

## New PSTN line installation

If your order is part of a simultaneous broadband order – we will install the new line for free – min 12 months contract applies for both line and broadband order.

You will get access to you own online control management web site where you can see all the services, we provide you, installation records and calls as well as call charges.

When you request a new line, you will be asked some of the questions below.

### Service required

Single PSTN Line (Basic PSTN)	A PSTN line suitable for residential premises only. Provides basic care level 1, residential Calling Network Features and Directory Enquiry Options.	£120.00
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Lines classified as business lines would be charged at the standard line rental fee for £15.00 + 'Care level 3' at £10.73 = £25.73.

Prices include VAT.

### Premises type - Select the type of premises

Standard	A standard premises is what makes up the bulk of premises that lines may be installed in - homes, businesses and other organisations that have a building with a postal address.
NSP (Non Served Premises)	Refers to locations that wouldn't normally be connected to the BT network and which are unlikely to have a postal address e.g. Traffic Control Systems, Taxi Rank etc. <b>Please note charges over and above the standard install charge apply for lines installed at an NSP.</b>
Site Premises	A site premises means a site office, including temporary structures such as a Portakabin. These are generally found on construction sites, where the construction company has on site offices for the duration of the project. Please note charges over and above the standard install charge apply for lines installed at a Site and SIM broadband is NOT available.
Complex	A Complex premises is an address which needs further investigation to enable the installation of a line e.g. Remote barn, Farmhouse, Permanently moored ship/boats/Houseboats (Marina), Habitable out building on a served premises site, Garden sheds etc.
Complex Hot Site	These are sites where very high voltage electricity exists, and for which special requirements are needed - including the provision of special cabling and termination boxes. Please note rental charges for Line Isolation Units will be incurred for lines at Hot Sites.
Standard New House	A Standard-Newhouse premises is one which would otherwise be classed as Standard, except for the fact it has only just been built and therefore may not yet be connected to the BT network.

**Number selection - Select a new number for this service**

The auto select will present an available number, but you can suggest a number of your own. The part of the number referring to Northern Ireland (028) cannot be changed.

	Number	One off fee
Preferred new number		£25

**Contacts - Engineering contacts and directory enquiries details**

Primary contact name	
Primary contact number	
Primary contact mobile number	
Primary contact Secondary number	Secretary, Wife – someone who can take a call from an engineer if your number is unavailable.
Additional contact telephone number	
Additional contact name	As above.
Additional contact secondary number	
Company name	Helps engineer locate premises.
Enter a hazard note, such as beware of the dog or builders present.	
Hazard notes	Be aware of dog or builders present.
Engineer notes	Information useful to engineer such as parking restrictions, how to identify premises (max 255 characters).

**Directory enquiries**

Entry type	1 – No directory Entry 2 – Ordinary (Phone book, Online, 118) 3 – Directory enquiries Only (118) 4 – Ex-directory (not Published)
Initials	The initials you would like to be used.
Surname	The surname you would like.
End username for 999	Usually, the name of the person renting the line.

**Features**

Feature	Description	Monthly Fee
Choose to Divert		£3.65
Caller Display		£0.15

### Care level

Care level 1 (Low)	Clear by 23.59 day after next, Monday to Friday, excluding Public and Bank Holidays. For example, report Tuesday, clear Thursday.	Included
Care level 2 (Med)	Clear by 23.59 next day, Monday to Saturday, excluding Public and Bank Holidays. For example, report Tuesday, clear Wednesday.	£4.56
Care level 3 (High)	Report 13.00, clear by 23.59 same day. Report after 13.00 clear by 12.59 next day, seven days a week, including Public and Bank Holiday.	£8.94
Care level 4 (Extra high)	Clear within 6 hours, any time of day, any day of the year.	£13.20

Clear times are subject to factors beyond our control such as engineer availability, adverse weather conditions etc..

### Fraud alert – free credit protector.

If a number reaches a spend limit an email or SMS can be sent out to warn you. If the barring limit is reached, all outgoing calls can be barred, and an email can be sent informing you of this. Alerts are sent to the CPS Call Alerts email address set on the personal details page.

By default, we include a free cost limit system which should help prevent excessive call costs. If you wish, we can change the limits or remove them all together.

	Default		Default
Daily Alert Spend	£10.00	Daily Barring Spend	£20.00
Monthly Alert Spend	£90.00	Monthly Barring Spend	£100.00

### Broadband requirement - Do you require broadband on this line?

Now is the time to install your broadband service

### Appointment date - Select the required date when the service will go live

At this point we will be able to give you the Openreach install date. Openreach may change this and if they do, we will keep you up to date by email.

You will be advised of the installation costs and the total line rental fee and we will proceed with the order once payment has cleared. This initial payment is usually taken by credit card or Direct Debit. If you have not got a Direct Debit agreement set up, we can do this at the time of order and will require you to acknowledge your account details by email.

Your payment is your commitment to the order.

Installations usually take place between 10 and 20 days from commitment of the order. However, you can specify a date (within a given date range) at this time. Also, we will need to know whether you would prefer an AM or a PM appointment.

Preferred installation date	
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AM (between 8:00 and 12:00) or PM (between 12:00 and 17:00)	
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It is difficult to change an Openreach appointment date so please ensure the date you give me is available.

Also, the engineer will need access to the premises. If for any reason, the engineer is unable to gain access, the installation will be classified as failed. This means the callout will be charged and a new appoint will be needed to be processed. So, please, please, please ensure the is someone at the premises to allow the engineer access.

### **SMS appointment reminders details**

We can issue free SMS appointment reminders to your customers 24 hours prior to an engineer visiting. They simply confirm the appointment date and slot so that it's not forgotten or missed. There are no additional charges for sending SMS reminders.

PLEASE NOTE that we cannot guarantee delivery of the messages and cannot accept responsibility for missed appointments should a SMS fail be issued / delivered successfully.

More than one mobile number may be given to receive the SMS messages.

	Mobile phone number
1	
2	
3	
4	

These are fees we pay to Ofcom for service provision. They will not carry out any works beyond their remit so for example, installing a line means they do not install extensions etc. Additional work needed or additional services is not included here. Examples include, provision or installation of phone systems, broadband equipment, wiring extensions etc.

If additional works are needed, we will be happy to carry this out for you at our usual callout and hourly fees. Optionally, you may opt to use your own technicians, who we will be happy to work with.

The fault report time is when we are notified of the fault. The clear times are best endeavours and cannot be guaranteed due to factors beyond our control (adverse weather, accessibility, Openreach engineer availability etc..)