

File Sanctuary Openreach Service Charges

Last updated 2021-01-14

| Product Type | Description | Ex-VAT | Inc VAT |
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| Connection | Business PSTN Line Transfer | £ 8.00 | £ 9.60 |
| Connection | Residential PSTN Line Transfer | £ 8.00 | £ 9.60 |
| Connection | PSTN Multi-line Transfer | £ 8.00 | £ 9.60 |
| Connection | Business PSTN New Line Installation | £ 110.00 | £ 132.00 |
| Connection | PSTN Multi-Line Installation (aux) | £ 110.00 | £ 132.00 |
| Connection | PSTN Multi-Line Installation (main line) | £ 110.00 | £ 132.00 |
| Connection | Residential PSTN New Line Installation | £ 110.00 | £ 132.00 |
| Rental | PSTN Multi-Line Rental (main aux) | £ 13.00 | £ 15.60 |
| Rental | PSTN Multi-Line Rental (aux) | £ 13.00 | £ 15.60 |
| Rental | Business PSTN Line Rental | £ 13.00 | £ 15.60 |
| Rental | Residential PSTN Line Rental | £ 11.00 | £ 13.20 |
| Rental | Anonymous Call Rejection | £ 1.10 | £ 1.32 |
| Rental | Call Diversion | £ 1.65 | £ 1.98 |
| Rental | Call Waiting | £ 1.10 | £ 1.32 |
| Rental | Caller Display | £ 0.15 | £ 0.18 |
| Rental | Choose to Refuse | £ 2.75 | £ 3.30 |
| Rental | Customer Controlled Call Barring | £ 1.10 | £ 1.32 |
| Rental | Outgoing Calls Barred (International + Premium) | £ 1.10 | £ 1.32 |
| Rental | Outgoing Calls Barred (Premium) | £ 1.10 | £ 1.32 |
| Rental | Care Level 2 | £ 2.00 | £ 2.40 |
| Rental | Care Level 3 | £ 4.00 | £ 4.80 |
| Rental | Care Level 2 (aux line) | £ 2.00 | £ 2.40 |
| Rental | Care Level 3 (aux line) | £ 4.00 | £ 4.80 |
| Rental | PSTN Indirect Access Call Barring (per line) | £ 0.55 | £ 0.66 |
| Rental | Reminder Call | £ 1.10 | £ 1.32 |
| Rental | Ring Back | £ 1.10 | £ 1.32 |
| Rental | Smart Divert | £ 2.65 | £ 3.18 |
| Rental | Smart Divert (with bypass number) | £ 3.75 | £ 4.50 |
| Rental | Three-way Calling | £ 1.10 | £ 1.32 |
| Rental | 1571 Voicemail | £ 1.10 | £ 1.32 |
| Connection | Call Diversion (Admin Controlled) | £ 16.50 | £ 19.80 |
| Connection | Anonymous Call Rejection (multi-line) | £ 88.00 | £ 105.60 |
| Connection | Incoming Calls Barred | £ 8.30 | £ 9.96 |
| Connection | Outgoing Calls Barred | £ 8.30 | £ 9.96 |
| Connection | PSTN aux line change of address | £ 110.00 | £ 132.00 |
| Connection | PSTN main aux change of address | £ 110.00 | £ 132.00 |
| Connection | PSTN Presentation Number | £ 46.20 | £ 55.44 |
| Rental | PSTN Presentation Number | £ 2.50 | £ 3.00 |
| Connection | PSTN Change of Address | £ 110.00 | £ 132.00 |
| Connection | Remote Call Forwarding | £ 47.30 | £ 56.76 |
| Rental | Remote Call Forwarding | £ 1.65 | £ 1.98 |
| Connection | Residential PSTN transfer & conv from first aux | £ 5.50 | £ 6.60 |
| Connection | Residential PSTN transfer & conv from addn aux | £ 5.50 | £ 6.60 |
| Connection | Business PSTN transfer & conv from first aux | £ 5.50 | £ 6.60 |
| Connection | Business PSTN transfer & conv from addn aux | £ 5.50 | £ 6.60 |
| Connection | Main aux line PSTN transfer & conv from aux | £ 5.50 | £ 6.60 |
| Connection | Conversion of Line Type Business to Residential PSTN) | £ 16.50 | £ 19.80 |

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| Connection | Conversion of Line Type (Business PSTN to Multiline) | £ 16.50 | £ 19.80 |
| Connection | Conversion of Line Type (Residential Single to Business Multiline) | £ 16.50 | £ 19.80 |
| Connection | Renumber - PSTN | £ 16.50 | £ 19.80 |
| Connection | Smart Divert | £ 8.30 | £ 9.96 |
| Connection | Smart Divert with Bypass Number | £ 8.30 | £ 9.96 |
| Rental | Called Party Answer | £ 1.10 | £ 1.32 |
| Connection | Internal Shift of Residential PSTN | £ 120.00 | £ 144.00 |
| Connection | Internal Shift of Business PSTN | £ 120.00 | £ 144.00 |
| Connection | Engineer Call Out Charge | £ 132.00 | £ 158.40 |
| Connection | Change of Divert to Number | £ 10.75 | £ 12.90 |
| Connection | Nuisance Calls Service | £ 154.00 | £ 184.80 |
| Connection | Number Selection | £ 16.50 | £ 19.80 |
| Connection | Debt Management - Temporary Out of Service | £ 8.25 | £ 9.90 |
| Connection | Debt Management - Outbound Call Barring | £ 8.25 | £ 9.90 |
| Connection | Temporary Call Divert (fault use only) | £ 8.25 | £ 9.90 |
| Connection | Temporary Call Divert (use anytime) | £ 8.25 | £ 9.90 |
| Connection | Restart Stopped PSTN | £ 35.00 | £ 42.00 |
| Connection | Missed Appointment Charge | £ 110.00 | £ 132.00 |
| Connection | Temporary Out of Service | £ 1.35 | £ 1.62 |
| Connection | Material-Internal | £ 6.60 | £ 7.92 |
| Connection | LLU Transfer to Residential PSTN Line | £ 55.00 | £ 66.00 |
| Rental | Directory Enquiries (Bold Entry) | £ 11.00 | £ 13.20 |
| Connection | Re-issue Order | £ 110.00 | £ 132.00 |
| Connection | LLU Transfer to Business PSTN Line | £ 55.00 | £ 66.00 |
| Rental | Caller Redirect (monthly) | £ 3.30 | £ 3.96 |
| Rental | Caller Redirect (quarterly) | £ 8.25 | £ 9.90 |
| Rental | Call Minder (Basic) | £ 2.70 | £ 3.24 |
| Rental | Call Minder (Prem 5 Custom) | £ 5.00 | £ 6.00 |
| Rental | PSTN Care Level 4 | £ 6.00 | £ 7.20 |
| Connection | Restart Stopped LLU (Residential PSTN) | £ 55.00 | £ 66.00 |
| Rental | Bypass Number | £ 1.10 | £ 1.32 |
| Connection | Restart Stopped LLU (Business PSTN) | £ 55.00 | £ 66.00 |
| Rental | 1571 Voicemail With Greeting | £ 1.10 | £ 1.32 |
| Rental | Raw Call Data | £ 0.35 | £ 0.42 |
| Connection | Conversion of Line Type (Residential to Business PSTN) | £ 5.00 | £ 6.00 |
| Connection | OBMC Survey | £ 281.00 | £ 337.20 |
| Connection | Timed Out Waiting for Response | £ 52.00 | £ 62.40 |
| Connection | ISDN30 Excess Construction Charge | £ 795.00 | £ 954.00 |
| Rental | Auxiliary Line Rental Liability | £ 11.00 | £ 13.20 |
| Connection | Conversion of Line Type (Multi-Line to Residential PSTN) | £ 16.50 | £ 19.80 |
| Connection | Outgoing Calls Barred Except | £ 2.20 | £ 2.64 |
| Rental | Direct Connect | £ 11.00 | £ 13.20 |
| Rental | Care Level 4 | £ 5.50 | £ 6.60 |
| Rental | Call Diversion - No Announcement | £ 1.65 | £ 1.98 |
| Connection | Prem SL - Conv from Prem SL | £ 2.75 | £ 3.30 |
| Connection | Remote Call Fwd ChangeDivertToNumber | £ 1.35 | £ 1.62 |
| Connection | Order cancelled by the issuing CP | £ 48.00 | £ 57.60 |
| Connection | I30 Supp Visit Normal Workdays OOH | £ 29.00 | £ 34.80 |
| Connection | Site Survey | £ 275.00 | £ 330.00 |
| Connection | Exchange Line on RCF Equipment (SL) | £ 27.50 | £ 33.00 |
| Rental | Exchange Line on RCF Equipment (SL) | £ 1.10 | £ 1.32 |

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| Connection | Prem ML - Trans-Conv from Pem SL | £ 16.50 | £ 19.80 |
| Rental | Prem SL on RCF | £ 11.00 | £ 13.20 |
| Connection | Out of Hours | £ 250.00 | £ 300.00 |
| Connection | Internal Shift | £ 125.00 | £ 150.00 |
| Connection | Visit Normal Workdays OOH Assurance | £ 105.50 | £ 126.60 |
| Connection | SMC INITIATED CANCEL | £ 42.25 | £ 50.70 |
| Connection | LATE CANCELLATION | £ 42.25 | £ 50.70 |
| Connection | Prem Sat AM Fulfilment | £ 13.75 | £ 16.50 |
| Rental | Choose to Divert | £ 2.20 | £ 2.64 |
| Connection | Takeover Line | £ 11.00 | £ 13.20 |
| Rental | Line Isolation Unit 3C | £ 18.70 | £ 22.44 |
| Connection | Line Isolation Unit 3C Connection | £ 110.00 | £ 132.00 |
| Connection | Internal Shift Premium Line | £ 120.00 | £ 144.00 |
| Connection | Abortive VisitL2C | £ 99.00 | £ 118.80 |
| Rental | Incoming Call Barring Rental | £ 1.10 | £ 1.32 |
| Connection | Incoming Call Barring Connection | £ 2.75 | £ 3.30 |
| Connection | Busy Out Line | £ 2.75 | £ 3.30 |
| Connection | Flexible Appointment | £ 14.85 | £ 17.82 |
| Connection | More Focused Appointment | £ 41.25 | £ 49.50 |
| Connection | More Focused Appointment (Premium) | £ 14.85 | £ 17.82 |
| Connection | ACCD - Change Divert to Number | £ 1.35 | £ 1.62 |
| Connection | BOL Anytime-Aux | £ 1.35 | £ 1.62 |
| Connection | BOL Anytime-SL | £ 1.35 | £ 1.62 |
| Connection | RID Change charge | £ 9.50 | £ 11.40 |
| Rental | Call Minder With Extn | £ 3.85 | £ 4.62 |
| Connection | Prem SL - Trans-Conv from ML | £ 55.00 | £ 66.00 |