



Loop Voice and Data  
 845 The Crescent  
 Severalls Business Park  
 Colchester  
 Essex  
 CO4 9YQ

**Standard Pricing Tariffs (Prices marked in Red are effective from 1st October 2018)**

Line Rental	12 month	24 month	36 month
Single analogue line	£19.99 ( <del>£20.99</del> )	£16.99 ( <del>£17.99</del> )	£13.99 ( <del>£14.99</del> )
Multi-analogue line	£19.99 ( <del>£20.99</del> )	£16.99 ( <del>£17.99</del> )	£13.99 ( <del>£14.99</del> )
ISDN2e (Per Channel)	£21.50 ( <del>£22.50</del> )	£20.00 ( <del>£21.00</del> )	£17.00 ( <del>£18.00</del> )
ISDN30e (Per Channel)	£23.00 ( <del>£24.00</del> )	£21.00 ( <del>£22.00</del> )	£19.00 ( <del>£20.00</del> )

New Connections	12 month	24 month	36 month
Transfer of any existing service from another provider	FREE	FREE	FREE
Single analogue line	£110.00	£67.50	FREE
Multi-analogue line	£110.00	£67.50	FREE
ISDN2e (x2 channels)	£320.00	£220.00	FREE
ISDN30e (first 15 channels)	£125.00	£77.50	FREE
ISDN30e (channel 16+)	FREE	FREE	FREE

Line Conversions	One off Payment
Conversion of Local Loop Unbundling (LLU) to a standard single line	£55.00
Supply of new line using previously stopped LLU MPF line	£55.00
Conversion of auxiliary multi-line to standard single line	£25.00
Conversion of ISDN2e line to standard single analogue line	£85.00
Change in analogue line termination	£40.00
Conversion of standard single line to main multi-line	£17.50
Conversion of standard single line to auxiliary multi-line	£17.50
Conversion of ISDN2e line to auxiliary multi-line	£100.00
Conversion of standard single analogue line to ISDN2e line	£225.00
Conversion of digital system ISDN2e to digital standard ISDN2e (per line)	£35.00
Conversion of digital standard ISDN2e to digital system ISDN2e (per line)	£35.00
Conversion of ISDN30 DASS to ISDN30e per channel	£11.00
Conversion of ISDN30 DASS to ISDN30e (61 or more channels)	£590.00

Number Selection & DDIs	One off payment	Monthly rental
Change of telephone number (re-number)	£22.50	N/A
Number selection (at point of order)	£15.00	N/A
DDI planning charge	£110.00	N/A
DDIs	£1.00	£0.40 ( <del>£0.43</del> )
DDI re-number connection charge	£1.00	N/A
Single number DDI	£1.00	£0.40 ( <del>£0.43</del> )



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## Features

Call Barring Options	Connection	Analogue	ISDN2e	ISDN30e
Bar using 141 & 1470	.	Free	N/A	N/A
Call barring (incoming & outgoing)	N/A	£2.75 (£3.30)	N/A	N/A
Call barring (PRS) - by admin control	£5.00 (£6.00)	£2.75 (£3.30)	£2.75 (£3.30)	£2.75 (£3.30)
Call barring (international & PRS) - by admin control	£5.00 (£6.00)	£2.75 (£3.30)	£2.75 (£3.30)	£2.75 (£3.30)
Call barring (118) - by admin control	£5.00 (£6.00)	.	.	.
Incoming calls barred	£5.00 (£6.00)	.	.	.
Indirect access call barring - per analogue line	.	£2.75 (£3.30)	N/A	N/A
Indirect access call barring - ISDN2e & ISDN30e	.	N/A	£2.75 (£3.30)	£2.75 (£3.30)
Outgoing - national, international & premium rate services calls	.	N/A	£2.75 (£3.30)	£2.75 (£3.30)
Outgoing - international calls & premium rate services	.	N/A	£2.75 (£3.30)	£2.75 (£3.30)
Outgoing - operator calls	.	N/A	£2.75 (£3.30)	£2.75 (£3.30)
Outgoing - international, operator & premium rate services	.	N/A	£2.75 (£3.30)	£2.75 (£3.30)
Outgoing - all calls except 999, 112, 151, 0800	.	N/A	£2.75 (£3.30)	£2.75 (£3.30)
Outgoing calls barred - no 999 & 112 access	£5.00 (£6.00)	.	.	.
Outgoing calls barred except - with 999 & 112 access	£5.00 (£6.00)	.	.	.
Permanent incoming call barring (ICB)	.	N/A	£2.75 (£3.30)	£2.75 (£3.30)
Permanent outgoing call barring (OCB)	.	N/A	£2.75 (£3.30)	£2.75 (£3.30)
Withhold Number	.	Free	N/A	N/A

Analogue Line Features	Connection	Analogue	ISDN2e	ISDN30e
Call Diversion	.	£2.75 (£3.30)	N/A	N/A
Call Waiting	.	£2.75 (£3.30)	N/A	N/A
Call Sign	.	£2.75 (£3.30)	N/A	N/A
Caller Display	.	£2.75 (£3.30)	N/A	N/A
Reminder Call	.	£2.75 (£3.30)	N/A	N/A
Bar use of Reminder Call	.	Free	N/A	N/A
Ring Back	.	£2.75 (£3.30)	N/A	N/A
Removal of Ring Back	.	Free	N/A	N/A
Three-Way Calling	.	£2.75 (£3.30)	N/A	N/A
Bar use of Three Way Calling	.	Free	N/A	N/A
Call Return 1471	.	Free	N/A	N/A
Call Return 1471 Erasure (1475)	.	Free	N/A	N/A

Numbering Options	Connection	Analogue	ISDN2e	ISDN30e
Number Selection	£12.50 (£15.00)	.	.	.
Number Selection via Dialogue Services per request	£10.00 (£12.00)	.	.	.
Presentation Number (Analogue)	.	£2.70 (£3.24)	N/A	N/A
Presentation Number (ISDN)	£75.00 (£90.00)	N/A	£2.70 (£3.24)	£2.70 (£3.24)
I30e Presentation Number Type 3,4,5	£75.00 (£90.00)	N/A	N/A	£2.70 (£3.24)
ISDN2e Std 2 Number MSN Rental per number	£9.25 (£11.10)	N/A	£0.99 (£1.19)	N/A
ISDN2e Std 3 Number MSN - 10 Number MSN Rental per number	£9.25 (£11.10)	N/A	£0.99 (£1.19)	N/A
Calling Line Identity Presentation (CLIP)	.	N/A	£3.10 (£3.72)	£3.10 (£3.72)
Calling Line Identity Restriction (CLIR)	.	N/A	FREE	FREE
Connected Line Identity Presentation (COLP)	.	N/A	£3.10 (£3.72)	£3.10 (£3.72)
Connected Line Identity Restriction (COLR)	.	N/A	FREE	FREE
20 Octet Sub Addressing	.	N/A	£2.70 (£3.24)	£2.70 (£3.24)
Raw Call Data Reporting	.	N/A	£0.10 (£0.12)	£0.10 (£0.12)



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Numbering Options	Connection	Analogue	ISDN2e	ISDN30e
Choose to Refuse	.	£3.30 (£3.96)	£3.30 (£3.96)	£3.30 (£3.96)
Called Party Answer	.	£2.30 (£2.76)	£2.30 (£2.76)	£2.30 (£2.76)
Direct Connect	.	£2.30 (£2.76)	£2.30 (£2.76)	£2.30 (£2.76)
Remote Call Forwarding (in addition to line rental and call charges)	£32.50 (£39.00)	£4.25 (£5.10)	£4.25 (£5.10)	£4.25 (£5.10)
Customer Controlled Call Forwarding	.	N/A	£2.70 (£3.24)	£2.70 (£3.24)
Admin. Provided Call Forwarding - Unconditional	.	N/A	£2.70 (£3.24)	£2.70 (£3.24)
Admin. Provided Call Forwarding - On Engaged	.	N/A	£2.70 (£3.24)	£2.70 (£3.24)
Admin. Provided Call Forwarding - On No Reply	.	N/A	£2.70 (£3.24)	£2.70 (£3.24)
Call Deflection	.	N/A	£2.70 (£3.24)	£2.70 (£3.24)
BOL (Busy Out Line) (Per Billing Number)	£4.75 (£5.70)	£0.00	£0.00	£0.00
Call Waiting / Call Hold	.	N/A	£2.70 (£3.24)	N/A
Caller Redirect (CNI) - one month's service	.	£5.25 (£6.30)	£5.25 (£6.30)	£5.25 (£6.30)
Caller Redirect (CNI) - quarterly (or part thereof) service	.	£5.25 (£6.30)	£5.25 (£6.30)	£5.25 (£6.30)
Caller Redirect (one-month service)	£5.25 (£6.30)	N/A	N/A	N/A
Caller Redirect (ongoing service)	.	N/A	£5.25 (£6.30)	£5.25 (£6.30)
DDI Caller Redirect - Connection per install /rental is per 10 number DDI block	£230 (£276)	N/A	£11.75 (£14.10)	£11.75 (£14.10)
Anonymous Call Rejection - Single Line	.	£2.30 (£2.76)	N/A	N/A
Anonymous Call Rejection - Multi Line	£92.50 (£111)	£2.30 (£2.76)	N/A	N/A
Anonymous Call Rejection - ISDN	£92.50 (£111)	N/A	£2.30 (£2.76)	£2.30 (£2.76)
Smart Divert	£7.50 (£9)	£4.00 (£4.80)	£4.00 (£4.80)	£4.00 (£4.80)
Smart Divert with Bypass Number	£7.50 (£9)	£4.00 (£4.80)	£4.00 (£4.80)	£4.00 (£4.80)
Temporary Call Divert (use anytime) (per number)	£4.50 (£5.40)	.	.	.
Temporary Call Divert (use during fault repair) (per number)	.	.	.	.
Temporary Out of Service (per billing number)	£10 (£12)	.	.	.
Call Diversion - by admin control	£4.50 (£5.40)	.	.	.
Change of Divert to Number	£4.50 (£5.40)	.	.	.

### Call Charges

Description	Activation	Price
TPS Filtered UK Local	1p	0.0248
TPS Filtered UK National	1p	0.0258
UK Local	1p	0.0248
UK National	1p	0.0258
Guernsey Mobile	2p	0.1100
Jersey Mobile	2p	0.1100
Other UK Mobile	2p	0.1100
TPS Filtered UK O2	2p	0.1100
UK Mobile - 3	2p	0.1100
UK O2	2p	0.1100
UK Orange	2p	0.1100
UK T-Mobile	2p	0.1100
UK Virgin Mobile	2p	0.1100
UK Vodafone	2p	0.1100
UK Access Charge for Non-Geographic Calls	3p	0.1299



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**Ancillary Charges**

Toll Fraud		Monthly
Analogue		£1.99
ISDN2		£2.99
ISDN30		£9.99
Billing		Monthly
Paper Billing		£3.45
Non - DD Fee		£7.00
Late Payment Fee		£15.00
Unreturned Kit		One-Off
Router		From £250.00
Digital or IP Handset		From £150.00
Broadband Support		Monthly
Router Assurance		£4.50

**Horizon Call Recording Charges**

Storage Level	Monthly Cost
Monthly Peak is less than 900 Meg	£15.00
Monthly Peak is less than 1800 Meg	£25.00
Monthly Peak is less than 3600 Meg	£45.00
Monthly Peak is less than 9000 Meg	£65.00
Monthly Peak is less than 18000 Meg	£100.00
Monthly Peak is less than 45000 Meg	£150.00
Monthly Peak is less than 90000 Meg	£220.00
Monthly Peak is less than 180000 Meg	£350.00
Monthly Peak is less than 360000 Meg	£600.00

**Pricing and Tariffs**

**There are so many different rates that depend on usage volumes and other separate negotiated criteria, and changes in tariffs are being updated constantly, it is impossible to publish a standard set of rates that would apply to all customers.**

Your tariff can be obtained from [billing@loopvoiceanddata.co.uk](mailto:billing@loopvoiceanddata.co.uk)

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