Clear Business

Charges Schedule

September 2026

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Clear Business

Telecoms Pricing

Line Rental*

Per line, per month (or channel)

Rental Type	Charge per line/channel
Standard Line Rental – MPF	£27.57
Standard Line Rental – PSTN	£35.57
Premium Main Auxiliary line	£35.57
Premium Auxiliary line	£35.57
ISDN2e Standard	£35.57
ISDN2e Main Auxiliary channel	£35.57
ISDN2e Auxiliary channel	£35.57
ISDN30 Main channel	£35.57
ISDN30 Auxiliary channel	£35.57
DDI	£0.41

Digital Voice Seat Rental*

Per seat, per month

Rental Type	Charge per seat
Digital Voice Seat Rental	£26.26
Digital Voice Lite Seat Rental	£26.26

Connection Charges

Supply of new line, per line (or channel)

Analogue Lines	Charge per 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 channel
ISDN2e Standard	£240.00
ISDN2e Main Auxiliary channel	£124.50
ISDN2e Auxiliary channel	£124.50
DDI Planning charge	£75.00
DDI Connection	£0.75
ISDN2e Renumber per occasion	£55.00
ISDN2e Renumber per number	£25.00

ISDN30e Lines	Charge per 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 — Standard Line		£4.29
Anonymous Call Rejection — Premium Main	£99.86	£4.29
Bypass Number — Note (a)		£1.43
Call Barring (118) — by Admin Control		£4.29
Call Barring (Incoming and Outgoing)		£4.29
Call Barring (International & PRS) — by Admin Control		£4.29
Call Barring (PRS) - by Admin Control		£4.29
Call Diversion - by Admin Control (b)	£14.35	
Change of Admin Divert to number	£7.16	
Call Diversion (b)		£4.29
Call Sign		£4.29
Call Minder Basic		£4.29
Call Waiting		£4.29
Called Party Answer		£4.29
Caller Display		£0.00
Caller Redirect (CNI) - One Month's Service	£25.79	
Caller Redirect (CNI) - Quarterly (or part thereof) Service		£36.12
Call Return	£0.30	
Choose to Refuse		£4.29
Direct Connect		£4.29
Incoming Calls Barred 1st Line	£7.15	
Incoming Calls Barred additional line	£7.15	
Nuisance Call Service	£173.09	
Outgoing Calls Barred	£14.35	
Presentation Number (PSTN)	£35.85	£4.29
Reminder Call Pay Per Use	£0.31	
Reminder Call		£4.29
Remote Call Forwarding - Note (b)	£59.92	£26.29
Ring Back		£4.29
Ring Back Pay Per Use	£0.14	

Feature	Connection Charge	Monthly Rental
Smart Divert	£21.50	£5.72
Smart Divert with Bypass Number	£21.50	£5.72
The Combined Call Barring and Bypass Number		£5.72
The Combined Call Diversion and Bypass Number		£5.72
Three-Way-Calling		£4.29
Three-Way-Calling Pay Per Use	£0.14	
1571 Answer Service		£4.29
Withheld Numbers	Inclusive	
Auto Attendant		£4.29
Automatic Call Back		£4.29
Busy Lamp Field (BLF)		£4.29
Call Barge		£4.29
Call Barring (Incoming and Outgoing)		£4.29
Call Centre Agent		£5.68
Call Centre Agent Client		£14.78
Call Centre Agent Supervisor Client		£27.28
Call Forwarding		£4.29
Call Hold		£4.29
Call Notify by Email		£4.29
Call Paging		£4.29
Call Park		£4.29
Call Queue Group User		£4.29
Call Recording (3-month retention)		£3.75
Call Recording (6-month retention)		£3.98
Call Recording (12-month retention)		£4.53
Call Recording (36-month retention)		£5.68
Call Recording (60-month retention)		£9.09
Call Return		£3.75
Call Transfer		£0.00
CLI Presentation		£4.29
Click to Dial		£4.29
Collaborate		£3.98
Desktop Signature – MAC		£3.75

Feature	Connection Charge	Monthly Rental
Desktop Signature – PC		£3.75
Disaster Recovery		£3.75
Distinctive Ringing for External Calls		£3.75
Do Not Disturb		£3.75
Hot Desking		£3.75
Hunt Groups		£0.00
Instant Conference		£3.75
Music on Hold		£3.75
Nuisance Call Management		£3.75

Feature	Connection Charge	Monthly Rental
PC Softphone		£3.75
Receptionist Console		£22.74
Remote Office		£3.75
Schedules		£3.75
Sequential Ringing		£0.00
Smartphone App – Android		£0.00
Smartphone App – Apple		£0.00
Twinning		£3.75
Voicemail		£3.75

(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	£5.28
Full Itemisation (additional)	£2.50

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 2	£3.78	Clear by the end of next working day, Monday to Saturday (excluding Public and Bank Holiday)
Care Level 3	£5.67	Reported by 12:59, clear by 23:59 same day. Reported after 13:00 clear by 12:59 next day, Monday to Sunday (including Public and Bank Holidays)
Care Level 4	£7.55	Fault repaired within 6 hours, any time of day, any day of the year
Copper broadband/FTTC part-fibre 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 Day (Mon—Fri)	All other times exc. Sundays & Public Holidays	Sundays and Public/Bank Holidays
Call-outs to repair faults associated with any network, cabling, dropwire or underground feeds within a customer's curtilage including the Network Terminating Point. Exc. ISDN30e	Per call out including 1st hour	£125.00	£175.00	£200.00
	Time in excess of 1st hour	£120.00	£180.00	£275.00
	Minimum period charge	1hr	1hr	1hr

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	£3.78 per month
Line Assurance*	£3.77 per line, per month, and if you have copper broadband on the line it's only an additional £1.25 per connection, per month.
Broadband Assurance **	£5.02 per full or part fibre broadband supply, per month.
Cease Charge***	£50 per [line/seat/broadband] for service(s) ceased if you are: i. a Deemed Customer; or 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 non-refundable. 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, copper broadband and part fibre broadband. Digital Voice seat rental, Ultrafast full fibre and Superfast part fibre broadband are excluded.

** Broadband Assurance applies to Digital Voice seat rental, Ultrafast full fibre and Superfast part fibre broadband. Line rental, copper broadband and part-fibre broadband 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 prices increase 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.	£13.75
Unlimited Landline & Mobile Calls	Unlimited calls from your landline to all UK mobiles and UK landlines beginning in 01, 02 and 03	£18.76
500 Mobile Minutes	500 minutes to all UK mobiles from your landline	£8.61
Digital Voice Unlimited Landline & Mobile Calls	Unlimited calls from your number to all UK mobiles and UK landlines beginning in 01, 02 and 03	£13.42

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	7.96
National	7.96

UK Mobile Calls

Mobile	All Times
Vodafone	13.65
02	13.65
Orange	13.65
T Mobile	13.65
Three	13.65
Mobile Other	13.65

UK Other Calls

Charge Band	Peak	Off Peak
C	62.55	62.55
D	62.55	62.55
E	6.83	6.83
F	62.55	62.55
J	94.40	94.40
K	106.90	106.90
M	44.35	44.35
N	19.33	19.33
FW1	17.06	17.06
FW2	15.92	15.92
FW3	17.06	17.06
FW4	17.06	17.06
FW5	15.92	15.92
FW6	19.33	19.33
FW7	13.65	13.65
G6	9.10	9.10

All Prices plus VAT charged at the applicable rate and are listed in pence per minute.

Access Charges

UK Landline	All Times
Service Charge	Determined by the provider you are calling
Access Charge	19.33

Paging Services

Charge Band	Fixed Price Call
FF10	27.29
FF3	31.45
FF8	19.87
FF9	45.54

Personal Numbers

Charge Band	Peak	Off Peak
PN1	31.85	31.85
PN2	100.09	100.09
PN3	73.93	73.93
PN4	39.81	39.81
PN5	31.85	31.85
PN6	61.41	61.41
PN8	61.41	61.41
PN9	31.85	31.85
PN10	48.91	48.91
PN11	54.59	54.59
PN12	37.53	37.53
PN13	54.59	54.59
PN14	52.32	52.32
PN15	19.33	19.33
PN16	15.92	15.92
PN17	20.47	20.47
PN18	22.75	22.75
PN19	75.07	75.07
PN20	31.85	31.85

NGCs

Name	PPM
NGCS 1	0.00
NGCS 2	0.83
NGCS 3	1.67
NGCS 4	2.50
NGCS 5	3.33
NGCS 6	4.17
NGCS 7	5.00
NGCS 8	5.83
NGCS 9	6.67
NGCS 10	7.50
NGCS 11	8.33
NGCS 12	9.17
NGCS 13	10.00
NGCS 14	10.83
NGCS 15	12.50
NGCS 16	16.67
NGCS 17	20.83
NGCS 18	25.00
NGCS 19	29.17
NGCS 20	30.00
NGCS 21	33.33
NGCS 22	37.50
NGCS 23	38.33
NGCS 24	41.67
NGCS 25	45.83
NGCS 26	50.00
NGCS 27	54.17
NGCS 28	58.33
NGCS 29	62.50
NGCS 30	66.67
NGCS 31	75.00
NGCS 32	79.17

Name	PPM
NGCS 33	82.50
NGCS 34	83.33
NGCS 35	91.67
NGCS 36	100.00
NGCS 37	120.83
NGCS 38	125.00
NGCS 39	129.17
NGCS 40	150.00
NGCS 41	166.67
NGCS 42	183.33
NGCS 43	208.33
NGCS 44	250.00
NGCS 45	300.00

Name	PPM	PPC
NGCS 46	0.00	4.17
NGCS 47	0.00	8.33
NGCS 48	0.00	12.50
NGCS 49	0.00	20.83
NGCS 50	0.00	25.00
NGCS 51	0.00	29.17
NGCS 52	0.00	33.33
NGCS 53	0.00	40.00
NGCS 54	0.00	41.67
NGCS 55	0.00	58.33
NGCS 56	0.00	62.50
NGCS 57	0.00	83.33
NGCS 58	0.00	120.83
NGCS 59	0.00	125.00
NGCS 60	0.00	166.67
NGCS 61	0.00	208.33
NGCS 62	0.00	250.00
NGCS 63	0.00	333.33
NGCS 64	0.00	416.67
NGCS 65	0.00	500.00
NGCS 66	129.17	64.17
NGCS 67	20.83	66.67
NGCS 68	202.50	0.00
NGCS 69	8.33	291.67
NGCS 70	202.50	202.50
NGCS 72	147.50	230.00
NGCS 73	208.33	0.00
NGCS 74	4.17	4.17
NGCS 75	8.33	8.33
NGCS 76	33.33	33.33
NGCS 77	58.33	58.33
NGCS 78	125.00	125.00
NGCS 79	166.67	166.67
NGCS 81	15.00	0.00
NGCS 82	18.33	0.00
NGCS 83	291.67	0.00
NGCS 84	62.50	208.33
NGCS 85	82.50	216.67
NGCS 86	65.00	229.17
NGCS 87	108.33	250.00
NGCS 88	0.00	304.17
NGCS 92	5.83	5.83
NGCS 93	10.83	10.83
NGCS 94	66.67	66.67
NGCS 95	83.33	83.33
NGCS 96	250.00	250.00
NGCS 97	41.67	300.00
NGCS 98	125.00	300.00
NGCS 99	166.67	300.00
NGCS 100	300.00	300.00

Connection charges apply; 25.02p to local and national, 25.02p to mobile and 25.02p 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.

Note: 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. All Prices plus VAT charged at the applicable rate and are listed in pence per minute. 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.

Destination	International Landline Anytime	International Mobile Anytime
Afghanistan	242.13	269.77
Albania	74.83	102.48
Algeria	74.83	102.48
Andorra	74.83	102.48
Angola	176.06	203.57
Anguilla	92.46	86.20
Antigua & Barbuda	92.46	120.10
Argentina	136.48	164.11
Armenia	114.41	142.16
Aruba	114.41	102.36
Ascension Island	242.13	268.52
Australia	61.65	89.84
Austria	35.26	62.55
Azerbaijan	114.41	142.16
Azores	44.02	70.40
Bahamas	92.46	118.85
Bahrain	114.41	102.36
Bangladesh	74.83	102.48
Barbados	92.46	120.10
Belarus	114.41	142.16
Belize	176.06	189.93
Belgium	35.26	62.55
Benin	176.06	189.93
Bermuda	92.46	120.10
Bolivia	176.06	203.57
Bosnia & Herzegovina	176.06	203.57
Botswana	136.48	164.11
Brazil	136.48	164.11
British Virgin Islands	92.46	118.85
Brunei	136.48	164.11
Bulgaria	74.83	102.48
Burkina Faso	176.06	189.93
Burundi	176.06	203.57
Cambodia	242.13	269.77
Cameroon	136.48	164.11
Canada	30.82	57.21

Destination	International Landline Anytime	International Mobile Anytime
Canary Islands	44.02	70.40
Cape Verde Island	242.13	269.77
Cayman Islands	92.46	86.20
Central African Republic	242.13	189.93
Chad	242.13	189.93
Chile	136.48	164.11
China	114.41	142.16
Columbia	176.06	203.57
Cook Islands	242.13	268.52
Costa Rica	136.48	164.11
Croatia	74.83	102.48
Cuba	242.13	268.52
Cyprus North	74.83	102.48
Cyprus South	44.02	71.65
Czech Republic	44.02	71.65
Denmark	35.26	62.55
Diego Garcia	242.13	268.52
Djibouti	242.13	269.77
Dominica	92.46	120.10
Dominican Republic	92.46	120.10
Ecuador	176.06	203.57
Egypt	136.48	164.11
Emsat	251.35	251.35
Equatorial Guinea	242.13	269.77
Eritrea	176.06	137.62
Estonia	74.83	102.48
Ethiopia	176.06	203.57
Faroe Islands	44.02	51.18
Falkland Islands	176.06	202.55
Fiji	242.13	269.77
Finland	35.26	62.55
France	35.26	62.55
French Polynesia	242.13	269.77
Gambia	176.06	203.57
Georgia	114.41	142.16
Germany	35.26	62.55

Destination	International Landline Anytime	International Mobile Anytime
Ghana	136.48	164.11
Gibraltar	44.02	71.65
Global Satellite-Thuraya	440.14	440.14
Greece	35.26	62.55
Grenada	92.46	86.20
Guadeloupe	92.46	120.10
Guatemala	136.48	117.60
Guinea	242.13	269.77
Guyana	176.06	137.62
Honduras	136.48	164.11
Hong Kong	61.65	89.84
Hungary	44.02	71.65
Iceland	74.83	102.48
India	74.83	102.48
Indonesia	114.41	142.16
Inmarsat B Maritime	440.14	440.14
Inmarsat Mini M	315.03	315.03
Iran	136.48	164.11
Iraq	136.48	117.60
Ireland	26.39	54.59
Iridium 8817	440.14	440.14
Israel	35.26	62.55
Italy	61.65	89.84
Ivory Coast	136.48	164.11
Jamaica	92.46	120.10
Japan	61.65	89.84
Jordan	136.48	164.11
Kazakhstan	114.41	142.16
Kenya	136.48	164.11
Korea North	242.13	268.52
Korea South	114.41	142.16
Kosovo	53.45	102.48
Kuwait	114.41	142.16
Kyrgyzstan	114.41	142.16
Laos	242.13	268.52
Latvia	74.83	73.58
Lebanon	136.48	164.11
Lesotho	176.06	203.57
Liberia	136.48	164.11
Libya	74.83	102.48

Destination	International Landline Anytime	International Mobile Anytime
Liechtenstein	74.83	102.48
Lithuania	74.83	102.48
Luxembourg	35.26	62.55
Macao	136.48	164.11
Macedonia	74.83	102.48
Madagascar	176.06	203.57
Malawi	136.48	164.11
Malaysia	61.65	89.84
Maldives	176.06	203.57
Malta	44.02	71.65
Martinique	92.46	120.10
Mauritania	176.06	137.62
Mauritius	242.13	164.11
Mexico	114.41	142.16
Moldova	176.06	137.62
Monaco	44.02	71.65
Mongolia	242.13	177.42
Montserrat	92.46	120.10
Morocco	74.83	102.48
Mozambique	176.06	203.57
Myanmar	176.06	202.55
Namibia	176.06	203.57
Nepal	136.48	164.11
Netherlands	35.26	62.55
New Caledonia	242.13	269.77
New Zealand	61.65	89.84
Nicaragua	136.48	164.11
Niger	176.06	202.55
Nigeria	114.41	142.16
Norway	35.26	62.55
Oman	114.41	142.16
Pakistan	74.83	102.48
Palestine	61.65	89.84
Panama	136.48	164.11
Papua New Guinea	242.13	269.77
Paraguay	136.48	164.11
Peru	136.48	164.11
Philippines	114.41	142.16
Poland	44.02	71.65
Portugal	92.46	118.85
Puerto Rico	61.65	89.84

Destination	International Landline Anytime	International Mobile Anytime
Qatar	114.41	142.16
Reunion Island	242.13	269.77
Romania	74.83	102.48
Russia	101.22	102.48
San Marino	44.02	70.40
Sao Tome & Principe	242.13	268.52
Saudi Arabia	114.41	142.16
Senegal	136.48	164.11
Serbia	74.83	102.48
Seychelles	136.48	164.11
Sierra Leone	136.48	164.11
Singapore	61.65	89.84
Slovakia	44.02	71.65
Slovenia	74.83	102.48
Solomon Islands	242.13	268.52
Somalia	242.13	268.52
South Africa	61.65	89.84
Spain	35.26	62.55
Sri Lanka	136.48	164.11
St. Helena	242.13	268.52
St. Kitts & Nevis	92.46	86.20
St. Lucia	92.46	120.10
St. Vincent's	92.46	120.10
Sudan	136.48	117.60
Suriname	176.06	203.57
Swaziland	176.06	203.57
Sweden	35.26	62.55
Switzerland	35.26	62.55
Syria	136.48	164.11
Taiwan	114.41	142.16
Tajikistan	176.06	203.57
Tanzania	136.48	164.11
Thailand	114.41	142.16
Togo	176.06	137.62
Tonga	242.13	177.42
Trinidad & Tobago	92.46	120.10
Tunisia	74.83	102.48
Turkey	74.83	102.48
Turkmenistan	114.41	142.16
Turks & Caicos Island	92.46	120.10

Destination	International Landline Anytime	International Mobile Anytime
Tuvalu	242.13	268.52
Uganda	136.48	164.11
Ukraine	114.41	142.16
United Arab Emirates	114.41	142.16
Uruguay	136.48	164.11
USA	30.82	57.21
Uzbekistan	114.41	142.16
Venezuela	136.48	164.11
Vietnam	176.06	203.57
Western Samoa	242.13	177.42
Yemen	176.06	203.57
Zambia	136.48	164.11
Zimbabwe	136.48	164.11

Clear Business

Broadband Pricing

Copper Broadband*

You will receive speeds up to 17 Mbps[1] (dependent on line length and quality).

Unlimited Copper Broadband

Unlimited Usage[4]

£34.40 per month

Broadband Pricing

Service	Charge
Wireless router	Included[5]
Static IP Address	£4.30 per month
Moving broadband to a different telephone 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.

Full and Part Fibre*

Like our Copper Broadband, our Full and Part Fibre services benefit from our technical support team.

Absolute PartFibre (FTTC)	Ultrafast Full Fibre (FTTP)	Superfast Part-Fibre (SoGEA)
- Up to 76 Mbps download speed[1]	- 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[2]	- Unlimited downloads[2]	- Unlimited downloads[2]
£46.90 per month	**£53.66 per month**	**£53.66 per month**

Full and Part 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	£53.66
100 Mbps (FTTP)	20 Mbps	£53.66
200 Mbps (FTTP)	30 Mbps	£61.12
300 Mbps (FTTP)	50 Mbps	£68.57
500 Mbps (FTTP)	75 Mbps	£83.49
900 Mbps (FTTP)	150 Mbps	£104.36

Wi-Fi Reach Full and Part Fibre Broadband – Choose Your Speed

3-year contract

Per supply, per month, plus seat rental

Download Speed (up to)[3]	Upload Speed (up to)[3]	Price
80 Mbps (SoGEA)	20 Mbps	£60.12
100 Mbps (FTTP)	20 Mbps	£60.12
200 Mbps (FTTP)	30 Mbps	£67.58
300 Mbps (FTTP)	50 Mbps	£75.03
500 Mbps (FTTP)	75 Mbps	£89.95
900 Mbps (FTTP)	150 Mbps	£110.82

2-year contract

Per supply, per month, plus seat rental

Download Speed (up to)[3]	Upload Speed (up to)[3]	Price
80 Mbps (SoGEA)	20 Mbps	£61.20
100 Mbps (FTTP)	20 Mbps	£61.20
200 Mbps (FTTP)	30 Mbps	£68.66
300 Mbps (FTTP)	50 Mbps	£76.11
500 Mbps (FTTP)	75 Mbps	£91.03
900 Mbps (FTTP)	150 Mbps	£111.90

Broadband Speeds

	Unlimited Copper Broadband		Absolute Part Fibre Broadband	
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	17mbps	1mbps	76mbps	19mbps
Normally available	**11mbps**	**1mbps**	**67mbps**	**16mbps**
Minimum	<1mbps	<1mbps	<1mbps	<1mbps

	Ultrafast Full Fibre Broadband										Superfast Part Fibre Broadband	
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	20mbps	200mbps	30mbps	300mbps	50mbps	500mbps	75mbps	900mbps	150mbps	80mbps	20mbps
Normally	**100mbps**	**18mbps**	**200mbps**	**29mbps**	**300mbps**	**47mbps**	**500mbps**	**72mbps**	**900mbps**	**110mbps**	**67mbps**	**16mbps**
Minimum	50mbps	10mbps	106mbps	15mbps	150mbps	25mbps	250mbps	37mbps	450mbps	75mbps	<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 full or part fibre connections, and line quality. Speeds vary significantly by location. External factors e.g., internet congestion and premises wiring can also significantly affect speed. Full and Part Fibre is subject to exchange availability.

2. Clear Business operates a fair use policy for its Unlimited Copper Broadband and Full and Part Fibre packages. 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.

3. 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.

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.

Bundle Package[1]

Connected	Connected Plus*	Extended*	Protected*
Download speed up to 100 Mbps Upload speed up to 20 Mbps Wi-Fi 6 router	Download speed up to 100 Mbps Upload speed up to 20 Mbps Wi-Fi 6 router Digital Voice Phone line	Download speed up to 100 Mbps Upload speed up to 20 Mbps Wi-Fi 6 router Digital Voice Phone line Wi-Fi Reach	Download speed up to 100 Mbps Upload speed up to 20 Mbps Wi-Fi 6 router Digital Voice Phone line Wi-Fi Reach 4G Broadband Back-Up
From only £53.66 pm	**From only £79.92 pm**	**From only £86.38 pm**	**From only £94.99 pm**

3-Year Contract

Download Speed (up to)[2]	Upload Speed (up to)	Connected	Connected Plus	Extended	Protected
80 Mbps (SoGEA)	20 Mbps	£53.66	£79.92	£86.38	£94.99
100 Mbps (FTTP)	20 Mbps	£53.66	£79.92	£86.38	£94.99
200 Mbps (FTTP)	30 Mbps	£61.12	£87.38	£93.84	£102.46
300 Mbps (FTTP)	50 Mbps	£68.57	£94.83	£101.29	£109.91
500 Mbps (FTTP)	75 Mbps	£83.49	£109.75	£116.21	£124.83
900 Mbps (FTTP)	150 Mbps	£104.36	£130.62	£137.08	£145.70

2-Year Contract

Download Speed (up to)	Upload Speed (up to)	Connected	Connected Plus	Extended	Protected
80 Mbps (SoGEA)	20 Mbps	£53.66	£79.92	£87.46	£97.15
100 Mbps (FTTP)	20 Mbps	£53.66	£79.92	£87.46	£97.15
200 Mbps (FTTP)	30 Mbps	£61.12	£87.38	£94.92	£104.61
300 Mbps (FTTP)	50 Mbps	£68.57	£94.83	£102.37	£112.06
500 Mbps (FTTP)	75 Mbps	£83.49	£109.75	£117.29	£126.98
900 Mbps (FTTP)	150 Mbps	£104.36	£130.62	£138.16	£147.85

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	£13.42
Unlimited Calls Everywhere	Unlimited calls to all landline and mobiles around the world	£17.05
Extra Digital Voice Phone Lines	Make or receive more than 1 call at a time	£26.26
Enhanced Care	Fault repair by the end of the next working day after you've notified us.	£7.39
Prompt Care	Fault repair within the following 8 hours after you've notified us.	£10.23
Network Features Pack[3]	Bundle up to 4 network features	£5.69
Complete Assurance	Our Broadband Assurance and Prompt Care bundle	£12.40

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

[1] Activation Fee of £29.99 and P&P of £9.99 applies.
[2] 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.
[3] Excludes Receptionist Console, Call Centre Agent, Call Recording, Call Centre Agent/Client/Supervisor

Clear Business

Mobile Pricing

Mobile Packages – EE Network*

Destination	Cost
MMS	34p per message
Data (no data bundle taken)	17p per MB
Voicemail	10p per minute
084 / 087 / 118 / 09 numbers	Service Charge[1] + Access Charge[2]
1 Service Charge = Set by the provider you are calling 2 Access Charge = 42.5p per minute	
070 numbers	Up to £2.50 per minute/SMS/Call
SMS short codes	

Bundle	Price per month
No data	£23.98
1GB	£26.45
3GB	£28.91
10GB	£33.84
30GB	£41.24

All data bundles include Unlimited Calls and SMS

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 15p per minute. Connection charge of 20p 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

* Based on a 24-month contract

Handsets and/or other services available on request

Call 0333 014 3131 for details.

Contact Details	
Phone	0333 014 3131
Lost/Stolen	0333 014 3131
Website	www.clearbusiness.co.uk
Address	Clear Business, PO Box 156, Blyth, NE24 9GH

Lost/Stolen Mobile Phones

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

Call 0333 014 3131

Monday to Friday, 9am to 5pm

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: 23p
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 71p
Cost of downloading data: See note

Aland Islands	Andorra	Austria	Belgium	Bulgaria	Canary Islands	Cyprus (South)	Czech 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 from UK: 34p
Cost to receive calls: 95p
Cost of calling the UK: 162p
Cost of SMS to destination: 28p
Cost of calling any other country 378p
Cost of SMS from destination: 57p
Cost of downloading data: 1p 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: 95p
Cost of calling the UK: 162p
Cost of SMS to destination: 28p
Cost of calling any other country 378p
Cost of SMS from destination: 57p
Cost of downloading data: 1p 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: 23p
Cost to receive calls: 95p
Cost of calling the UK: 184p
Cost of SMS to destination: 17p
Cost of calling any other country 378p
Cost of SMS from destination: 57p
Cost of downloading data: 1p per KB

Middle East

Cost to call from UK: 34p
Cost to receive calls: 143p
Cost of calling the UK: 237p
Cost of SMS to destination: 28p
Cost of calling any other country 378p
Cost of SMS from destination: 57p
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: 143p

Cost of calling the UK: 259p
Cost of SMS to destination: 28p

Cost of calling any other country 378p
Cost of SMS from destination: 57p

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	Nagorno-Karabakh	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 (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 charged at non-bundle price listed below. Fair use policy applies.

Data Bundle	6GB	8GB	12GB	24GB	100GB	Unlimited
Price per month	£23.98	£26.45	£30.20	£32.62	£35.07	£38.78

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 0333 014 3131 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 18p per minute (from £1.25)	£8.02

*EU = Regulated Europe, Unregulated Europe and Eastern Europe Zone. North America = USA and Canada. Asia = Asia Pacific

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	80p per minute
UK Calls to Ireland	58p per minute
UK Calls to Europe	£1.34 per minute
UK Calls to USA & Canada	£1.34 per minute
UK Calls to Asia & Pacific	£1.34 per minute
UK Calls to Rest of World	£1.34 per minute
Call Return	42p per minute
MMS	59p per message
Data within the UK	8p per MB
Data overseas	Please refer to Mobile International Call 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	£1.93 per minute	free	UK Bundle	50p
Unregulated Europe	*£2.50 per day for access to your UK calls, texts & data bundle (only pay when you use it)*				50p
Eastern Europe Zone	87p per minute	£1.93 per minute	56p per minute	50p	50p
Asia Pacific	65p per minute	£1.93 per minute	47p per minute	50p	50p
USA & Canada	97p per minute	£1.93 per minute	42p per minute	50p	50p
Rest of World	In country or to UK £1.20 per minute; In zone £2.03 per minute	£1.93 per minute	92p per minute	50p	50p

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 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									
Guernsey	Isle of Man	Jersey	Switzerland						

Eastern Europe									
Albania	Bosnia	Herzegovina	Faroe Islands	Macedonia	Montenegro	San Marino	Turkey (inc. N. Cyprus)		

Asia Pacific									
Australia	New Zealand	Singapore	South Africa	Taiwan	Thailand				

USA and Canada									
USA	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	Standard rates
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	Bosnia & Herzg	Burundi	Chad	Congo	Democratic Rep. Congo	Equatorial Guinea	Falkland Islands
Fiji	French Polynesia	Gambia	Georgia	Iraq	Kosovo	Macau	Malawi	Morocco	Niger
Oman	Pakistan	Papua New Guinea	Sierra 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 0333 014 3131

Monday to Friday, 9am to 5pm

We will bar your SIM card to prevent unauthorized charges being made

Contact Details

Phone 0333 014 3131

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 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 Fibre 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	Cost
Business Phone Line	£249 per line/channel, seat and/or connection for each year or part year remaining on your contract.
Digital Voice	
Business Copper Broadband	
Full or Part Fibre Broadband*	
Digital Voice Lite	
Business Mobile	£75 plus remaining service and handset and/or other device charges you would have been due to pay until the end of the Minimum Period. Part months will be counted as full months.

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
PO Box 156
Blyth
NE24 9GH

0333 014 3131

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% for all calls and 10% for line rental, seat rental, broadband and network features. All prices exclude VAT which is charged at the applicable rate.