

**0800 280 0590**

**www.callflow.co.uk**

**Call Flow**

## **Telecoms Packages**

**Line Only Rental £16.99\***

**Dont miss out! Take advantage of our  
Unlimited Weekend and Evening or Unlimited Anytime  
Packages**

**£3**

Inclusive to 0845 & 0870

**£6**

Inclusive to 0845 & 0870

**Inclusive 01,02,03 Landlines**

Times	Weekend & Evening UK Landline Calls Up To 1 Hour	Anytime UK Landline Calls Up To 1 Hour
Mon-Fri 7am-7pm	6 ppm	FREE
Mon-Fri 7pm-7am	FREE	FREE
Sat-Sun All Day	FREE	FREE
	UK Calls Over 1 Hour	UK Calls Over 1 Hour
Mon-Fri 7am-7pm	6 ppm	6 ppm
Mon-Fri 7pm-7am	1.6 ppm	1.6 ppm
Sat-Sun All Day	6 ppm	6 ppm

\*Line rental only costs include all local and national calls are chargeable at 6ppm and includes 9.6p setup fee per call  
Mobiles charged at 12.7ppm 7am-7pm and 7.7ppm 7pm-7am \*

# Call Features

## Bundled - your line is already on the Openreach Network

If your telephone line is bundled, Call Flow will apply to take over your telephone line as a "like for like" transfer, so please be aware any features you currently have will be transferred over.

## Unbundled - your line is not on the Openreach Network e.g. TalkTalk or Sky

If your line is unbundled, you will lose any calling features and you will need to let us know which features you would like added.

Feature Name	Cost Of Feature PCM Inc VAT	Description Of Feature
Standard 1571	Included	Answer 1571 is an answering service that answers calls when you're away from the phone or engaged on another call.
Number Withheld	Included	Withhold Your Number enables you to prevent the person you are calling from seeing your phone number.
Caller Display	FREE	Caller Display shows you the number of the person calling.
Call Diversion	£3.00	Call Diversion lets you divert your calls to almost any phone, including your mobile.
Answer 1571 With Greeting	£0.50	Includes Standard 1571 plus You can create your own personal greeting for callers to hear
Anonymous Call Reject	£4.00	Anonymous Call Rejection lets you stop calls from people who have withheld their number.
3 Way Calling	£2.50	3 Way Calling is invaluable when three callers need to join a conversation.
Call Minder	£3.00	Call Minder is the multi-feature answering service that lets you retrieve messages from any phone, anywhere.
Call Sign	£2.50	Call Sign gives you an extra number with a different ring tone so you can make sure the right person answers the phone.
Call Waiting	£2.50	Call Waiting tells you when other callers are trying to get through while you're on the phone.
Ring Back	£1.80	If you make a call to an engaged number, just dial '5' and Ring Back will call you when the number becomes free.
Choose To Refuse	£3.75	Choose to Refuse lets you put a stop to nuisance or unwanted calls by stopping them from getting through to you.
Reminder Call	£2.50	Reminder Call acts like an alarm clock on your phone - your phone will ring at the time you program it to.

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## Terms & Conditions

### Line Rental

Line rental only, no inclusive calls. Charged at £16.99 including VAT per month.  
Call packages can be added and upgraded as and when requested.

### Calls

Unlimited Calls to Local/National and 0845/0870 means calls of up to an hour to numbers beginning 01, 02 and 03, after which pence-per-minute rates apply. Weekend calls mean from midnight on Friday to midnight on Sunday; evening calls between 7pm and 7am weekdays; daytime calls at other times. The unlimited anytime plan tariff is available 24 hours a day, 7 days a week subject to a 1 hour maximum duration per call. Plan is inclusive of calls to 0845 and 0870 numbers of up to 60 minutes duration (excluding indirect access numbers and dial-up internet access) during the "free" period. Fair use policy applies- max 1,000 minutes or 150 calls a month. If either of these limits on free calls is exceeded.

CFS will charge for these calls at a pence-per-minute rate until the start of the subsequent month. When making a chargeable call, an 9.6p set up fee applies. Call charges to 084, 087, 09 and 118 numbers consist of an access charge of 9.58 pence per minute charge set by Call Flow (in line with Plusnet and BT) and a service charge (set by the organisation you are calling). **Calls to UK Mobiles** are charged at 12.7ppm daytime and 7.7ppm evenings and weekends. International call rates available on request. Please email sales@callflow.co.uk