the Act is currently $8 \%$ above the Bank of England base rate. |
| Fraud Defender | £3.32 per month |
| Line Assurance* | £3.31 per line, per month, and if you have broadband on the line it's only an additional $£ 1.10$ per connection, per month. |
| Broadband Assurance ** | £4.41 per broadband supply, per month. |
| Cease Charge*** | $£ 50$ per Service ceased if you are: <br> i. a Deemed Customer; or <br> ii. a sole trader or partnership that has ceased to trade and you are not required to pay an early termination fee in accordance with clause 13.5 of the terms and conditions. |
| Digital Voice Handset charge | £75 per handset |

All prices plus VAT, which is charged at the applicable rate.
Fraud Defender and Line Assurance/Broadband Assurance are charged monthly in advance, minimum period of one month and nonrefundable. Charges and cover for Fraud Defender will begin on the date that your services go live or, if not added to your account at that stage, on the date it is added to your account. Charges and cover for Line Assurance/Broadband Assurance will begin on the date that your services go live or, if not added to your account at that stage, on the first day of the month after it is added to your account.

* Line Assurance applies to line rental, ADSL broadband and essential and absolute fibre. Digital Voice seat rental, Ultrafast and Superfast Fibre Broadband are excluded.
${ }^{* *}$ Broadband Assurance applies to Digital Voice seat rental, Ultrafast and Superfast Fibre Broadband. Line rental, ADSL broadband and essential and absolute fibre are excluded.
${ }^{* * *}$ The Cease Charge in this section may be increased by Clear Business in the event that the suppliers we use to provide these services increase the charges we pay. Any price increases will be proportionate to the increased cost incurred by us.


## Tailored Call Plans*

## Combine as many, or as few, of our plans as you like.

|  |  | Cost per line/channel/ seat per month |
| :---: | :---: | :---: |
| UK Landline Anytime | Unlimited calls to all numbers beginning 01, 02 and 03. Any time, day or night. | $£ 7.57$ |
| Unlimited Landline \& Mobile Calls | Unlimited calls from your landline to all UK mobiles and UK landlines beginning in 01, 02 and 03 | £15.12 |
| International Cost Saver | The international caller destinations are capped at 5 p per call. $50 \%$ off our standard per minute rate to other international destinations | $£ 7.57$ |
| Digital Voice Unlimited Landline \& Mobile Calls | Unlimited calls from your number to all UK mobiles and UK landlines beginning in 01, 02 and 03 | $£ 11.80$ |

Fair use policy applies. Excludes line rental, seat rental and any other network services, which are charged in addition. Calls capped for the first hour of the call, after which calls are charged at the pence per minute rate detailed on page 6. Excludes calls to Lyca mobiles, which are charged at FW7 (please refer to page 6).

All Prices plus VAT charged at the applicable rate and are charged monthly in advance, unless stated otherwise. Minimum period of 1 month and non-refundable.
*Based on a 24 -month contract.

## Call Prices

## UK Landline

| Landline | All Times |
| :--- | :---: |
| Local | 7.00 |
| National | 7.00 |

## UK Mobile Calls

| Mobile | All Times |
| :--- | :---: |
| Vodafone | 12.00 |
| 02 | 12.00 |
| Orange | 12.00 |
| T Mobile | 12.00 |
| Three | 12.00 |
| Mobile Other | 28.00 |

## UK Other Calls

| Charge <br> Band | Peak | Off <br> Peak |
| :--- | :---: | :---: |
| C | 14.20 | 8.23 |
| D | 19.00 | 11.13 |
| E | 6.00 | 5.57 |
| F | 34.00 | 22.58 |
| J | 36.00 | 24.84 |
| K | 42.00 | 28.23 |
| M | 46.00 | 31.99 |
| N | 17.00 | 16.72 |
| FW1 | 18.00 | 17.52 |
| FW2 | 17.00 | 13.80 |
| FW3 | 18.00 | 14.73 |
| FW4 | 18.00 | 10.95 |
| FW5 | 17.00 | 13.54 |
| FW6 | 15.00 | 11.68 |
| FW7 | 14.00 | 13.94 |
| G6 | 8.00 | 7.74 |

## Access Charges

| UK <br> Landline | All Times |
| :--- | :---: |
| Service <br> Charge | Determined by <br> the provider you <br> are calling |
| Access <br> Charge | 17.00 |

## Paging Services

| Charge <br> Band | Fixed Price <br> Call |
| :--- | :---: |
| FF10 | 24.00 |
| FF3 | 27.65 |
| FF8 | 17.47 |
| FF9 | 40.04 |

International Cost Saver Landline

| Destination | $\begin{gathered} \text { All } \\ \text { Times } \end{gathered}$ | Cap |
| :---: | :---: | :---: |
| Australia | 3.00 | 6.00 |
| Austria | 3.00 | 6.00 |
| Bangladesh | 3.00 | 6.00 |
| Belgium | 3.00 | 6.00 |
| Canada | 3.00 | 6.00 |
| China | 3.00 | 6.00 |
| Denmark | 3.00 | 6.00 |
| France | 3.00 | 6.00 |
| Germany | 3.00 | 6.00 |
| Hong Kong | 3.00 | 6.00 |
| India | 3.00 | 6.00 |
| Ireland | 3.00 | 6.00 |
| Italy | 3.00 | 6.00 |
| Netherlands | 3.00 | 6.00 |
| New Zealand | 3.00 | 6.00 |
| Norway | 3.00 | 6.00 |
| Pakistan | 3.00 | 6.00 |
| Poland | 3.00 | 6.00 |
| Portugal | 3.00 | 6.00 |
| Spain | 3.00 | 6.00 |
| Sweden | 3.00 | 6.00 |
| Switzerland | 3.00 | 6.00 |


| Turkey | 3.00 | 6.00 |
| :--- | :--- | :--- |
| USA | 3.00 | 6.00 |

## Personal Numbers

| Charge Band | Peak | Off <br> Peak |
| :---: | :---: | :---: |
| PN1 | 28.00 | 28.00 |
| PN2 | 88.00 | 88.00 |
| PN3 | 65.00 | 65.00 |
| PN4 | 35.00 | 35.00 |
| PN5 | 28.00 | 28.00 |
| PN6 | 54.00 | 54.00 |
| PN8 | 54.00 | 54.00 |
| PN9 | 28.00 | 28.00 |
| PN10 | 43.00 | 43.00 |
| PN11 | 48.00 | 48.00 |
| PN12 | 33.00 | 33.00 |
| PN13 | 48.00 | 48.00 |
| PN14 | 46.00 | 46.00 |
| PN15 | 17.00 | 17.00 |
| PN16 | 14.00 | 14.00 |
| PN17 | 18.00 | 18.00 |
| PN18 | 20.00 | 20.00 |
| PN19 | 66.00 | 66.00 |
| PN20 | 28.00 | 28.00 |

NGCs

| Name | PPM |
| :---: | :---: |
| NGCS 1 | 0.00 |
| NGCS 2 | 2.00 |
| NGCS 3 | 3.00 |
| NGCS 4 | 4.00 |
| NGCS 5 | 5.00 |
| NGCS 6 | 6.00 |
| NGCS 7 | 7.00 |
| NGCS 8 | 8.00 |
| NGCS 9 | 9.00 |
| NGCS 10 | 10.00 |
| NGCS 11 | 11.00 |
| NGCS 12 | 12.00 |
| NGCS 13 | 13.00 |
| NGCS 14 | 14.00 |
| NGCS 15 | 16.00 |
| NGCS 16 | 21.00 |
| NGCS 17 | 26.00 |
| NGCS 18 | 31.00 |
| NGCS 19 | 36.00 |
| NGCS 20 | 37.00 |
| NGCS 21 | 41.00 |
| NGCS 22 | 46.00 |
| NGCS 23 | 47.00 |
| NGCS 24 | 51.00 |
| NGCS 25 | 56.00 |
| NGCS 26 | 61.00 |
| NGCS 27 | 66.00 |
| NGCS 28 | 71.00 |
| NGCS 29 | 76.00 |
| NGCS 30 | 81.00 |
| NGCS 31 | 91.00 |
| NGCS 32 | 96.00 |
| NGCS 33 | 100.00 |
| NGCS 34 | 101.00 |


| Name | PPM |  | NGCS 67 | 26.00 | 85.00 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| NGCS 35 | 111.00 |  | NGCS 68 | 140.00 | 404.00 |
| NGCS 36 | 121.00 |  | NGCS 69 | 136.00 | 504.00 |
| NGCS 37 | 146.00 |  | NGCS 70* | 276.00 | 555.00 |
| NGCS 38 | 151.00 |  | NGCS 71* | 300.00 | 579.00 |
| NGCS 39 | 156.00 |  | NGCS 72* | 350.00 | 703.00 |
| NGCS 40 | 181.00 |  | NGCS 73 | 251.00 | 0.00 |
| NGCS 41 | 201.00 |  | NGCS 74* | 6.00 | 10.00 |
| NGCS 42 | 221.00 |  | NGCS 75* | 11.00 | 15.00 |
| NGCS 43 | 251.00 |  | NGCS 76* | 41.00 | 45.00 |
| NGCS 44 | 301.00 |  | NGCS 77* | 71.00 | 75.00 |
| NGCS 45 | 361.00 |  | NGCS 78* | 151.00 | 155.00 |
|  |  |  | NGCS 79* | 201.00 | 205.00 |
|  | PPM | PPC | NGCS 80* | 258.00 | 450.00 |
| Name |  |  | NGCS 81 | 19.00 | 0.00 |
| NGCS 46 | 0.00 | 10.00 | NGCS 82 | 23.00 | 0.00 |
| NGCS 47 | 0.00 | 15.00 | NGCS 83 |  |  |
| NGCS 48 | 0.00 | 20.00 | NGCS 83 | 351.00 | 0.00 |
|  |  |  | NGCS 84 | 76.00 | 255.00 |
| NGCS 49 | 0.00 | 30.00 | NGCS 85 | 100.00 | 265.00 |
| NGCS 50 | 0.00 | 35.00 |  |  |  |
| NGCS 51 | 0.00 |  | NGCS 86 | 79.00 | 280.00 |
| NGCS 51 |  | 40.00 | NGCS 87* | 450.00 | 903.00 |
| NGCS 52 | 0.00 | 45.00 | NGCS 88* | 500.00 | 1003.00 |
| NGCS 53 | 0.00 | 53.00 |  | 600.00 |  |
| NGCS 54 | 0.00 | 55.00 | NGCS 89* | 600.00 | 1203.00 |
| NGCS 55 | 0.00 | 75.00 | NGCS 90* | 700.00 | 1403.00 |
|  |  |  | NGCS 91* | 800.00 | 1603.00 |
| NGCS 56 | 0.00 | 80.00 | NGCS 92* | 8.00 | 12.00 |
| NGCS 57 | 0.00 | 105.00 | NGCS 93* | 14.00 | 18.00 |
| NGCS 58 | 0.00 | 150.00 |  | 14.00 | 18.00 |
|  | 0.00 |  | NGCS 94* | 81.00 | 85.00 |
| NGCS 59 |  | 155.00 | NGCS 95* | 101.00 | 105.00 |
| NGCS 60 | 0.00 | 205.00 | NGCS 96* | 301.00 | 305.00 |
| NGCS 61 | 0.00 | 255.00 | NGCS 97* | 51.00 | 365.00 |
| NGCS 62 | 0.00 | 305.00 |  |  |  |
| NGCS 63 | 0.00 | 405.00 | NGCS 98* | 151.00 | 365.00 |
| NGCS 64 | 0.00 | $505.00$ | NGCS 99* | 201.00 | 365.00 |
|  |  |  | NGCS 100* | 361.00 | 365.00 |
| NGCS 65 | 0.00 | 605.00 |  |  |  |

Connection charges apply; $22 p$ to local and national, $22 p$ to mobile and $22 p$ to international destinations, unless stated otherwise. Calls are capped at the "Capped" rates quoted for the first hour. Calls longer than 60 minutes will be charged at the applicable pence per minute rates after 60 minutes. All Prices plus VAT charged at the applicable rate and are listed in pence per minute, calls to mobiles will be charged at the above original operator rates. Calls will be charged per 60 seconds and rounded up to the nearest penny.
*Mixed Per Minute and Per Call, where the per-minute charge applies after the first minute.

## International Price List

To protect our customers, international call barring will automatically apply to some international destinations. You can request that the call bar is removed by calling our Customer Service Team. Please note we may need to complete a credit check.

| Destination | International <br> Landline <br> Anytime | International Mobile Anytime |
| :---: | :---: | :---: |
| Afghanistan | 166.00 | 182.49 |
| Albania | 66.00 | 82.95 |
| Algeria | 66.00 | 82.95 |
| Andorra | 66.00 | 82.95 |
| Angola | 152.00 | 168.67 |
| Anguilla | 88.00 | 105.07 |
| Antigua \& Barbuda | 88.00 | 105.07 |
| Argentina | 124.00 | 141.02 |
| Armenia | 105.00 | 121.66 |
| Aruba | 105.00 | 121.66 |
| Ascension Island | 166.00 | 182.49 |
| Australia | 3.00 | 77.42 |
| Austria | 3.00 | 49.77 |
| Azerbaijan | 105.00 | 121.66 |
| Azores | 41.00 | 58.07 |
| Bahamas | 88.00 | 105.07 |
| Bahrain | 105.00 | 121.66 |
| Bangladesh | 3.00 | 82.95 |
| Barbados | 88.00 | 105.07 |
| Belarus | 105.00 | 121.66 |
| Belgium | 3.00 | 49.77 |
| Belize | 152.00 | 168.67 |
| Benin | 152.00 | 168.67 |
| Bermuda | 88.00 | 105.07 |
| Bolivia | 152.00 | 168.67 |
| Bosnia \& Herzegovina | 152.00 | 168.67 |
| Botswana | 124.00 | 141.02 |
| Brazil | 124.00 | 141.02 |
| British Virgin Islands | 88.00 | 105.07 |
| Brunei | 124.00 | 141.02 |
| Bulgaria | 66.00 | 82.95 |
| Burkina Faso | 152.00 | 168.67 |
| Burundi | 152.00 | 168.67 |
| Cambodia | 166.00 | 182.49 |
| Cameroon | 124.00 | 141.02 |
| Canada | 3.00 | 47.01 |
| Canary Islands | 41.00 | 58.07 |
| Cape Verde Island | 166.00 | 182.49 |
| Cayman Islands | 88.00 | 105.07 |


| Destination | International Landline Anytime | International Mobile Anytime |
| :---: | :---: | :---: |
| Central African Republic | 166.00 | 182.49 |
| Chad | 166.00 | 182.49 |
| Chatham Islands | 41.00 | 41.00 |
| Chile | 124.00 | 141.02 |
| China | 105.00 | 121.66 |
| Christmas Islands | 124.00 | 124.00 |
| Cocos Island | 166.00 | 166.00 |
| Columbia | 152.00 | 168.67 |
| Comoros | 166.00 | 182.49 |
| Congo | 152.00 | 168.67 |
| Cook Islands | 166.00 | 182.49 |
| Costa Rica | 124.00 | 141.02 |
| Croatia | 66.00 | 82.95 |
| Cuba | 166.00 | 182.49 |
| Cyprus North | 41.00 | 58.07 |
| Cyprus South | 66.00 | 82.95 |
| Czech Republic | 41.00 | 58.07 |
| Denmark | 3.00 | 49.77 |
| Diego Garcia | 166.00 | 182.49 |
| Djibouti | 166.00 | 182.49 |
| Dominica | 88.00 | 105.07 |
| Dominican Republic | 88.00 | 105.07 |
| DR Congo | 152.00 | 168.67 |
| East Timor | 166.00 | 166.00 |
| Ecuador | 152.00 | 168.67 |
| Egypt | 124.00 | 141.02 |
| El Salvador | 124.00 | 141.02 |
| Emsat | 221.20 | 221.20 |
| Equatorial Guinea | 166.00 | 182.49 |
| Eritrea | 152.00 | 168.67 |
| Estonia | 66.00 | 82.95 |
| Ethiopia | 152.00 | 168.67 |
| Faroe Islands | 41.00 | 58.07 |
| Falkland Islands | 152.00 | 168.67 |
| Fiji | 166.00 | 182.49 |
| Finland | 33.00 | 49.77 |
| France | 3.00 | 49.77 |
| French Guiana | 166.00 | 182.49 |


| Destination | International <br> Landline <br> Anytime | International Mobile Anytime |
| :---: | :---: | :---: |
| French Polynesia | 166.00 | 174.20 |
| Gabon | 152.00 | 168.67 |
| Gambia | 166.00 | 182.49 |
| Georgia | 105.00 | 121.66 |
| Germany | 3.00 | 49.77 |
| Ghana | 124.00 | 141.02 |
| Gibraltar | 41.00 | 58.07 |
| Global Satellite- <br> Thuraya | 387.10 | 387.10 |
| Greece | 33.00 | 49.77 |
| Greenland | 166.00 | 182.49 |
| Grenada | 88.00 | 105.07 |
| Guadeloupe | 88.00 | 105.07 |
| Guam | 166.00 | 166.00 |
| Guantanamo Bay | 166.00 | 166.00 |
| Guatemala | 124.00 | 141.02 |
| Guinea | 152.00 | 168.67 |
| Guyana | 152.00 | 168.67 |
| Honduras | 124.00 | 141.02 |
| Hong Kong | 3.00 | 77.42 |
| Hungary | 41.00 | 58.07 |
| Iceland | 66.00 | 82.95 |
| India | 3.00 | 82.95 |
| Indonesia | 105.00 | 121.66 |
| Inmarsat B Maritime | 387.10 | 387.10 |
| Inmarsat Mini M | 276.50 | 276.50 |
| Iran | 124.00 | 141.02 |
| Iraq | 124.00 | 141.02 |
| Ireland | 3.00 | 44.24 |
| Iridium 8817 | 387.10 | 387.10 |
| Israel | 61.00 | 77.42 |
| Italy | 3.00 | 49.77 |
| Ivory Coast | 124.00 | 141.02 |
| Jamaica | 88.00 | 105.07 |
| Japan | 61.00 | 77.42 |
| Jordan | 124.00 | 141.02 |
| Kazakhstan | 105.00 | 121.66 |
| Kenya | 124.00 | 141.02 |
| Kiribati | 166.00 | 182.49 |
| Korea North | 166.00 | 182.49 |
| Korea South | 105.00 | 121.66 |
| Kosovo | 66.00 | 82.95 |


| Destination | International Landline Anytime | International Mobile Anytime |
| :---: | :---: | :---: |
| Kuwait | 105.00 | 121.66 |
| Kyrgyzstan | 105.00 | 121.66 |
| Laos | 166.00 | 182.49 |
| Latvia | 66.00 | 82.95 |
| Lebanon | 124.00 | 141.02 |
| Lesotho | 152.00 | 168.67 |
| Liberia | 124.00 | 141.02 |
| Libya | 66.00 | 82.95 |
| Liechtenstein | 66.00 | 82.95 |
| Lithuania | 66.00 | 82.95 |
| Luxembourg | 33.00 | 49.77 |
| Macao | 124.00 | 141.02 |
| Macedonia | 66.00 | 82.95 |
| Madagascar | 152.00 | 168.67 |
| Malawi | 124.00 | 141.02 |
| Malaysia | 61.00 | 77.42 |
| Maldives | 152.00 | 168.67 |
| Mali | 152.00 | 168.67 |
| Malta | 41.00 | 58.07 |
| Marshall Islands | 166.00 | 166.00 |
| Martinique | 88.00 | 105.07 |
| Mauritania | 152.00 | 168.67 |
| Mauritius | 124.00 | 141.02 |
| Mayotte | 166.00 | 182.49 |
| Mexico | 105.00 | 121.66 |
| Micronesia | 166.00 | 166.00 |
| Midway Islands | 166.00 | 166.00 |
| Moldova | 152.00 | 168.67 |
| Monaco | 41.00 | 58.07 |
| Mongolia | 166.00 | 182.49 |
| Montserrat | 88.00 | 105.07 |
| Morocco | 66.00 | 82.95 |
| Mozambique | 152.00 | 168.67 |
| Myanmar | 152.00 | 168.67 |
| Namibia | 152.00 | 168.67 |
| Nauru | 166.00 | 166.00 |
| Nepal | 124.00 | 141.02 |
| Netherlands | 3.00 | 49.77 |
| New Caledonia | 166.00 | 182.49 |
| New Zealand | 3.00 | 77.42 |
| Nicaragua | 124.00 | 141.02 |
| Niger | 152.00 | 168.67 |


| Destination | International Landline Anytime | International Mobile Anytime |
| :---: | :---: | :---: |
| Nigeria | 105.00 | 121.66 |
| Nive | 166.00 | 166.00 |
| Norfolk Islands | 166.00 | 166.00 |
| Northern Marianas | 166.00 | 166.00 |
| Norway | 3.00 | 49.77 |
| Oman | 105.00 | 121.66 |
| Pakistan | 66.00 | 82.95 |
| Palau | 166.00 | 166.00 |
| Palestine | 61.00 | 77.42 |
| Panama | 124.00 | 141.02 |
| Papua New Guinea | 166.00 | 182.49 |
| Paraguay | 124.00 | 141.02 |
| Peru | 124.00 | 141.02 |
| Philippines | 105.00 | 121.66 |
| Poland | 3.00 | 49.77 |
| Portugal | 3.00 | 49.77 |
| Puerto Rico | 88.00 | 105.07 |
| Qatar | 105.00 | 121.66 |
| Reunion Island | 166.00 | 182.49 |
| Romania | 66.00 | 82.95 |
| Russia | 66.00 | 82.95 |
| Rwanda | 152.00 | 168.67 |
| San Marino | 41.00 | 58.07 |
| Sao Tome \& Principe | 166.00 | 182.49 |
| Saudi Arabia | 105.00 | 121.66 |
| Senegal | 124.00 | 141.02 |
| Serbia | 66.00 | 82.95 |
| Seychelles | 124.00 | 141.02 |
| Sierra Leone | 124.00 | 141.02 |
| Singapore | 61.00 | 77.42 |
| Slovakia | 41.00 | 58.07 |
| Slovenia | 66.00 | 82.95 |
| Solomon Islands | 166.00 | 182.49 |
| Somalia | 166.00 | 182.49 |
| South Africa | 61.00 | 77.42 |
| South Sudan | 124.00 | 141.02 |
| Spain | 3.00 | 49.77 |
| Sri Lanka | 124.00 | 141.02 |
| St. Helena | 166.00 | 182.49 |


| Destination | International Landline Anytime | International Mobile Anytime |
| :---: | :---: | :---: |
| St. Kitts \& Nevis | 88.00 | 105.07 |
| St. Lucia | 88.00 | 105.07 |
| St. Pierre | 166.00 | 182.49 |
| St. Vincent's | 88.00 | 105.07 |
| Sudan | 124.00 | 141.02 |
| Suriname | 152.00 | 168.67 |
| Swaziland | 152.00 | 168.67 |
| Sweden | 3.00 | 49.77 |
| Switzerland | 3.00 | 49.77 |
| Syria | 124.00 | 141.02 |
| Taiwan | 105.00 | 121.66 |
| Tajikistan | 152.00 | 168.67 |
| Tanzania | 124.00 | 141.02 |
| Thailand | 105.00 | 121.66 |
| Togo | 152.00 | 168.67 |
| Tokelau | 166.00 | 166.00 |
| Tonga | 166.00 | 182.49 |
| Trinidad \& Tobago | 88.00 | 105.07 |
| Tunisia | 66.00 | 82.95 |
| Turkey | 3.00 | 82.95 |
| Turkmenistan | 105.00 | 121.66 |
| Turks \& Caicos Island | 88.00 | 105.07 |
| Tuvalu | 166.00 | 182.49 |
| Uganda | 124.00 | 141.02 |
| Ukraine | 105.00 | 121.66 |
| United Arab Emirates | 105.00 | 121.66 |
| Uruguay | 124.00 | 141.02 |
| USA | 3.00 | 47.01 |
| USA Toll Free | 0.00 |  |
| Uzbekistan | 105.00 | 121.66 |
| Vanuatu | 166.00 | 166.00 |
| Venezuela | 124.00 | 141.02 |
| Vietnam | 152.00 | 168.67 |
| Virgin Islands - US | 88.00 | 88.00 |
| Western Samoa | 166.00 | 182.49 |
| Yemen | 152.00 | 168.67 |
| Zambia | 124.00 | 141.02 |
| Zimbabwe | 124.00 | 141.02 |

The charges in this section may be increased by Clear Business in the event that the suppliers we use to provide these services increase the charges we pay. Any price increase will be proportionate to the increased cost incurred by us. All prices plus VAT, which is charged at the applicable rate.

## Broadband and Fibre Pricing

## Broadband*

You will receive speeds up to $17 \mathrm{Mbps}^{1}$ (dependent on line length and quality).

## Unlimited Broadband

Unlimited Usage ${ }^{4}$
£24.53 per month

## Broadband Pricing

| Service | Charge |
| :--- | :---: |
| Wireless router | P\&P £9.995 |
| Static IP Address | £1.11 per month |
| Static IP Address - Ultrafast/Superfast | $£ 3.78$ per month |
| Email addresses | Inclusive |
| Moving broadband to a different telephone <br> line | $£ 50.00$ |
| Broadband reconnection | $£ 50.00$ |
| Abortive end user site visit | $£ 130.00$ |
| Activation fee | $£ 29.99$ |
| Engineer visit | $£ 125.00^{*}$ |

*Additional charges may apply depending on engineer requirements.
The charges in this section may be increased by Clear Business in the event that the suppliers we use to provide these services increase the charges we pay. Any price increase will be proportionate to the increased cost incurred by us.

## Fibre*

Like our Broadband, our Fibre services benefit from our technical support team.

| Absolute Fibre (FTTC) | Ultrafast Fibre Broadband (FTTP) | Superfast Fibre Broadband (SoGEA) |
| :---: | :---: | :---: |
| - Up to 76 Mbps download speed¹ | - Up to 100 Mbps download speed ${ }^{3}$ | - Up to 80 Mbps download speed ${ }^{1}$ |
| - Up to 19 Mbps upload speed ${ }^{1}$ | - Up to 20 Mbps upload speed ${ }^{3}$ | - Up to 20 Mbps upload speed ${ }^{1}$ |
| - Unlimited downloads ${ }^{4}$ | - Unlimited downloads ${ }^{4}$ | - Unlimited downloads ${ }^{4}$ |
| £41.24 per month | £47.18 per month | £47.18 per month |

## Fibre Broadband - Choose Your Speed

Per supply, per month, plus seat rental

| Download Speed (up to)3 | Upload Speed (up to)3 | Price |
| :---: | :---: | :---: |
| 80 Mbps (SoGEA) | 20 Mbps | $£ 47.18$ |
| 100 Mbps (FTTP) | 20 Mbps | $£ 47.18$ |
| 200 Mbps (FTTP) | 30 Mbps | $£ 53.74$ |
| 300 Mbps (FTTP) | 50 Mbps | £60.29 |
| 500 Mbps (FTTP) | 75 Mbps | £73.41 |
| 900 Mbps (FTTP) | 150 Mbps | $£ 91.76$ |

## Wi-Fi Reach Fibre Broadband - Choose Your Speed

## 3-year contract

Per supply, per month, plus seat rental

| Download Speed (up to ${ }^{3}$ | Upload Speed (up to) |
| :--- | :--- | :--- | :--- |

## Broadband Speeds

|  | Unlimited Broadband |  | Absolute Fibre Broadband |  |
| :---: | :---: | :---: | :---: | :---: |
| Fibre Broadband Speeds | Up to 17Mbps download speed \| Up to 1Mbps upload speed |  | Up to 76Mbps download speed \| Up to 19 Mbps upload speed |  |
|  | Download | Upload | Download | Upload |
| Maximum | 17 mbps | 1 mbps | 76 mbps | 19 mbps |
| Normally available | 11 mbps | 1 mbps | 67mbps | 16 mbps |
| Minimum | <1mbps | <1mbps | <1mbps | <1mbps |


|  | Ultrafast Fibre Broadband |  |  |  |  |  |  |  |  |  | Supe <br> Fib <br> Broad | rfast <br> re <br> band |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Fibre Broadband Speeds | Up to 100Mbps download speed\| Up to 20Mbps upload speed |  | Up to 200Mbps download speed\| Up to 30Mbps upload speed |  | Up to 300Mbps download speed\| Up to 50Mbps upload speed |  | Up to 500Mbps download speed\| Up to 75Mbps upload speed |  | Up to 900Mbps download speed\| Up to 150Mbps upload speed |  | Up to 80Mbps download speed\| Up to 20Mbps upload speed |  |
|  | Download | Upload | Download | Upload | Download | Upload | Download | Upload | Download | Upload | Download | Upload |
| Maximum | 100mbps | 20 mbps | 200mbps | 30 mbps | 300 mbps | 50 mbps | 500 mbps | 75 mbps | 900 mbps | 150 mbps | 80 mbps | 20 mbps |
| Normally | 100 mbps | 18 mbps | 200mbps | 29 mbps | 300 mbps | 47 mbps | 500 mbps | 72 mbps | 900 mbps | 110 mbps | 67 mbps | 16 mbps |
| Minimum | 50 mbps | 10 mbps | 106 mbps | 15mbps | 150 mbps | 25 mbps | 250 mbps | 37 mbps | 450 mbps | 75 mbps | <1mbps | <1mbps |

1. Speeds based on download and upload speed range (see table above). The actual speed you will receive is subject to line distance from the exchange, or principal connection point for fibre connections, and line quality. Speeds vary significantly by location. External factors e.g., internet congestion and premises wiring can also significantly affect speed. Fibre is subject to exchange availability.
2. Speeds based on download and upload speed range (see table above). The actual speed you will receive is subject to time of day, location, premises wiring and Wi-Fi connection.
3. Clear Business operates a fair use policy for its Unlimited Broadband and Fibre. You will incur no additional charge or suspension of service as a consequence of exceeding any usage threshold. If Clear Business believe that your use of the Service is adversely affecting the network (or any part of it) or other customers, then Clear Business may moderately regulate your usage.
4. If you terminate your contract with Clear Business during the Minimum Period and you have taken a router, you will be charged $£ 50$ plus VAT.

Fluctuation in Broadband line speed is expected to occur within the first 10 days of service whilst your line speed automatically adjusts to the maximum speed it can reliably support. All prices quoted plus VAT charged at the applicable rate. Broadband rental charged monthly in advance and is non-refundable.

* Based on a 24 -month contract.


## 4G Broadband Back-Up Add-On

## 3-year contract

Per supply, per month, plus seat rental

| Download Speed (up to) | Upload Speed (up to) | Connected | Connected Plus |
| :--- | :---: | :---: | :---: | :---: |
| 80 Mbps (SoGEA) | 20 Mbps | $£ 55.18$ | $£ 78.27$ |
| 100 Mbps (FTTP) | 20 Mbps | $£ 55.18$ | $£ 78.27$ |
| 200 Mbps (FTTP) | 30 Mbps | $£ 61.74$ | $£ 84.83$ |
| 300 Mbps (FTTP) | 50 Mbps | $£ 68.29$ | $£ 91.38$ |
| 500 Mbps (FTTP) | 75 Mbps | $£ 81.41$ | $£ 104.50$ |
| 900 Mbps (FTTP) | 150 Mbps | $£ 99.76$ | $£ 122.85$ |

[^0]
## 2-year contract

Per supply, per month, plus seat rental

| Download Speed (up to $)^{2}$ | Upload Speed (up to) | Connected | Connected Plus |  |
| :--- | :---: | :---: | :---: | :---: |
| 80 Mbps (SoGEA) | 20 Mbps | $£ 56.18$ | $£ 79.27$ |  |
| 100 Mbps (FTTP) | 20 Mbps | $£ 56.18$ | $£ 79.27$ |  |
| 200 Mbps (FTTP) | 30 Mbps | $£ 62.74$ | $£ 85.83$ |  |
| 300 Mbps (FTTP) | 50 Mbps | $£ 69.29$ | $£ 92.38$ |  |
| 500 Mbps (FTTP) | 75 Mbps | $£ 82.41$ | $£ 100.76$ | $£ 123.85$ |
| 900 Mbps (FTTP) | 150 Mbps |  |  |  |

## Bundle Package ${ }^{3}$

| Connected | Connected Plus* | Extended* | Protected* |
| :---: | :---: | :---: | :---: |
| Download speed up to 80 Mbps <br> Upload speed up to 20 Mbps <br> Wi-Fi 6 router | Download speed up to 100 Mbps <br> Upload speed up to 27 Mbps <br> Wi-Fi 6 router <br> Digital Voice Phone line | Download speed up to 100 Mbps <br> Upload speed up to 27 Mbps Wi-Fi 6 router Digital Voice Phone line Wi-Fi Reach | Download speed up to 100 Mbps <br> Upload speed up to 27 Mbps Wi-Fi 6 router Digital Voice Phone line Wi-Fi Reach 4G Broadband Back-Up |
| From only £47.18 pm | From only £ 70.27 pm | From only $£ 76.27$ pm | From only £84.27 pm |

## 3-Year Contract

| Download Speed (up to) ${ }^{4}$ | Upload Speed (up to) | Connected | Connected Plus | Extended | Protected |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 80 Mbps (SoGEA) | 20 Mbps | $£ 47.18$ | £70.27 | £76.27 | £84.27 |
| 100 Mbps (FTTP) | 20 Mbps | $£ 47.18$ | £70.27 | $£ 76.27$ | $£ 84.27$ |
| 200 Mbps (FTTP) | 30 Mbps | £53.74 | £76.83 | $£ 82.83$ | £90.83 |
| 300 Mbps (FTTP) | 50 Mbps | £60.29 | $£ 83.38$ | $£ 89.38$ | £97.38 |
| 500 Mbps (FTTP) | 75 Mbps | £73.41 | £96.50 | £102.50 | $£ 110.50$ |
| 900 Mbps (FTTP) | 150 Mbps | $£ 91.76$ | £114.85 | £120.85 | £128.85 |

## 2-Year Contract

$\left.\begin{array}{|l|c|c|c|c|c|}\hline \begin{array}{l}\text { Download Speed (up } \\ \text { to) }\end{array} & \begin{array}{c}\text { Upload Speed } \\ \text { (up to) }\end{array} & \text { Connected }\end{array} \begin{array}{c}\text { Connected } \\ \text { Plus }\end{array}\right)$

## Package Extras

| Extras | Description | Price |
| :---: | :---: | :---: |
| Digital Voice Unlimited Landline and Mobile Calls | Unlimited calls from your number to all UK landline and mobiles beginning 01, 02, 03 and 07 | £11.80 |
| Unlimited Calls Everywhere | Unlimited calls to all landline and mobiles around the world | £14.99 |
| Extra Digital Voice Phone Lines | Make or receive more than 1 call at a time | $£ 23.09$ |
| Enhanced Care | Fault repair by the end of the next working day after you've notified us. | $£ 6.50$ |
| Prompt Care | Fault repair within the following 8 hours after you've notified us. | £8.50 |
| Network Features Pack ${ }^{5}$ | Bundle up to 4 network features | £4.99 |
| Complete Assurance | Our Broadband Assurance and Prompt Care bundle | £10.90 |

*Connected Plus, Extended and Protected packages all include digital voice rental

[^1]Mobile Pricing

## Mobile Packages - EE Network*

| Destination | Cost |
| :--- | :--- |
| MMS | 34 p per message |
| Data (no data bundle <br> taken) | 17p per MB |
| Voicemail | 10p per minute |
| $084 / 087 / 118 / 09$ <br> numbers | Service Charge ${ }^{\text {+ Access Charge }{ }^{2}}$ |
| 1 Service Charge $=$ Set by the provider you are calling <br> 2 Access Charge $=42.5 p$ <br> 070 number minute <br> SMS short codes |  |


| Bundle | Price per month |
| :--- | :--- |
| No data | $£ 20.98$ |
| GGB | $£ 23.45$ |
| $3 G B$ | $£ 25.91$ |
| 10GB | $£ 30.84$ |
| $30 G B$ | $£ 38.24$ |

## All data bundles include Unlimited Calls and SMS

## Handsets and/or other services available on request

## Call 03330143131 for details.

| Contact Details |  |
| :--- | :--- |
| Phone | 03330143131 |
| Lost/Stolen | 03330415381 |
| Website | www.clearbusiness.co.uk |
| Address | Clear Business, No 1 Dovecote <br> Old Hall Road <br> Sale M33 2GS |

Calls will be charged per 60 seconds and rounded up to the nearest penny. Prices are shown in pence per minute unless stated otherwise. All prices exclude VAT which is charged at the applicable rate.

Choose a Data Bundle to suit your business, with Unlimited Calls and Texts included as standard. Data Bundle charged monthly in advance and non-refundable.

Bundles for UK and EU use only. Calls to 01, 02, 03, standard UK mobile numbers and voicemail use bundled minutes which are rounded up to the nearest minute. Calls to non-standard destinations charged at non-bundle price listed above. Calls longer than 60 minutes will be charged at the applicable out of bundle cost. All bundles restricted to a maximum of 99 distinct numbers per month, beyond this usage will be charged at the applicable out of bundle cost. Excludes calls to Lyca mobiles, which are charged at 15 p per minute. Connection charge of 20 p also applies.

Out of bundle usage charged at: 33p per minute for calls to standard UK landline, mobile and voicemail, 12p per SMS and 15p per MB. Only one Data bundle per connection. Monthly limit for data bundles applied in the first month will be pro rata for the number of days remaining in that month. The full allowance will then take effect from the first day of the next month.

Please refer to your contract for confirmation of the service charges and the amount of data you have agreed to. If you have chosen to add a handset and/or other device, you will find details of the make and model on your contract. Handsets and/or other devices are charged according to the payment terms set out on your Contract.

Handsets and/or other devices are sent separately from SIM cards, please call to activate your SIM and your new handset and/or other device will be dispatched.

For details of the handsets and/or other devices currently offered please visit our website at:
clearbusiness.co.uk/business-mobile

## Lost/Stolen Mobile Phones

If your phone has been lost or stolen, we can help.

## Call 03300415381 straight away

We will bar your SIM card to prevent unauthorised charges being made to your account.

## Mobile International Call Pricing - EE Network

To protect our customers, international call barring will automatically apply to all international destinations. You can request that the call bar is removed by calling our customer service team. Please note we may need to complete a credit check.

## Ireland, Channel Islands and European Union

Cost to call from UK: 23 p Cost to receive calls: See note

Cost of calling the UK: See note Cost of SMS to destination: 11p

Cost of calling within group: See note Cost of SMS from destination: See note

Cost of calling any other country 184p Cost of downloading data: See note

| Aland <br> Islands | Andorra | Austria | Belgium | Bulgaria | Canary <br> Islands | Cyprus <br> (South) | Czech <br> Republic | Denmark | Estonia |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Finland | France | Germany | Gibraltar | Greece | Guernsey | Hungary | Iceland | Ireland | Isle of Man |
| Italy | Jersey | Latvia | Liechtenstein | Lithuania | Luxembourg | Malta | Monaco | Netherlands | Norway |
| Poland | Portugal | Reunion | Romania | San Marino | Slovakia | Slovenia | Spain | Sweden | Vatican City |

Note: When roaming you will be charged your UK package rates for calls, text messages and data usage.

## Other European Countries and Eastern Mediterranean

| Cost to call Cost to rece | UK: 34 p alls: 108p | Cost of calling the UK: 162p Cost of SMS to destination: 28p |  |  | Cost of calling any other country 378p Cost of SMS from destination: 65p |  | Cost of downloading data: $1 p$ per KB |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Albania | Belarus | Bosnia \& Herzegovina | Croatia | Cyprus (North) | Faroe Islands | Georgia | Israel | Macedonia | Moldova |
| Palestine | Serbia | Switzerland | Turkey | Ukraine |  |  |  |  |  |

Asia Pacific and South Africa

| Cost to call from UK: 57p Cost to receive calls: 108p |  | Cost of calling the UK: 162p <br> Cost of SMS to destination: 28p |  | Cost of calling any other country 378p Cost of SMS from destination: 65p |  |  | Cost of downloading data: 1 p per KB |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Australia | China | Hong Kong | Japan | Malaysia | New Zealand | Norfolk Island | Singapore | South Africa | South Korea |
| Thailand |  |  |  |  |  |  |  |  |  |

## Canada and USA

Cost to call from UK: $23 p$
Cost to receive calls: $108 p$

Cost of calling the UK: 184p Cost of SMS to destination: 17p

Cost of calling any other country 378p
Cost of SMS from destination: 65p

Cost of downloading data: 1 p per KB

## Middle East

| Cost to call from UK: $34 p$ <br> Cost to receive calls: $162 p$ | Cost of calling the UK: 237p <br> Cost of SMS to destination: $28 p$ | Cost of calling any other country 378 <br> Cost of SMS from destination: $65 p$ | Cost of downloading data: 1p per KB |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- |


| Bahrain | Egypt | Jordan | Kuwait | Oman | Qatar | Saudi Arabia | UAE |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |

Rest of World

| Cost to call from UK: 136p Cost to receive calls: 162p |  | Cost of calling the UK: 237p Cost of SMS to destination: 28p |  | Cost of calling any other country 378p Cost of SMS from destination: 65p |  |  | Cost of downloading data: 1p per KB |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Afghanistan | Algeria | American Samoa | Angola | Anguilla | Antarctica | Antigua | Argentina | Armenia | Aruba |
| Ascension Islands | Azerbaijan | Bahamas | Bangladesh | Barbados | Belize | Benin | Bermuda | Bhutan | Bolivia |
| Botswana | Brazil | Brunei | Burkina Faso | Burundi | Turks and Caicos Islands | Cambodia | Cameroon | Cape Verde | Cayman Islands |
| Central African Republic |  | Chad | Chile | Christmas Islands | Cocos | Colombia | Comoros | Congo | Cook Islands |
| Costa Rica | Ivory Coast | Cuba | Diego Garcia | Djibouti | Dominica | Dominican Rep. | Ecuador | El Salvador | Equatorial Guinea |
| Eritrea | Ethiopia | Falkland Island | Fiji | French Polynesia | Futuna Islands | Gabon | The Gambia | Ghana | Greenland |
| Grenada | Guam | Guatemala | Guinea | Guyana | Haiti | Honduras | India | Indonesia | Iran |
| Iraq | Jamaica | Kazakhstan | Kenya | Kosovo | Kyrgyzstan | Laos | Lebanon | Lesotho | Liberia |
| Libya | Macau | Madagascar | Malawi | Maldives | Mali | Marshall Islands | Mauritania | Mauritius | Mayotte |
| Mexico | Micronesia | Mongolia | Montserrat | Morocco | Mozambique | Myanmar | N. Mariana Islands | NagornoKarabakh | Namibia |
| Nauru | Nepal | Netherlands Antilles | New Caledonia | Nicaragua | Nigeria | Niue | North Korea | Pakistan | Palau |
| Panama | Papua New Guinea | Paraguay | Peru | Philippines | Pitcairn Islands | Puerto Rico | Russia | Rwanda | Samoa |
| Sao Tome | Senegal | Seychelles | Sierra Leone | Solomon Islands | Somalia | Somaliland | South Ossetia | Sri Lanka | St. Helena |
| St. Kitts | St. Lucia | St. Martin | St. Vincent | Sudan | Suriname | Swaziland | Syria | Taiwan | Tajikistan |
| Tanzania | Timor | Togo | Tokelau | Tonga | Transnistria | Trinidad \& Tobago | Tristan da Cunha | Tunisia | Tuvalu |
| Uganda | Uruguay | Uzbekistan | Vanuatu | Venezuela | Vietnam | Virgin Islands <br> (UK and USA) | Wallis | Western Sahara | Yemen |
| Zambia | Zimbabwe | Martinique |  |  |  |  |  |  |  |

Prices stated above are per minute prices and plus VAT, which is charged at the applicable rate. For Ireland, Channel Islands and European Union there will be a minimum call charge of 30 seconds per call and each call is billed per second and will be rounded up to the nearest second. All other International Roaming calls will be charged per minute and will be rounded up to the nearest minute. For pricing on all other services, including data access, MMS messaging and video calls to international destinations or whilst abroad, please call our customer services team. International coverage is subject to roaming using available partnered networks. Where partnered networks are not available, alternative networks may be used. It is not possible to guarantee international coverage will be suitable for access to all or any of the services. Calls to Satellite/Inmarsat phones will be charged at $£ 5.67$ per minute at all times

The charges in this section may be increased by Clear Business in the event that the suppliers we use to provide these services increase the charges we pay. Any price increase will be proportionate to the increased cost incurred by us

## Mobile Packages - O2 Network*

## Data Bundle charged monthly in advance and non-refundable.

Bundles for UK and EU use only. Calls to 01, 02, 03, standard UK mobile numbers and voicemail use bundled minutes which are rounded up to the nearest minute. Calls to non-standard destinations and applicable data charges for the 4G Broadband Back-Up services are charged at the out of bundle prices listed below. Fair use policy applies.

| Data <br> Bundle | 6 GB | 8 GB | 12 GB | 24 GB | 100 GB | Unlimited |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| Price per month | $£ 20.98$ | $£ 23.45$ | $£ 27.20$ | $£ 29.62$ | $£ 32.07$ | $£ 35.78$ |

## All Data Bundles include Unlimited Calls \& SMS

All prices exclude VAT which is charged at the applicable rate.
Monthly limit for data bundles applied in the first month will be pro rata for the number of days remaining in that month. The full allowance will then take effect from the first day of the next month.

Please refer to your Contract for confirmation of the service charges and the amount of data you have agreed to. If you have chosen to add a handset and/or other device, you will find details of the make and model on your contract. Handsets and/or other devices are charged according to the payment terms set out on your Contract.

## Handsets and/or other devices available on request

Handsets and/or other devices are sent separately from SIM cards, please call to activate your SIM and your new handset and/or other devices will be dispatched.

## Call 03300143131 for details

Top-up bundles can be activated if you exceed your monthly data allowance. Please see price options below.

| Top-up Bundles | Cost |
| :--- | :--- |
| UK / EU one-off data bundle - 5GB | $£ 19.74$ |
| UK / EU one-off data bundle - 10GB | $£ 29.62$ |
| UK / EU one-off data bundle - 20GB | $£ 37.01$ |
| UK / EU one-off data bundle - 50GB | $£ 46.88$ |

Top-up Bundles shall be activated from date of order until the end of the current month. Top-up Bundles are one-offs and shall not remain active for the following month. The Top-up Bundle shall be added to your existing tariff bundle.

| International call bundles |  | Price per month |
| :--- | :--- | :---: |
| Europe/North America/Asia Pacific * | 120 international minutes | £6.17 |
|  | 500 international minutes | £19.74 |
| Worldwide | 100 international texts | £6.17 |
| International call saver | Lower rates for 'rest-of-world' calls (outside of the EU) to <br> $18 p$ per minute (from £1.25) | £8.02 |

[^2]
## Out of bundle charges

Calls will be charged per 60 seconds and rounded up to the nearest minute. All prices exclude VAT which is charged at the applicable rate.
The charges in this section may be increased by Clear Business in the event that the suppliers we use to provide these services increase the charges we pay. Any price increase will be proportionate to the increased cost incurred by us.

| Out of Bundle Charges - UK Origin | Rate (minimum charge) |
| :--- | :--- |
| Access Charge for UK calls to non-geographical numbers starting 084, 087, 09 or 118 | 91 p per minute |
| UK Calls to Ireland | $66 p$ per minute |
| UK Calls to Europe | $£ 1.52$ per minute |
| UK Calls to USA \& Canada | $£ 1.52$ per minute |
| UK Calls to Asia \& Pacific | $£ 1.52$ per minute |
| UK Calls to Rest of World | $£ 1.52$ per minute |
| Call Return | $48 p$ per minute |
| MMS | $67 p$ per message |
| Data within the UK | $9 p$ per MB |
| Data overseas | Please refer to Mobile International Call <br> Pricing -O2 network |

Please see list of countries by region below. * Based on a 24-month contract

| Roaming charges | Calling in zone or to the UK | Calling out of zone | Receiving calls | Sending texts | Picture messages |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Regulated Europe | UK Bundle | £2.19 per minute | free | UK Bundle | 57p |
| Unregulated Europe | £2.84 per day for access to your UK calls, texts \& data bundle (only pay when you use it) |  |  |  | 57p |
| Eastern Europe Zone | $99 p$ per minute | £2.19 per minute | 64p per minute | 57p | 57p |
| Asia Pacific | 74p per minute | £2.19 per minute | 53 p per minute | 57p | 57p |
| USA \& Canada | $£ 1.10$ per minute | £2.19 per minute | 48 p per minute | 57p | 57p |
| Rest of World | In country or to UK $£ 1.36$ per minute; In zone $£ 2.30$ per minute | £2.19 per minute | $£ 1.04$ per minute | 57p | 57p |

Calls will be charged per 60 seconds and rounded up to the nearest minute. All prices exclude VAT which is charged at the applicable rate.

## List of countries by region

## Regulated Europe

| Austria | Belgium | Bulgaria | Croatia | Cyprus | Czech <br> Republic | Denmark | Estonia | Finland | France |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Hungary | Iceland | Ireland | Italy (inc Vatican City) | Latvia | Liechtenstein | Lithuania | Luxembourg | Malta | Monaco |
| Netherlands | Norway | Poland | Portugal (inc Madeira) | Romania | Slovakia | Slovenia | Spain (inc Balearics) | Sweden |  |

## Unregulated Europe





## USA and Canada



## Rest of World

## All other countries

International coverage is subject to roaming using available partnered networks. Where partnered networks are not available, alternative networks may be used. It is not possible to guarantee international coverage will be suitable for access to all or any of the services.

## Mobile International Call Pricing - O2 Network

## Out of bundle data roaming charges

Data charges will automatically be applied if you use it. Please refer to the list below.
The charges in this section may be increased by Clear Business in the event that the suppliers we use to provide these services increase the charges we pay. Any price increase will be proportionate to the increased cost incurred by us.

| Standard Charges |  |  |  |
| :---: | :---: | :---: | :---: |
| Roaming charges - Data | Data Cost | Active Duration | Minutes \& Texts |
| Regulated Europe | Usage is taken from your UK tariff |  |  |
| Unregulated Europe | £2.50 per day for access to your UK calls, texts \& data bundle |  |  |
| Zone 1 (refer to list below) | $£ 7.50$ per 500MB | 1 day | 300 mins \& 300 texts |
| Zone 2 (refer to list below) | $£ 7.50$ per 50MB | 1 day |  |
| Zone 3 (refer to list below) | $£ 7.50$ per 5MB | 1 day |  |

- Active duration runs per UK calendar day
- Data charge activated when any data is used
- If $100 \%$ of data bundle used within the 1 -day period a new data charge is activated
- Unused data is removed after the 1-day period

Calls will be charged per 60 seconds and rounded up to the nearest minute. All prices exclude VAT which is charged at the applicable rate.

* Unregulated Europe Countries consist of Guernsey, Isle of Man, Jersey \& Switzerland


## Zone 1

| Afghanistan | Bangladesh | Burkina Faso | Costa Rica | Ghana | Indonesia | Madagascar | Nigeria | Russia | St Lucia | Uganda |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Albania | Barbados | Cameroon | Côte d'Ivoire | Greenland | Israel | Malaysia | Panama | Rwanda | St. Vincent \& Grenadines | Ukraine |
| Anguilla | Belarus | Canada | Dominica | Grenada | Jamaica | Mexico | Paraguay | Saint Kitts and Nevis | Taiwan | United Arab Emirates |
| Antigua and Barbuda | Benin | Cape Verde | Dominican Republic | Guatemala | Japan | Montenegro | Peru | Saudi Arabia | Thailand | Uruguay |
| Argentina | Bermuda | Cayman Islands | Ecuador | Guinea | Kazakhstan | Montserrat | Philippines | Seychelles | Togo | USA |
| Aruba | Botswana | Chile | Egypt | Guyana | Kenya | Netherlands Antilles | Qatar | Singapore | Trinidad and Tobago | Venezuela |
| Australia | Brazil | China | El Salvador | Hong Kong | Korea | New Zealand | Republic of Macedonia | South Africa | Turkey | Yemen |
| Bahamas | British Virgin Islands | Colombia | Gabon | India | Kuwait | Nicaragua | Republic of Moldova | Sri Lanka | Turks \& Caicos Islands | Zambia |

## Zone 2

| Algeria | Azerbaijan | Bahrain |  <br> Herzg | Burundi | Chad | Congo | Democratic <br> Rep. Congo | Equatorial <br> Guinea |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Fiji | French <br> Polynesia <br> Islands | Gambia | Georgia | Iraq | Kosovo | Macau | Malawi | Morocco |
| Oman | Pakistan | Papua New <br> Guinea | Sierra <br> Leone | Swaziland | Tanzania | Uzbekistan | Vanuatu |  |

## Zone 3

| Andorra | Angola | Armenia | Belize | Bolivia | Brunei | Cambodia | Cuba | Jordan | Lao PDR |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Lebanon | Liberia | Mauritania | Mauritius | Mongolia | Mozambique | Namibia | Nepal | Palestine | Senegal |
| Sudan | Tajikistan | Tunisia | Turkmenistan | Vietnam | Zimbabwe |  |  |  |  |

Prices stated above are per minute rates and plus VAT, which is charged at the applicable rate. All other International Roaming calls will be charged per minute and will be rounded up to the nearest minute. For pricing on all other services, including data access, MMS messaging and Video Calls to international destinations or whilst abroad, please call our customer services team. International coverage is subject to roaming using available partnered networks. Where partnered networks are not available, alternative networks may be used. It is not possible to guarantee international coverage will be suitable for access to all or any of the services. Calls to Satellite/Inmarsat phones will be charged at $£ 7.65$ per minute at all times.

## Lost/Stolen Mobile Phones

If your phone has been lost or stolen, we can help.
Call 03330145381 straight away.
We will bar your SIM card to prevent unauthorized charges being made

## Contact Details

Phone 03330143131

## Termination Fees

If the contract is terminated during the Minimum Period you will be required to pay a termination fee as detailed below. You will also be required to repay $100 \%$ of any special offer discounts, any credits/payments in respect of early termination charges from your previous supplier and Equipment charges for any free Equipment you have received from Clear Business.

If you have taken one of our Bundle Packages and the contract is terminated during the Minimum Period by transferring or ceasing any single element of your bundle, any remaining elements of your bundle may be ceased and a termination fee may be applied.

| Service | Price |
| :--- | :--- | :--- |
| Business Phone Line |  |
| Digital Voice | £249 per line/channel, seat and/or connection for each year or part year remaining on your |
| contract. |  |

*If you cancel your fibre connection within the first 12 months, you will also be liable to pay the remaining service charges which would have been payable in the first 12 months if the contract had continued.

## Equipment charges

If you terminate your contract with Clear Business and you have taken any Equipment free of charge you will be charged as follows:

- Broadband Router $£ 50$
- Digital Voice handset(s) £75, per handset
- Wi-Fi Reach unit(s) $£ 75$, per unit
- 4G Broadband Back-Up £50, per unit

VAT, where applicable, will be charged at the relevant rate.

## Cease Charge

If you are a sole trader or partnership that has ceased to trade and you are not required to pay an early termination fee in accordance with clause 13.5 of the terms and conditions, and you choose to cease your service(s), you will not be required to pay a termination fee as detailed above. However, you may be charged a Cease Charge detailed in the table of Other Charges on page 7 of this Charges Schedule.

## Moving Premises

It's important to give us as much notice as possible (at least 30 days) when you're moving premises.
The whole process is very simple, just contact us on the details below and we'll coordinate the transfer of supply to your new premises, arrange an engineer's appointment and secure the retention of your telephone numbers, wherever possible. If it's not possible to retain your number, we offer plenty of solutions so you never miss a call.

Clear Business
No 1 Dovecote
Old Hall Road
Sale
M33 2GS
03330143131

## Standard Variable Rate

For services provided outside of any fixed term (including deemed customers) you may be charged at the Standard Variable Rate, which is the prices published in the Charges Schedule plus $25 \%$. All prices exclude VAT which is charged at the applicable rate.


[^0]:    ${ }^{1}$ Speeds based on download and upload speed range (see table table). The actual speed you will receive is subject to time of day, location, premises wiring and Wi-Fi connection.

[^1]:    ${ }^{3}$ Activation Fee of $£ 29.99$ and P\&P of $£ 9.99$ applies.
    ${ }^{4}$ Speeds based on download and upload speed range (see table table). The actual speed you will receive is subject to time of day, location, premises wiring and Wi-Fi connection
    ${ }^{5}$ Excludes Receptionist Console, Call Centre Agent, Call Recording, Call Centre Agent/Client/Supervisor

[^2]:    *EU = Regulated Europe, Unregulated Europe and Eastern Europe Zone. North America = USA and Canada. Asia = Asia Pacific

