

**Charges Schedule
January 2026**

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Telecoms Pricing

Telecoms Annual Price Changes

On 1st January each year the monthly charge for your Line Rental or Digital Voice Seat Rental (per line or seat) will increase by £1.00 during your agreed fixed term period.

Additionally, the monthly charge for Digital Voice Unlimited Landline & Mobile Calls Plan or Digital Voice Unlimited Calls Everywhere Plan will increase by £0.50 during your agreed fixed term period.

All other out of bundle charges will increase on 1st January each year by the Consumer Price Index (CPI) rate of inflation plus 3.9%.

Line Rental*

Per line, per month (or channel)

| Rental Type | Charge per line/channel |
|-------------------------------|-------------------------|
| Standard Line Rental | £26.60 |
| Premium Main Auxiliary line | £26.60 |
| Premium Auxiliary line | £26.60 |
| ISDN2e Standard | £26.60 |
| ISDN2e Main Auxiliary channel | £26.60 |
| ISDN2e Auxiliary channel | £26.60 |
| ISDN30 Main channel | £26.60 |
| ISDN30 Auxiliary channel | £26.60 |
| DDI | £0.41 |

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 |

Digital Voice Seat Rental*

Per seat, per month

| Rental Type | Charge per seat |
|--------------------------------|-----------------|
| Digital Voice Seat Rental | £25.38 |
| Digital Voice Lite Seat Rental | £25.38 |

| 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 12 or 24-month contract.

Invoice Options

| Option | Charge |
|-------------------------------|-----------|
| E - Billing | Inclusive |
| Paper Billing | £5.28 |
| 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 | £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 1 st hour | £125.00 | £175.00 |
| | Time in excess of 1 st hour | £120.00 | £180.00 |
| | Minimum period charge | 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: <ul style="list-style-type: none"> 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 price 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. | £8.49 |
| Unlimited Landline & Mobile Calls | Unlimited calls from your landline to all UK mobiles and UK landlines beginning in 01, 02 and 03 | £17.27 |
| International Cost Saver | The international caller destinations are capped at 5p per call. 50% off our standard per minute rate to other international destinations | £8.49 |
| Digital Voice Unlimited Landline & Mobile Calls | Unlimited calls from your number to all UK mobiles and UK landlines beginning in 01, 02 and 03 | £12.96 |

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 12 or 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 | 16.16 | 9.36 |
| D | 21.60 | 12.65 |
| E | 6.83 | 6.33 |
| F | 38.66 | 25.68 |
| J | 47.76 | 32.11 |
| K | 47.76 | 31.78 |
| M | 45.15 | 36.38 |
| N | 19.33 | 19.02 |
| FW1 | 16.94 | 15.69 |
| FW2 | 18.76 | 16.75 |
| FW3 | 18.20 | 12.45 |
| FW4 | 17.06 | 15.40 |
| FW5 | 17.06 | 13.28 |
| FW6 | 16.94 | 15.69 |
| FW7 | 14.44 | 14.44 |
| G6 | 9.10 | 8.80 |

Access Charges

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

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

Personal Numbers

| Charge Band | Peak | Off Peak |
|-------------|-------|----------|
| PN1 | 30.85 | 20.55 |
| PN2 | 64.22 | 64.22 |
| PN3 | 62.94 | 50.12 |
| PN4 | 33.42 | 33.42 |
| PN5 | 21.84 | 21.84 |
| PN6 | 25.68 | 25.68 |
| PN8 | 30.19 | 30.19 |
| PN9 | 30.19 | 30.19 |
| PN10 | 44.96 | 44.96 |
| PN11 | 50.10 | 50.10 |
| PN12 | 34.69 | 34.69 |
| PN13 | 50.10 | 50.10 |
| PN14 | 37.90 | 37.90 |
| PN15 | 16.69 | 16.69 |
| PN16 | 15.92 | 15.92 |
| PN17 | 19.27 | 19.27 |
| PN18 | 20.55 | 20.55 |
| PN19 | 12.84 | 12.84 |
| PN20 | 30.85 | 30.85 |

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

International Cost Saver Landline

| Destination | All Times | 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 |

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 | 188.80 | 207.55 |
| Albania | 75.07 | 94.35 |
| Algeria | 75.07 | 94.35 |
| Andorra | 75.07 | 94.35 |
| Angola | 172.87 | 191.84 |
| Anguilla | 100.09 | 119.49 |
| Antigua & Barbuda | 100.09 | 119.49 |
| Argentina | 141.02 | 160.39 |
| Armenia | 119.42 | 138.36 |
| Aruba | 119.42 | 138.36 |
| Ascension Island | 188.80 | 207.55 |
| Australia | 3.41 | 88.06 |
| Austria | 3.41 | 56.61 |
| Azerbaijan | 119.42 | 138.36 |
| Azores | 46.63 | 66.04 |
| Bahamas | 100.09 | 119.49 |
| Bahrain | 119.42 | 138.36 |
| Bangladesh | 3.41 | 94.35 |
| Barbados | 100.09 | 119.49 |
| Belarus | 119.42 | 138.36 |
| Belize | 172.87 | 191.84 |
| Belgium | 3.41 | 56.61 |
| Benin | 172.87 | 191.84 |
| Bermuda | 100.09 | 119.49 |
| Bolivia | 172.87 | 191.84 |
| Bosnia & Herzegovina | 172.87 | 191.84 |
| Botswana | 141.02 | 160.39 |
| Brazil | 141.02 | 160.39 |
| British Virgin Islands | 100.09 | 119.49 |
| Brunei | 141.02 | 160.39 |
| Bulgaria | 75.07 | 94.35 |
| Burkina Faso | 172.87 | 191.84 |
| Burundi | 172.87 | 191.84 |
| Cambodia | 188.80 | 207.55 |
| Cameroon | 141.02 | 160.39 |
| Canada | 3.41 | 53.46 |

| Destination | International Landline Anytime | International Mobile Anytime |
|--------------------------|--------------------------------|------------------------------|
| Canary Islands | 46.63 | 66.04 |
| Cape Verde Island | 188.80 | 207.55 |
| Cayman Islands | 100.09 | 119.49 |
| Central African Republic | 188.80 | 207.55 |
| Chad | 188.80 | 207.55 |
| Chile | 141.02 | 160.39 |
| China | 119.42 | 138.36 |
| Columbia | 172.87 | 191.84 |
| Cook Islands | 188.80 | 207.55 |
| Costa Rica | 141.02 | 160.39 |
| Croatia | 75.07 | 94.35 |
| Cuba | 188.80 | 207.55 |
| Cyprus North | 75.07 | 94.35 |
| Cyprus South | 46.63 | 66.04 |
| Czech Republic | 46.63 | 66.04 |
| Denmark | 3.41 | 56.61 |
| Diego Garcia | 188.80 | 207.55 |
| Djibouti | 188.80 | 207.55 |
| Dominica | 100.09 | 119.49 |
| Dominican Republic | 100.09 | 119.49 |
| Ecuador | 172.87 | 191.84 |
| Egypt | 141.02 | 160.39 |
| Emsat | 251.35 | 251.35 |
| Equatorial Guinea | 188.80 | 207.55 |
| Eritrea | 172.87 | 191.84 |
| Estonia | 75.07 | 94.35 |
| Ethiopia | 172.87 | 191.84 |
| Faroe Islands | 46.63 | 66.04 |
| Falkland Islands | 172.87 | 191.84 |
| Fiji | 188.80 | 207.55 |
| Finland | 37.53 | 56.61 |
| France | 3.41 | 56.61 |
| French Polynesia | 188.80 | 207.55 |
| Gambia | 172.87 | 191.84 |
| Georgia | 119.42 | 138.36 |
| Germany | 3.41 | 56.61 |

| Destination | International Landline Anytime | International Mobile Anytime |
|-----------------------------|--------------------------------|------------------------------|
| Ghana | 141.02 | 160.39 |
| Gibraltar | 46.63 | 66.04 |
| Global Satellite-Thuraya | 440.14 | 440.14 |
| Greece | 37.53 | 56.61 |
| Grenada | 100.09 | 119.49 |
| Guadeloupe | 100.09 | 119.49 |
| Guatemala | 141.02 | 160.39 |
| Guinea | 172.87 | 191.84 |
| Guyana | 172.87 | 191.84 |
| Honduras | 141.02 | 160.39 |
| Hong Kong | 3.41 | 88.06 |
| Hungary | 46.63 | 66.04 |
| Iceland | 75.07 | 94.35 |
| India | 3.41 | 94.35 |
| Indonesia | 119.42 | 138.36 |
| Inmarsat B Maritime | 440.14 | 440.14 |
| Inmarsat Mini M | 315.03 | 315.03 |
| Inmarsat-Atlantic West-B | 440.14 | 440.14 |
| Inmarsat-Atlantic West-Mini | 440.14 | 440.14 |
| Inmarsat-Indian-B | 440.14 | 440.14 |
| Inmarsat-Indian-Mini | 440.14 | 440.14 |
| Inmarsat-Pacific-A | 755.17 | 755.17 |
| Inmarsat-Pacific-B | 440.14 | 440.14 |
| Iran | 141.02 | 160.39 |
| Iraq | 141.02 | 160.39 |
| Ireland | 3.41 | 50.32 |
| Iridium 8816 | 440.14 | 440.14 |
| Iridium 8817 | 440.14 | 440.14 |
| Italy | 3.41 | 56.61 |
| Israel | 69.38 | 88.06 |
| Ivory Coast | 69.38 | 88.06 |
| Jamaica | 69.38 | 88.06 |
| Japan | 69.38 | 88.06 |
| Jordan | 69.38 | 88.06 |
| Kazakhstan | 69.38 | 88.06 |
| Kenya | 69.38 | 88.06 |
| Korea North | 188.80 | 207.55 |
| Korea South | 119.42 | 138.36 |

| Destination | International Landline Anytime | International Mobile Anytime |
|---------------|--------------------------------|------------------------------|
| Kosovo | 141.02 | 160.39 |
| Kuwait | 119.42 | 138.36 |
| Kyrgyzstan | 119.42 | 138.36 |
| Laos | 188.80 | 207.55 |
| Latvia | 75.07 | 94.35 |
| Lebanon | 141.02 | 160.39 |
| Lesotho | 172.87 | 191.84 |
| Liberia | 141.02 | 160.39 |
| Libya | 75.07 | 94.35 |
| Liechtenstein | 75.07 | 94.35 |
| Lithuania | 75.07 | 94.35 |
| Luxembourg | 37.53 | 56.61 |
| Macao | 141.02 | 160.39 |
| Macedonia | 75.07 | 94.35 |
| Madagascar | 172.87 | 191.84 |
| Malawi | 141.02 | 160.39 |
| Malaysia | 69.38 | 88.06 |
| Maldives | 172.87 | 191.84 |
| Malta | 46.63 | 66.04 |
| Martinique | 100.09 | 119.49 |
| Mauritania | 172.87 | 191.84 |
| Mauritius | 141.02 | 160.39 |
| Mexico | 119.42 | 138.36 |
| Moldova | 172.87 | 191.84 |
| Monaco | 46.63 | 66.04 |
| Mongolia | 188.80 | 207.55 |
| Montserrat | 100.09 | 119.49 |
| Morocco | 75.07 | 94.35 |
| Mozambique | 172.87 | 191.84 |
| Myanmar | 172.87 | 191.84 |
| Namibia | 172.87 | 191.84 |
| Nepal | 141.02 | 160.39 |
| Netherlands | 3.41 | 56.61 |
| New Caledonia | 188.80 | 207.55 |
| New Zealand | 3.41 | 88.06 |
| Nicaragua | 141.02 | 160.39 |
| Niger | 172.87 | 191.84 |
| Nigeria | 119.42 | 138.36 |
| Norway | 3.41 | 56.61 |
| Oman | 119.42 | 138.36 |
| Pakistan | 3.41 | 94.35 |

| Destination | International Landline Anytime | International Mobile Anytime |
|---------------------|--------------------------------|------------------------------|
| Palestine | 69.38 | 88.06 |
| Panama | 141.02 | 160.39 |
| Papua New Guinea | 188.80 | 207.55 |
| Paraguay | 141.02 | 160.39 |
| Peru | 141.02 | 160.39 |
| Philippines | 119.42 | 138.36 |
| Poland | 3.41 | 66.04 |
| Puerto Rico | 100.09 | 119.49 |
| Portugal | 3.41 | 56.61 |
| Qatar | 119.42 | 138.36 |
| Reunion | 188.80 | 207.55 |
| Romania | 75.07 | 94.35 |
| Russia | 75.07 | 94.35 |
| San Marino | 46.63 | 66.04 |
| Sao Tome & Principe | 188.80 | 207.55 |
| Saudi Arabia | 119.42 | 138.36 |
| Senegal | 141.02 | 160.39 |
| Serbia | 75.07 | 94.35 |
| Seychelles | 46.63 | 66.04 |
| Sierra Leone | 141.02 | 160.39 |
| Singapore | 69.38 | 88.06 |
| Slovakia | 46.63 | 66.04 |
| Slovenia | 75.07 | 94.35 |
| Solomon Islands | 188.80 | 207.55 |
| Somalia | 188.80 | 207.55 |
| South Africa | 69.38 | 88.06 |
| Spain | 3.41 | 56.61 |
| Sri Lanka | 141.02 | 160.39 |
| St. Helena | 188.80 | 207.55 |
| St. Kitts & Nevis | 100.09 | 119.49 |
| St. Lucia | 100.09 | 119.49 |
| St. Vincent's | 100.09 | 119.49 |
| Sudan | 141.02 | 160.39 |
| Suriname | 172.87 | 191.84 |
| Swaziland | 172.87 | 191.84 |
| Sweden | 3.41 | 56.61 |
| Switzerland | 3.41 | 56.61 |
| Syria | 141.02 | 160.39 |
| Taiwan | 119.42 | 138.36 |
| Tajikistan | 172.87 | 191.84 |
| Tanzania | 141.02 | 160.39 |

| Destination | International Landline Anytime | International Mobile Anytime |
|-----------------------|--------------------------------|------------------------------|
| Thailand | 119.42 | 138.36 |
| Togo | 172.87 | 191.84 |
| Tonga | 188.80 | 207.55 |
| Trinidad & Tobago | 100.09 | 119.49 |
| Tunisia | 75.07 | 94.35 |
| Turkey | 3.41 | 94.35 |
| Turkmenistan | 119.42 | 138.36 |
| Turks & Caicos Island | 100.09 | 119.49 |
| Tuvalu | 188.80 | 207.55 |
| Uganda | 141.02 | 160.39 |
| Ukraine | 119.42 | 138.36 |
| United Arab Emirates | 119.42 | 138.36 |
| Uruguay | 141.02 | 160.39 |
| USA | 3.41 | 53.46 |
| Uzbekistan | 119.42 | 138.36 |
| Venezuela | 141.02 | 160.39 |
| Vietnam | 172.87 | 191.84 |
| Western Samoa | 188.80 | 207.55 |
| Yemen | 172.87 | 191.84 |
| Zambia | 141.02 | 160.39 |
| Zimbabwe | 141.02 | 160.39 |

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Broadband Pricing

Broadband Annual Price Changes

On 1st January each year the monthly charge for your Full-Fibre, Part-Fibre or Copper Broadband (per connection) will increase by £3.00 during your agreed fixed term period.

All other out of bundle charges will increase on 1st January each year by the Consumer Price Index (CPI) rate of inflation plus 3.9%.

Copper Broadband*

You will receive speeds up to 17 Mbps¹ (dependent on line length and quality).

Unlimited Broadband Package

Unlimited Usage²

£30.20 per month

SoADSL Broadband Package

1 or 2-Year Contract

| Download Speed (up to) | Upload Speed (up to) | Connected | Connected Plus* | Extended* | Protected* |
|------------------------|----------------------|-----------|-----------------|-----------|------------|
| 17 Mbps | 1 Mbps | £48.00 | £73.38 | £80.38 | £89.38 |

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

Unlimited Usage²

Broadband Pricing

| Service | Charge |
|---|------------------------|
| Wireless router | P&P £9.99 ⁵ |
| Static IP Address – Unlimited copper broadband / FTTC part fibre broadband | £1.26 per month |
| Static IP Address – Ultrafast full fibre broadband / Superfast part fibre broadband / SoADSL copper broadband | £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 Broadband services benefit from our technical support team.

| Absolute Part Fibre (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 |
| £46.55 per month | £52.82 per month | £52.82 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 | £52.82 |
| 100 Mbps (FTTP) | 20 Mbps | £52.82 |
| 200 Mbps (FTTP) | 30 Mbps | £59.75 |
| 300 Mbps (FTTP) | 50 Mbps | £66.67 |
| 500 Mbps (FTTP) | 75 Mbps | £80.52 |
| 900 Mbps (FTTP) | 150 Mbps | £99.90 |

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 | £58.82 |
| 100 Mbps (FTTP) | 20 Mbps | £58.82 |
| 200 Mbps (FTTP) | 30 Mbps | £65.74 |
| 300 Mbps (FTTP) | 50 Mbps | £72.67 |
| 500 Mbps (FTTP) | 75 Mbps | £86.50 |
| 900 Mbps (FTTP) | 150 Mbps | £105.90 |

1 or 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 | £59.82 |
| 100 Mbps (FTTP) | 20 Mbps | £59.82 |
| 200 Mbps (FTTP) | 30 Mbps | £66.75 |
| 300 Mbps (FTTP) | 50 Mbps | £73.67 |
| 500 Mbps (FTTP) | 75 Mbps | £87.52 |
| 900 Mbps (FTTP) | 150 Mbps | £106.90 |

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 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. Clear Business operates a fair use policy for its Unlimited Copper Broadband and Full and Part Fibre Broadband. 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 12 or 24-month contract.

Bundle Package¹

| 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 £52.82 pm | From only £78.20 pm | From only £84.20 pm | From only £92.20 pm |

3-Year Contract

| Download Speed (up to) ² | Upload Speed (up to) | Connected | Connected Plus | Extended | Protected |
|-------------------------------------|----------------------|-----------|----------------|----------|-----------|
| 80 Mbps (SoGEA) | 20 Mbps | £52.82 | £78.20 | £84.20 | £92.20 |
| 100 Mbps (FTTP) | 20 Mbps | £52.82 | £78.20 | £84.20 | £92.20 |
| 200 Mbps (FTTP) | 30 Mbps | £59.75 | £85.13 | £91.13 | £99.13 |
| 300 Mbps (FTTP) | 50 Mbps | £66.67 | £92.05 | £98.05 | £106.05 |
| 500 Mbps (FTTP) | 75 Mbps | £80.52 | £105.90 | £111.90 | £119.90 |
| 900 Mbps (FTTP) | 150 Mbps | £99.90 | £125.28 | £131.28 | £139.28 |

1 or 2-Year Contract

| Download Speed (up to) | Upload Speed (up to) | Connected | Connected Plus | Extended | Protected |
|------------------------|----------------------|-----------|----------------|----------|-----------|
| 80 Mbps (SoGEA) | 20 Mbps | £52.82 | £78.20 | £85.20 | £94.20 |
| 100 Mbps (FTTP) | 20 Mbps | £52.82 | £78.20 | £85.20 | £94.20 |
| 200 Mbps (FTTP) | 30 Mbps | £59.75 | £85.13 | £92.13 | £101.13 |
| 300 Mbps (FTTP) | 50 Mbps | £66.67 | £92.05 | £99.05 | £108.05 |
| 500 Mbps (FTTP) | 75 Mbps | £80.52 | £105.90 | £112.90 | £121.90 |
| 900 Mbps (FTTP) | 150 Mbps | £99.90 | £125.28 | £132.28 | £141.28 |

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 | £12.96 |
| Unlimited Calls Everywhere | Unlimited calls to all landline and mobiles around the world | £16.33 |
| Extra Digital Voice Phone Lines | Make or receive more than 1 call at a time | £25.38 |
| 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

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Mobile Pricing

Mobile Annual Price Changes

On 1st April each year the monthly charge for your Data Bundle will increase by £1.50 during your agreed fixed term period.

All other out of bundle charges will increase on 1st April each year by the Retail Price Index (RPI) rate of inflation plus 3.9%.

Mobile Packages – EE Network*

| Destination | Cost |
|--|--|
| MMS | 34p per message |
| Data (no data bundle taken) | 17p per MB |
| Voice-mail | 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 | |

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

All data bundles include Unlimited Calls and SMS

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 of calling the UK: 259p | Cost of calling any other country 378p | Cost of downloading data: 1p per KB | | | | | | |
| Cost to receive calls: 143p | Cost of SMS to destination: 28p | Cost of SMS from destination: 57p | | | | | | | |
| 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 | £22.48 | £24.95 | £28.70 | £31.12 | £33.57 | £37.28 |

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 0330 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 * | £6.17 |
| | £19.74 |
| Worldwide | £6.17 |
| International call saver | £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 | <i>£2.50 per day for access to your UK calls, texts & data bundle (only pay when you use it)</i> | | | | 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 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 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 | |
| Digital Voice | |
| Business Copper Broadband | £249 per line/channel, seat and/or connection for each year or part year remaining on your contract. |
| 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. |

*If you cancel your full or part 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
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%. All prices exclude VAT which is charged at the applicable rate.