

Whatever your business, we've got the landline



# Let us look after your landline

## Whatever you need, from a single line to ISDN30, we've got it.

We use the same infrastructure as BT but we combine this with our award-winning service. So if you have a BT landline you can transfer the line and number to us.

And if your mobiles are with us you get one contract, one bill and one point of contact for everything. Simple.

### What's available?

- Landlines – one number, one line (also called analogue)
- ISDN2 – two channels on one line for voice, data or fax
- ISDN30 – up to 30 channels on one line
- Calls Only – if you're in a contract with BT you can move your call charges to us and pay BT for the line.

### Monthly line rental

Product	No. of inclusive minutes to O <sub>2</sub> mobiles	Price O <sub>2</sub> customers	Price non O <sub>2</sub> customers	Inclusive care
Landline (analogue)	0	£11.50	£14.50	Level 2
Landline (analogue)	200	£13.50	£16.50	Level 2
Landline (analogue)	200	£17.50	N/A	Level 3
Landline (analogue)	400	£19.50	N/A	Level 3
ISDN2	0	£22 for 2 channels	£22 for 2 channels	Level 2
ISDN30 (8-30 channels)	0	£14.00	£14.00	Level 2
Calls only	N/A	£0.00	£0.00	N/A

## Call Charges

Call type	Cost
Calls to landlines (local and national)	1ppm
Calls to O <sub>2</sub> mobiles	6ppm*
Calls to all other mobiles (except 3)	8ppm
Calls to 3 mobiles	13ppm
Call connection charge (charge doesn't apply to calls within the inclusive allowance or minute bundles)	2p

\*First 200 minutes are included on £13.50, £16.50 & £17.50 tariff and first 400 minutes are included on £19.50 tariff.  
Call charges are for UK calls only. Call charges to 0800 numbers are free at all times. All prices shown are pence per minute and exclude VAT.

## Shape your tariff to suit you

Everyone's needs are different. So we've a choice of minute bundles and services to help you get what you need.

## Minute bundle monthly subscription

Minutes	Calls to standard UK landlines and mobiles	Calls to O <sub>2</sub> mobiles	Calls to standard UK landlines
200	N/A	£4.20	£1.82
250	£8.63	N/A	N/A
500	£15.81	£10.20	£4.40
1000	£28.75	£19.80	£8.47
2000	£51.75	£36.00	£16.50
3000	N/A	£52.20	£23.93
5000	£115.00	£84.00	£38.50
7000	N/A	£108.00	£51.98
10000	£201.25	£156.00	£71.50
20000	£345.00	£300.00	£137.50
50000	£862.50	£756.00	£346.50
75000	£1293.75	£1140.00	£422.50
100000	£1600.00	£1400.00	£650.00

UK calls only. Minutes are valid for 1 month and unused minutes do not rollover to the following month.  
Calls to landlines include calls to numbers beginning 01, 02 & 03. All prices shown exclude VAT.

## Other services

Service name	What it does	Price per month		
		Analogue line	ISDN2	ISDN30
Caller display	See who's calling you	50p	N/A	N/A
1571 call minder	Answer phone	94p	N/A	N/A
Call waiting	Answer a call while on another	50p	£1	£3
Call barring	Block calls to premium numbers			
Call forwarding	Sends calls to another number			
Call divert	Sends calls to another number when you're unavailable	50p plus standard call charges		
Smart divert	Set up call divert over the phone	£3.50 one-off set up charge, then 50p per month	N/A	N/A
Call sign	Add another number with its own ringtone	50p	N/A	N/A

### Use these services as much as you like at no extra charge

- 1471 See which number called last
- 141 Hide your number when calling

### These services are on a "pay as you use" basis

- Ringback 6p per use plus standard call charges
- Three way call 6p per use plus standard call charges (applies to all parties)

## Care packages

If you ever need to report a fault on your line, you can 24 hours a day, 7 days a week – 365 days a year.

All of our landlines come with a care package. For added reassurance you can upgrade to another package that suits your business needs. Or request an Expedited repair if you need it.

Level	Cost	Operating hours	Response rates If a fault is reported:
2	Included with all landline tariffs (except £17.50 & £19.50) ISDN2 and ISDN30	08:00 - 18:00 Monday - Saturday, excluding Public and Bank Holidays	<ul style="list-style-type: none"> <li>• within operating hours, we'll fix it by the end of the next working day.</li> <li>• outside operating hours, we'll fix it by the end of the second working day.</li> </ul>
3	Included with £17.50 and £19.50	07:00 - 21:00 Monday - Sunday, including Public and Bank Holidays	<ul style="list-style-type: none"> <li>• before 1pm, we'll fix it by the end of the day including Public and Bank Holidays</li> <li>• after 1pm within operating hours we'll fix it before 1pm the next day</li> <li>• outside operating hours, we'll get in touch at the start of the next working day</li> </ul>
4	£5 per month, per line/channel	24 hours a day, 7 days a week including Public and Bank Holidays	<ul style="list-style-type: none"> <li>• we aim to fix it within 6 hours*</li> </ul>

\*This assumes we have 24 hour access to the location. If we visit a location and this is not the case, you may be charged.

## Expedited repair

If you're on either of the Level 2 or Level 3 packages, you can request a faster repair service on a per occasion basis:

Care package	One-off repair at this package's service level:	Cost
Level 2	Level 3	£500 per landline/ISDN2 line
	Level 4	£650 per landline/ISDN2 line
		£500 per ISDN30 channel
Level 3	Level 4	£150 per landline/ISDN2 line

# Why O<sub>2</sub>?

## We care

It's why we keep winning customer service awards.

Our UK team are always available to help from 8am-9pm every day. And it's the same number for mobiles and landlines.

## Happiness guaranteed

We'll make things easy at every step. And we guarantee your landline will be ready for you to use on time. If not, we'll give you your first month's line rental for free.

## Save money

Line rental starts at £11.50 a month if your mobiles are with us. And £14.50 if not.

Did you know that 15% of landline calls are to mobiles, but they make up over 40% of the cost? With us you'll benefit from lower rates, or even inclusive calls to other O<sub>2</sub> mobiles.

## So easy

One phone call and we'll take care of everything. No downtime, and no impact on your business.

