



PRICE GUIDE FOR CALL FLOW BROADBAND AND TELEPHONY SERVICES

Prices effective from: April 2021

The Price Guide forms part of your Agreement with Call Flow and sets out Call Flow's current pricing information in four sections:

- The **monthly tariff** and one-off **activation fee**.
- **Usage charges** (billed after use).
- **Other charges** such as early termination charges, engineer visits, and non-standard installation charges; and optional services and features that can be added to your package.
- **Telephony services charges**.

Please note that for **Home Services** VAT is **included** in the charges if required and is applied at the UK standard rate in force unless otherwise stated. For **Business Services** the charges **exclude** VAT.

1. MONTHLY TARIFF AND ACTIVATION FEE

- Your monthly tariff and activation fee at the time your Agreement commenced is set out in your **Service Confirmation**.
- The monthly tariff is billed for the month ahead unless we say otherwise, and the activation fee is added to your first bill.
- The monthly tariff applies for the entire duration of the **Minimum Term** you have agreed to stay with us. After this period, it may revert to the current rate set out in this **Price Guide**.
- The monthly tariff may include **Offer Terms** for a defined period where applicable, which are also set out in your **Service Confirmation**.
- The monthly tariff may increase in April each year by a percentage equal to the Retail Price Index (RPI) data for January of the same year.

Fibre to the Premises 'FTTP' (where available) – Home Services

- **Prices updated: April 2021**
- All contract lengths are 18 months unless otherwise stated.
- Orders include our modem and wireless router with free delivery.
- Call Flow Services supplied using FTTP do not require a home phone line, but you may wish to take a phone service from us. Please see Section 4 for current line rental and other telephony charges.

PACKAGE	DOWNLOAD SPEED	UPLOAD SPEED	ACTIVATION FEE	USAGE LIMIT (per month)	TARIFF (per month)
Call Flow 30	30 Mbps	2 Mbps	£40	100 GB	£40.00
Call Flow Plus	30 Mbps	2 Mbps	£30	300 GB	£43.00
Call Flow Unlimited	100 Mbps	20 Mbps	Free	Unlimited	£50.00

Fibre to the Premises 'FTTP' (where available) – Business Services

- **Prices updated: April 2021**
- All contract lengths are 18 months unless otherwise stated.
- Order includes a modem and business standard router and ONE fixed IP address.
- Call Flow Services supplied using FTTP do not require a phone line, but you may wish to take a phone service from us. Please see Section 4 for current line rental and other telephony charges.

PACKAGE	DOWNLOAD SPEED	UPLOAD SPEED	ACTIVATION FEE	USAGE LIMIT (per month)	TARIFF (per month)
Call Flow 30 Superfast Business	30 Mbps	5 Mbps	£99 + VAT	100 GB	£45 (inc VAT)
Call Flow 30 + Superfast Business	30 Mbps	5 Mbps	£99 + VAT	300 GB	£50 (Inc VAT)
Call Flow 50 Superfast Business	50 Mbps	10 Mbps	£66.67 + VAT	400 GB	£95 (Inc VAT)
Call Flow 100 Superfast Business	100 Mbps	20 Mbps	£66.67 + VAT	Unlimited	£160 (Inc VAT)

Fibre to the Cabinet 'FTTC' (where available) – Home Services

- **Prices updated: April 2021**
- All contract lengths are 18 months unless otherwise stated.
- Orders include our wireless router with free delivery.
- Line rental is included in the tariff.

PACKAGE	DOWNLOAD SPEED	UPLOAD SPEED	ACTIVATION FEE	USAGE LIMIT (per month)	TARIFF (per month)
Call Flow 30	30 Mbps*	2 Mbps	£40	100 GB	£35.00
Call Flow Plus	30 Mbps*	2 Mbps	£30	300 GB	£43.00
Call Flow Unlimited	100 Mbps*	20 Mbps	FREE	Unlimited	£50.00

* These are 'up to' speeds. The actual speed your line can support depends on the length of the line between the premises and the street cabinet. Call Flow informs you of your estimated speed capability during the order process.



Fibre to the Cabinet 'FTTC' (where available) – Business Services

- **Prices updated: April 2021**
- All contract lengths are 18 months unless otherwise stated.
- Orders include our wireless router with free delivery.
- Line rental is not mandatory and is not included in the tariff; it can be added.

PACKAGE	DOWNLOAD SPEED	UPLOAD SPEED	ACTIVATION FEE	USAGE LIMIT (per month)	TARIFF (per month)
Call Flow 30 Business	30 Mbps*	5 Mbps	£99 + VAT	100 GB	£45 (inc VAT)
Call Flow 30 + Business	30 Mbps*	5 Mbps	£99 + VAT	300 GB	£50 (inc VAT)
Call Flow 50 Business	50 Mbps*	10 Mbps	£66.67 + VAT	400 GB	£95 (Inc VAT)
Call Flow 100 Business	100 Mbps*	20 Mbps	£66.67 + VAT	Unlimited	£160 (Inc VAT)

* These are 'up to' speeds. The actual speed your line can support depends on the length of the line between the premises and the street cabinet. Call Flow informs you of your estimated speed capability during the order process.

2. USAGE CHARGES

Home Services: Over usage per GB	£0.20
Business Services: Over usage per GB	£POA

3. OTHER CHARGES

FTTP Internal Installation:

A standard installation includes up to 5m of internal cabling to connect our network. Additional cable can be purchased for £6 per metre where required.

FTTP Approved Installation	
Internal installation fee (Home)	£119.99
Internal installation fee (Business)	£99.99 + VAT
Additional cabling work (Home)	£6 per metre
Additional cabling work (Business)	£5 per metre + VAT

Business Service options

Business options	
5 fixed IP addresses	£15.00 + VAT per month
Bridging	£25.00 + VAT per month

Billing

	DESCRIPTION	CHARGE
Bill payment handling charges	Direct Debit	FREE
Direct Debit reinstatement charge	If Direct Debit instructions are cancelled or fail, we may add a reinstatement charge to your next bill	£5.00
Late payment interest charges	If you pay late we may charge interest	4% above the base rate of HSBC each year
Late payment administration charge	If we don't receive payment by the notified date on your reminder letter we will add an administration charge.	£7.50
Paper billing	Per paper bill issued	£3.00

Service suspension or termination

	DESCRIPTION	CHARGE
Early termination charge	Termination of your service before the end of your Minimum Term – variable fee calculated based on the number of months remaining in the minimum term	100% of the monthly tariff + call plan + additional services per month remaining
Service restriction fee	If we have to suspend your service a line restriction fee is charged	£5.00

Service & maintenance charges

Engineer visits are free of charge if a fault is found to lie within the Call Flow network. You will be charged for the engineer visit if the fault lies on the customer side of the network.

	DESCRIPTION	CHARGE
Missed engineer appointment		£84.00
Late cancellation of order	Any time or day after 12pm (noon) two working days before your scheduled visit	£60.00
Engineer visit – first hour	Fault within customer premises - first hour charge	£108.00
Engineer visit – hourly charge	Fault within customer premises – hourly charge (or part thereof)	£48.00
Replacement Call Flow broadband router – FTTC - Technicolour	If replacement Technicolor equipment is required after the warranty has expired	£125.00
Replacement Call Flow broadband router – FTTC - Billion	If replacement Billion equipment is required after the warranty has expired	£225.00
Replacement Call Flow broadband modem - FTTP	If replacement Adtran modem equipment is required after the warranty has expired	£250.00
Failure to return Call Flow equipment	For cancelled orders Router (Technicolour) Router (Billion) Modem	£125.00 £225.00 £250.00
Call Flow equipment returned in a damaged state	Other than fair wear-and-tear	£60.00
Customer requested service visit - phone socket relocation	The service visit will be carried out by Openreach and charged by Call Flow	£108.00
Customer requested service visit - additional phone socket relocation	The service visit will be carried out by Openreach and charged by Call Flow	£48.00
Call Flow equipment P&P		£9.95

4. TELEPHONY SERVICES

Home telephone plans and call features

LINE ONLY	
Line rental	£12.00 per month
Local and National Calls	6.00 pence per minute
UK mobiles	7am-7pm: 12.70 pence per minute 7pm-7am: 7.70 pence per minute
Calls to 0800 and 0800	No charge
Call set-up charge per call	9.6 pence per call

CALL PACKAGES	
Unlimited weekend and evening	£3.00 per month
Unlimited anytime	£6.00 per month

CALLING FEATURES		
1571	The 1571 feature answers phone calls when you're away from the phone or engaged on another call. It is included with line rental with a standard greeting; optional to add your own greeting.	Standard – FREE with line rental Customised greeting – 50p per month
Number Withheld	Prevent the person you are calling from seeing your phone number. This is included as standard with line rental.	FREE with line rental
Caller Display	This feature shows the number of the person who is calling you.	Free
Call Diversion	Divert your calls to your mobile or another phone.	£3.00 per month
Anonymous Call Reject	This feature stops calls being received from withheld numbers.	£4.00 per month
3-Way Calling	This feature allows three people to be on the phone in one conversation.	£2.50 per month
Call Minder	Retrieve your answer phone messages from any phone, anywhere, at any time.	£3.00 per month
Call Sign	Have a different ring tone and an extra number so you can make sure the right person answers the phone	£2.50 per month
Call Waiting	This feature tells you when other people are trying to ring you whilst you are on the phone.	£2.50 per month
Ring Back	If you make a call to an engaged number just press 5 and the feature will call you when the number has become free and available.	£1.80 per month
Choose to Refuse	This feature allows you to stop up to 10 unwanted numbers getting through to call you.	£3.75 per month
Reminder Call	An alarm clock on your phone – it will ring when it is programmed to.	£2.50 per month



Business telephone plans and call features

LINE CHARGE	
Line rental	£10 +VAT per month

BUSINESS CALL PACKAGE: CALL FLOW ONE			
Local and National Calls		0.99 pence per minute	
UK mobiles		4.99 pence per minute	
International rates		Landline p/min	Mobile p/min
	Australia	1.6	12.9
	Belgium	2.1	19.9
	Canada	1.5	-
	France	1.6	19.9
	Germany	1.8	18.7
	Hong Kong	1.7	1.6
	Ireland	4.4	17.4
	Italy	1.7	22.1
	Japan	2.8	16.5
	Singapore	3.3	21.1
	South Africa	4.9	14.6
	Spain	1.6	19.9
	Sweden	1.6	18.6
	Switzerland	2.0	24.2
	USA	1.7	12.0