



Network And Internet Management Services

VoIP Products

Effective from September 2013

VoIP Express

VoIP Express is a single-user service for business customers which allows one simultaneous call. For details of the features included please see the VoIP Products Guide document.

Product	Set Up Fee Ex. VAT	Monthly Fee Ex. VAT
VoIP Express	Free	£2.50

Effective from September 2013

VoIP Enrich

VoIP Enrich is a multiple-user service for business customers. For full details of the features included in the service please see the VoIP Products Guide document. The price below includes 1 voicemail, queue, hunt group, single-level auto-attendant and extension number. A UK Geo (01/02) or Non-Geo (03, 0845) telephone number is included on which two simultaneous calls can be made or received. Calls between extensions do not use a channel.

Product	Set Up Fee Ex. VAT	Monthly Fee Ex. VAT
VoIP Enrich	£5.00	£7.00

VoIP Enrich Add-Ons

Feature	Charges	Set Up Fee Ex. VAT
Per User Licence. <i>Includes an Extension Number, a Voicemail box, a Geo or Non-Geo Number and 2 concurrent voice channels, allowing an incoming call to go to voicemail whilst you make a call out.</i>		£2.50
Additional Call Queue		£4.00
Additional Hunt Group		£4.00
Call Recording License*		£2.50
1GB Call Recording Server Storage		£2.50
Optional Voicemail Notifications by SMS - per message charge		£0.10

*Each hunt group, call queue and extension which you record requires a license. So an installation with 1 hunt group, 1 queue and 2 DDIs that you wish to record would require 4 licenses.

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VoIP Easy Access

VoIP Easy Access is a SIP trunking service for customers not wishing to use Enrich and is charged per voice channel and per Direct Dial In basis. Each channel allows one simultaneous call.

Charges Product	Set Up Fee Ex. VAT	Monthly Fee Ex. VAT
Per Channel	£3.00	£2.00
Per DDI	£2.00	£1.00

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VoIP Call Rates

UK Destinations		Pence per Minute					
		Peak* Ex. VAT	Peak* Inc. VAT	Off Peak** Ex. VAT	Off Peak** Inc. VAT	Weekend** Ex. VAT	Weekend** Inc. VAT
UK Geographic Local and National 01, 02, 03 ¹ prefix		1.15	1.38	0.90	1.08	0.70	0.84
Local (0845) ²		5.23	6.27	1.39	1.67	1.53	1.84
National Fixed (0870) ³		0.85	1.02	0.85	1.02	0.85	1.02
National Fixed (0871) ⁴		These range from 8.74 to 18.81 pence per minute at peak rate. Some 0871 numbers are fixed fee and have no per minute charge.					
UK Mobile 07 prefix	UK Orange	11.99	14.39	11.99	14.39	11.99	14.39
	UK Vodafone	11.99	14.39	11.99	14.39	11.99	14.39
	UK T Mobile	11.99	14.39	11.99	14.39	11.99	14.39
	UK O2	11.99	14.39	11.99	14.39	11.99	14.39
	UK H3G	20.18	24.22	14.28	17.14	5.71	6.85

¹ 03 Numbers are UK wide numbers that are charged in the same way as 01 and 02. ² UK Local Special Services, ³ UK National Special Services, ⁴ UK Special Services. For all 08 prefix numbers a charge goes to your phone company and the organisation receiving the call.

* Peak is defined as 08:00:00 to 17:59:59 Monday to Friday. ** Off Peak is defined as 18:00:00 to 07:59:59 Monday to Friday. ***Weekend is defined as anytime outside the peak or off peak operating times. The charge band of the time a call starts is applied to the duration of the call.

Please note: Call Charges may differ from those provided above. These are a guide only. For current pricing please contact us.

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International Landline Rates 00 Prefix

Charges International Destinations	Pence per Minute	
	Ex. VAT	Inc. VAT
Australia	1.20	1.44
Austria	1.68	2.02
Belgium	1.91	2.29
Canada	1.20	1.44
China	1.20	1.44
Denmark	1.32	1.58
Egypt	16.38	19.66
Finland	3.39	4.07
France	1.20	1.44
Germany	1.20	1.44
Greece	1.81	2.17

Charges International Destinations	Pence per Minute	
	Ex. VAT	Inc. VAT
Netherlands	1.23	1.48
New Zealand	2.00	2.40
Norway	1.47	1.76
Pakistan	10.00	12.00
Philippines	14.88	17.85
Poland	1.89	2.27
Portugal	1.68	2.01
Russia	3.87	4.64
Singapore	0.95	1.14
South Africa	5.01	6.01
Spain	1.20	1.44

30 day cancellation period applies.
All prices are stated in GBP. E&OE.

Hong Kong	2.18	2.62
Iceland	2.03	2.44
India	10.00	12.00
Ireland	1.20	1.44
Italy	1.45	1.74
Japan	2.70	3.24

Sweden	1.53	1.84
Switzerland	2.00	2.40
Taiwan	1.50	1.80
Thailand	3.69	4.43
Turkey	6.88	8.26
USA	1.17	1.40

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Number Porting

Entanet VoIP customers can port their existing BT telephone numbers over to Entanet in order to retain the number.

Product	Charges	Set Up Fee Ex. VAT
Single analogue number		£30.00
BT Multi-line (DDIs or number range)		£40.00
Simple DDI range (1-9 DDIs)		£75.00
Complex DDI range (>10 DDIs)		£150.00
Penalty fee for failed ports*		£60.00

*A penalty fee will be applied if the number port is rejected due to failure to provide the correct information to BT E.g. submitting the wrong postcode, type of port or if the port is cancelled, left to expire or postponed for any reason.