



Plain sailing for business connectivity

Product Price List

Version 1.0

October 2018

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WLR3

| | Installation | Monthly Rental | Absolute Tariff Monthly Rental | Lead Time |
|-------------------------------|--|-----------------------|-----------------------------------|--------------------|
| Analogue (Basic) | £106.37 Per line | £11.50 | N/A | 10 working days |
| Analogue (Premium) | £106.37 per line | £14.22 | £15.00 | 10 working days |
| ISDN2 | £119.50 per channel (min 2 channels) | £16.99 per channel | £20.00 per channel | 20 working days |
| ISDN30 | £125.00 per channel (min 8 channels) | £17.30 per channel | £20.00 per channel | 20 working days |

Care Levels (£750 one off charge to expedite to care level 4)

| | Fault reporting and SLA Times | Analogue (Basic) Per Line Per Month | Analogue (Premium) Per Line Per Month | ISDN2 Per 2 Channels Per Month | ISDN30 Per Channel Per Month |
|--|--|---|---|--|---------------------------------------|
| Care Level 1 (Residential Only) | Clear by end of next working day + 1, Mon - Fri, excluding public and bank holidays | Included | N/A | N/A | N/A |
| Care Level 2 | Clear by end of next working day, Mon - Sat, excluding public and bank holidays | £1.17 | N/A | Included | Included |
| Care Level 2+ | As Level 2 with dedicated UK Based Openreach Business Helpdesk & Smart Divert. Discounted flexible appointments from 10am- 12pm and 2pm-4pm available Mon-Fri and named engineer. | £2.72 | Included | £1.60 | £0.60 |
| Care Level 3 | Reported by 12:59 clear by 23:59:59 same day. Reported after 13:00 clear by 12:59:59 next day (Mon- Sun inc public and bank holidays) | £4.00 | £3.50 | £3.50 | £2.52 |
| Care Level 4 | Provides a 6hr fix 24/7/365 | £5.50 | £5.00 | £5.00 | £3.33 |

WLR3 Additional Features

DDI Planning Fee (per order) - £100.00

DDI Set Up - £1.00 per number

DDI Rental - £0.43 per number per month

Call Diversion - £2.15 per month

Calling Line Identity Presentation - £2.50 per month

Presentation Number Setup - £60.00 one off

Presentation Number Rental - £3.00 per month

WLR3 Call Tariffs

| | Local/National | Mobile |
|---|-----------------------|---------------------|
| HN11 | 0.8ppm (min 1p) | 7.5ppm (min 3p) |
| HN12 (2 Year Minimum Term) | 0.8ppm (min 1p) | 4.5ppm (min 3p) |
| HN20 (New Customers Only, 2 Year Minimum) | 0.9ppm (min 1p) | 2.26ppm (min 3p) |
| Absolute (2 Year Minimum Term) | Included | Included |

SIP Trunks (HighNet IP Authentication)

(Includes all calls to 01/02/03 and UK mobile)

Set Up Charge (per endpoint) - £80.00 one off

Monthly Channel Rental (12-month term) - £10.00

Monthly Channel Rental (36-month term) - £8.00

Resilience (auto failover, active/standby, simultaneous, load share) - £60.00 per month per account

Inclusive International Minutes - £1.00 per channel per month

SIP Trunks (Absolute IP Authentication)

(Includes all calls to 01/02/03 and UK mobile)

Set Up Charge (per endpoint) - £80.00 one off

Monthly Channel Rental (12-month term) - £10.00

Monthly Channel Rental (36-month term) - £8.00

Resilience (active/standby, load share, resilience+) - £60.00 per month per account

SIP Trunk Call Manager (Only available on Absolute IP Authentication)

SIP Trunk Call Manager Rental - £45.00 per month

SIP Trunk Call Manager DDI - £0.30 per month

SIP Trunk Call Manager Announcement - £9.95 per month

SIP Trunk Call Manager Area Based Routing - £29.95 per month

SIP Trunk Call Manager Auto Attendant (IVR) - £29.95 per month

SIP Trunk Call Manager Limit Caller Admission - £75.00 per month

MyInbound

| | Setup | Monthly Rental (per number) |
|---|--------------|--|
| Contact Point Performance stats divert on busy/no answer, time of day and day of week routing | Free | £5.00 |
| Business Continuity As per Contact Point but 10,000 minutes included | Free | £10.00 |
| Contact Path As per Contact Point plus date routing, area-based routing, call distribution | £25.00 | £15.00 |
| Contact Pro (12-month min contract) As per Contact Path plus call queuing and auto attendant | Free | £45.00 |

MyInbound Additional Bolt Ons

| | Setup (per account) | Monthly Rental (per account) |
|--|--------------------------------|---|
| Advanced Call Stats | Free | £7.50 |
| Call Recording | £85.00 | £58.00 |
| Voicemail | Free | £5.00 |
| Call Whisper | £43.00 | £22.00 |
| Android/iPhone App - only available in conjunction with Voicemail to Email and Advanced Stats on the MyInbound Service. | Free | £1.50 (per number) |

Call Recording/Voicemail Storage

| | Call Recording Storage (per account) | Voicemail/Announcement Storage (per account) |
|-------------------|---|---|
| Up to 50Mb | £15.00 | Free |
| 500Mb | £30.00 | £30.00 |
| 1Gb | £50.00 | £50.00 |
| 2Gb | £85.00 | £85.00 |
| 5Gb | £145.00 | £145.00 |
| 10Gb | £245.00 | £245.00 |
| 20Gb | £430.00 | £430.00 |
| 50Gb | £715.00 | N/A |

Call Termination Charges (peak business hours)

| Termination | Cost |
|---|-------------|
| Route 01/02/03 to fixed line | 1.5ppm |
| Route 01/02 to Vodafone, EE, 3 or O2 | 17ppm |
| Route 0800 to fixed line | 5ppm |
| Route 01/02 to HighNet SIP Trunk (Gamma) or Horizon | Free |

Horizon

(Includes all calls to 01/02/03 and UK mobile)

Monthly Subscriptions (per user)

Horizon Premium user subscription - £12.40

Auto Attendant - Free

Call Queue bolt-on - £2.20

Desktop Client - £2.15

Mobile Client - £2.15

Outlook Integrator - £0.75

CRM Integrator - £3.50

Receptionist Console - £35.00

Akixi User Licence - £2.25

Akixi 1000 Supervisor Licence - £7.50

Akixi 2000 Supervisor Licence - £29.00

Call Centre Agent - £5.00

Call Centre Agent Client - £13.60

Call Centre Supervisor Client - £28.60

MiFID II Bolt On - £18.00

Connect Mobile Integration (HighNet Mobile Only) – £4.30

Hardware

Cisco SPA 122 ATA - £72.93

Cisco SPA 504 handset - £133.28

Cisco Sidecar DS500 - £117.26

Cisco PSU - £10.58

Polycom VVX 201 handset - £88.09

Polycom VVX 310 handset - £121.12

Polycom VVX 411 handset - £164.45

Polycom VVX 500 handset - £207.64

Polycom VVX 600 handset - £268.27

Polycom VVX Colour Expansion Unit - £233.66

Polycom VVX PSU - £15.73

Polycom 5000 conference unit - £458.60

Polycom 5000 conference unit PSU - £122.98

Polycom 7000 conference unit - £891.18

Polycom 7000 extra mics - £267.41

Polycom 7000 conference unit PSU - £86.52

Plantronics HW251N (1 ear) - £145.86

Plantronics HW261N (2 ear) - £163.02

Plantronics CS510 headset - £250.20

Plantronics CS520 headset - £284.57

Plantronics CS530 headset - £231.66

Plantronics CS540 headset - £231.66

Plantronics Savi 410 - £223.08

Plantronics Savi 740 - £284.57

Yealink W52P DECT base & handset - £121.12

Yealink W52H DECT (extra handset) - £77.94

Yealink RT10 DECT repeater - £181.75

Sennheiser Plug In Conf - £135.00

Call Recording (per company, approximately 5 minutes per MB)

Call Recording 900MB - £15.21

Call Recording 1.8GB - £30.00

Call Recording 3.6GB - £55.00

Call Recording 9GB - £80.00

Call Recording 18GB - £130.00

Call Recording 45GB - £190.00

Call Recording 90GB - £250.00

Call Recording 180GB - £450.00

Call Recording 360GB - £750.00

Installation & Training

Installation per site - £250.00

Installation per user (added to per site cost) - £14.00

Main site set-up - £350.00

Installation - site move - Price on application

Akixi 1000 set-up - £199.00

Akixi 2000 set-up - £525.00

Additional user/admin training - £250.00

Delivery

1 -10 phones - £25.00

11- 30 phones - £50.00

31 - 50 phones - £60.00

51+ phones - Price on application

Porting (Analogue <> SIP/Horizon)

Porting Single Line - £15.00

Porting Multiline/ISDN No DDIs - £30.00

Porting ISDN with up to 10 DDI's - £75.00

Porting ISDN with 10+ DDI's - £150.00

Porting out of hours weekday - £250.00

Porting out of hours Saturday - £500.00

Port date change (customer enforced) - £35.00 per number per change

ADSL

MPF (includes analogue line)

Line Install and DSL Activation - £89.00 One Off

ADSL2+ Premium Monthly Rental - £31.00

ADSL2+ Annex M Monthly Rental - £45.00

Annex M Setup - £79.00 One Off

Annex M Regrade - £79.00 One Off

Cease Charge - £33.00

Migration to another provider - £15.00

SMPF (requires separate analogue line)

Migrate existing ADSL to HighNet – Free

New SMPF Activation - £50.00

ADSL2+ Premium Monthly Rental - £25.00

ADSL2+ Annex M Monthly Rental - £35.00

Cease Charge - £33.00

Migration to another provider - £15.00

WBC/IPStream (requires separate analogue line)

DSL Activation - £50.00

Regrade - £15.00

ADSL2+ - £30.00

ADSL2+ Annex M - £45.00

ADSL Max (up to 448Kbps upload) - £30.00

ADSL Max Premium (up to 832Kbps upload) - £45.00

Cease Charge - £33.00

Migration to another provider - £15.00

FTTC

MPF FTTC (includes analogue line)

FTTC Engineer Install - £120.00 One Off

Migrate Existing FTTC to HighNet - £80.00 One Off

Migrate ADSL to FTTC - £125.00 One Off

Regrade - £15.00 One Off

FTTC Business Unlimited Monthly Rental - £45.00

FTTC Business Premium Unlimited Monthly Rental - £49.00

Cease Charge - £33.00

Migration to another provider - £15.00

SMPF FTTC (requires separate analogue line)

FTTC Engineer Install - £120.00 One Off

Migrate Existing FTTC to HighNet - £80.00 One Off

Migrate ADSL to FTTC - £125.00 One Off

Regrade - £15.00 One Off

FTTC Business Unlimited Monthly Rental - £32.00

FTTC Business Premium Unlimited Monthly Rental - £35.00

Cease Charge - £33.00

Migration to another provider - £15.00

MPF FTTC Enhanced (Up to 80/20 Speeds, 24/7 SLA including 7-hour fix)

Install - Free

Monthly Rental - £59.00

FTTC (requires separate analogue line)

FTTC Engineer Install - £149.00 One Off

Migrate Existing FTTC to HighNet - £80.00 One Off

Migrate ADSL to FTTC - £125.00 One Off

Regrade - £15.00 One Off

FTTC Business Plus Monthly Rental - £45.00

FTTC Business Premium Plus Monthly Rental - £49.00

Cease Charge - £33.00

Migration to another provider - £15.00

EFTC

1 Year Install Cost - £499.00

3 Year Install Cost – Free

EFTC Premium Monthly Rental (Up to 20Mb up/down) - £99.00

EFTC-Lite Monthly Rental (3Mb up/down) - £75.00

EFM

1 Year Install Cost EFM Dual - £1,750.00

1 Year Install Cost EFM Quad - £3,000.00

3 Year Install Cost EFM Dual/Quad – Free

EFM Dual Monthly Rental - £155.00

EFM Quad Monthly Rental - £185.00

EFM Dual Lite Monthly Rental (3Mb up/down) - £95.00

EFM Quad Lite Monthly Rental (3Mb up/down) - £145.00

City Fibre (1Gb bearer)

3 Year Install Cost - £1095.00

5 Year Install Cost - £495.00

100Mbps Monthly Rental - £395.00

200Mbps Monthly Rental - £435.00

300Mbps Monthly Rental - £455.00

500Mbps Monthly Rental - £495.00

1Gbps Monthly Rental - £545.00

Absolute Fibre Ethernet

Ethernet (TTB/SSE/Entanet tail) – POA

100Mb EAD Local Access

(Postcode directly connected to an exchange we have unbundled)

1 Year Install Cost - £1,600

3 Year Install Cost - £900

10Mbps Monthly Rental - £250.00

20Mbps Monthly Rental - £260.00

30Mbps Monthly Rental - £270.00

40Mbps Monthly Rental - £275.00

50Mbps Monthly Rental - £280.00

100Mbps Monthly Rental - £280.00

1Gb EAD Local Access

1 Year Install Cost - £1,900

3 Year Install Cost - £900

100Mbps Monthly Rental - £395.00

200Mbps Monthly Rental - £435.00

300Mbps Monthly Rental - £455.00

500Mbps Monthly Rental - £495.00

1Gbps Monthly Rental - £545.00

EAD Non-Local Access/Resilient EAD/10Gb EAD – POA

Data Centre Bandwidth

Install - £750.00

Per 10Mb of dedicated bandwidth monthly rental - £10.00

Satellite Broadband (Up to 22Mb down/6Mb up)

Activation Fee - £39.99 One Off

Standard installation - £250.00 One Off

Satellite Equipment - £349.99 One Off

Business 2 Monthly Rental (2Mb up/down, 2Gb Usage) - £37.99

Business 25 Monthly Rental (25Gb Usage) - £55.99

Business 40 Monthly Rental (40Gb Usage) - £55.99

Business 100 Monthly Rental (100Gb Usage) - £189.99

Business 200 Monthly Rental (200Gb Usage) - £374.99

1Gb Data Volume Booster - £9.99

10Gb Data Volume Booster - £74.99

20Gb Data Volume Booster - £119.99

50Gb Data Volume Booster - £299.99

100Gb Data Volume Booster - £449.99

3G/4G (Fixed IP)

Vodafone 30 Day

2Gb Data - £27.50

5Gb Data - £37.50

10Gb Data - £55.00

20Gb Data - £99.00

40Gb Data - £185.00

100Gb Data - £365.00

Vodafone/EE 12 Month

2Gb Data - £25.00

5Gb Data - £35.00

10Gb Data - £50.00

20Gb Data - £85.00

40Gb Data - £165.00

100Gb Data - £350.00

Additional Data Bolt On

2Gb Data - £27.50

5Gb Data - £37.50

10Gb Data - £55.00

20Gb Data - £99.00

40Gb Data - £185.00

100Gb Data - £365.00

Managed WAN Hardware

Draytek 130 Modem (ADSL/FTTC) - £100.00

Draytek 2762 (ADSL/FTTC/WAN) - £110.00

Draytek 2762 Wireless (ADSL/FTTC/WAN) - £130.00

Draytek 2862 (ADSL/FTTC/WAN) - £195.00

Draytek 2862 Wireless (ADSL/FTTC/WAN) - £230.00

Draytek 2862 Mobile (ADSL/FTTC/WAN/3G/4G) - £425.00

Cisco 887 (ADSL/FTTC) - £295.00

Cisco 887 Wireless (ADSL/FTTC) - £475.00

Cisco 897 (ADSL/FTTC/WAN up to 1Gbps) - £1295.00

Cisco 881 (WAN up to 50Mbps) - £295.00

Cisco 881 Wireless (WAN up to 50Mbps) - £475.00

Cisco 892 (WAN up to 1Gbps) - £695.00

Juniper SRX300 (WAN up to 1Gbps) - £425.00

Juniper SRX320 + DSL card (ADSL/FTTC/WAN up to 1Gbps) - £895.00

Zyxel 3302 (3G/4G) - £100.00

Zyxel Management Fee (per device) - £5.00 per month

Draytek Management Fee (per device) - £5.00 per month

Cisco Management Fee (per device) - £10.00 per month

Juniper Management Fee (per device) - £15.00 per month

Managed LAN Hardware

Cisco SG250-10P (8 x 1Gb Port Switch) - £215.00

Cisco SG250-26HP (24 x 1Gb Port PoE Switch) - £330.00

Cisco SG250-50HP (48 x 1Gb Port PoE Switch) - £595.00

Netgear FS108P (4 x Port PoE) - £102.96

Netgear FS116P (8 x Port PoE) - £210.21

Cisco Management Fee (per device) - £10.00 per month

Engineering Charges

Per hour - £125

Per 15-minute slot - £31.25

Wireless Access Point

(Only to be sold on HighNet connectivity & hardware)

Ubiquiti Unifi UAP-AC Lite - £75.00

Ubiquiti Management Fee (per device) - £5.00

Ubiquiti Setup Fee (per customer) - £250.00

IP Addressing

Single Static IP Address – Free

Block of 4 Public IP Addresses (2 useable) - £2.00 per month

Block of 8 Public IP Addresses (6 useable) - £6.00 per month

Block of 16 Public IP Addresses (14 useable) - £14.00 per month

DDoS Protection

ADSL/FTTC Setup One Off - £5.00

ADSL/FTTC Standard Protection Monthly Rental - £2.50

ADSL/FTTC Premium Protection Monthly Rental - £6.00

EFM/EFTC Setup One Off - £15.00

EFM/EFTC Standard Protection Monthly Rental - £9.00

EFM/EFTC Premium Protection Monthly Rental - £15.00

Fibre Ethernet Setup One Off - £15.00

Fibre Ethernet Standard Protection Monthly Rental - £15.00

Fibre Ethernet Premium Protection Monthly Rental - £25.00

Equinix Cloud Exchange

Setup - £95.00

Up to 200 Mbps monthly rental (per virtual circuit) - £95.00

Up to 500 Mbps monthly rental (per virtual circuit) - £145.00

Up to 1 Gbps monthly rental (per virtual circuit) - £195.00

HighNet Mobile (Three)

Base Tariffs (30-Day Term)

Pay As You Use Tariff (8p/min calls, 8p/Mb data, 8p text) - £2.50

Unlimited Tariff (Unlimited calls/texts to UK national/mobile, 4Gb data) - £15.00

Additional Tariffs

Unlimited Tariff No Data - £10.00

Unlimited Tariff 6Gb Data - £18.00

Unlimited Tariff 10Gb Data - £20.00

Unlimited Tariff 20Gb Data - £24.00

Unlimited Tariff 40Gb Data - £30.00

Bolt Ons

HighNet Mobile Multi-Net (Switches between Three, EE and O2) - £10.00 per month

Mobile Broadband (Dynamic IP Address)

2Gb Data £10.00

3Gb Data £12.50

5Gb Data £15.00

10Gb Data £22.00

20Gb Data £30.00

Mobile Device Management

Mobile Device Management Setup - £25.00

Mobile Device Management Per User Monthly Rental - £5.00

Vodafone/O2

Base Tariffs (30-Day Term)

Pay As You Use Tariff (8p/min calls, 8p/Mb data, 8p text) - £2.50

Lite Tariff (500 minutes, 500Mb, 500 text) - £8.00

Unlimited Tariff (Unlimited calls/texts to UK national/mobile, 3Gb data) - £15.00

Additional Tariffs

Unlimited Tariff No Data - £10.00

Unlimited Tariff 5Gb Data - £18.00

Unlimited Tariff 20Gb Data - £22.00

Mobile Broadband (Dynamic IP Address)

2Gb Data £8.00

5Gb Data £12.50

10Gb Data £18.00

20Gb Data £24.00

40Gb Data £32.00

50Gb Data £50.00

100Gb Data £70.00 (Vodafone Only)

Mobile Device Management

Mobile Device Management Setup - £25.00

Mobile Device Management Per User Monthly Rental - £5.00