



All prices are excluding standard VAT - currently at 20%

| Level | Engineering working times | Updates Available? | Single Analogue Basic (Res) Per Month | Single Analogue/ Multi Line Premium Per Month | ISDN2 Premium per month (Per Line which = 2 Channels) | ISDN30 Premium per month (per channel) |
|--------------------------------|---|--|---------------------------------------|---|---|--|
| 1 – WLR Basic Lines Only (Res) | Mon – Fri (Excl Bank Hols) 08:00-18:00 | End of next working day +1 working day | FOC | N/A | N/A | N/A |
| 2 | Mon – Sat (Excl Bank Hols) 08:00-18:00 | End of next working day (EoNWD) | £3.50 | £3.50 | £3.50 | £3.50 |
| 3 | Mon -Sun (Inc Bank Hols) 07:00-21:00 Mon – Fri 08:00-18:00 Sat – Sun | In by 13:00 fix same day, in after 13:00 fix by 13:00 next day End of next half working day (EoNHWD) | £5.00 | £5.00 | 6.50 | £6.50 |

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|---|---------------------|---------------|-------|-------|-------|-------|
| | Mon – Sun (inc Bank | 6 Hour repair | £6.50 | £6.50 | £7.50 | £7.50 |
| 4 | Hols) 24/7 365 days | | | | | |
| | a year | | | | | |
