

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

PART B: Direct award Order Form Template

CALL-OFF REFERENCE: C24373

THE BUYER: His Majesty's Passport Office

BUYER ADDRESS: Home Office Shared Service Centre
PO Box 5015
Newport Gwent
NP20 9BB

SUPPLIER REFERENCE 0066700000wfpI0AAI / RM3808 Lot 3 SO136C

THE SUPPLIER: Gamma Telecom Ltd

SUPPLIER ADDRESS: The Scalpel, 18th Floor, 52 Lime Street,
London, EC3M 7AF, United Kingdom

REGISTRATION NUMBER: 4340834

DUNS NUMBER: 42-353-1354

SID4GOV ID: 423531354

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 01 January 2023.

It's issued under the Framework Contract with the reference number RM3808 for the provision of Network Services.

CALL-OFF LOT(S):
Lot 3 – SO136C

CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off special Schedules.
2. Joint Schedule 1(Definitions and Interpretation) RM3808
3. The following Schedules in equal order of precedence:

Joint Schedules for framework reference number RM3808

- Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 6 (Key Subcontractors)
 - Joint Schedule 7 (Financial Difficulties)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)
- Call-Off Schedules for **C24373**
 - Call-Off Schedule 1 (Transparency Reports)
 - Call-Off Schedule 2 (Staff Transfer)
 - Call-Off Schedule 6 (ICT Services)
 - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 11 (Installation Works)
 - Call-Off Schedule 12 (Clustering)
 - Call-Off Schedule 14 (Service Levels)

4. CCS Core Terms (version 3. 0.5)
5. Joint Schedule 5 (Corporate Social Responsibility)

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

CALL-OFF SPECIAL TERMS

Not applicable when the Call-Off Contract is awarded through a direct award procedure.

CALL-OFF START DATE

01st January 2023

CALL-OFF EXPIRY DATE

The last day of the Call-off Initial Period commencing on the date the Services are delivered by the Supplier.

CALL-OFF INITIAL PERIOD

2 Years

CALL-OFF OPTIONAL EXTENSION PERIOD 1+1 extension Years

MINIMUM PERIOD OF NOTICE FOR WITHOUT REASON TERMINATION

N/A

CATALOGUE SERVICE OFFER REFERENCE: RM3808 Lot 3 - SO136C

CALL-OFF DELIVERABLE

Product	CLI	Description	Quantity
Broadband	██████████	Fibre Broadband 40:10	1
Broadband	██████████	Broadband ADSL 2+	1
Broadband	██████████	Broadband ADSL 2+	1
Broadband	██████████	Broadband ADSL 2+	1
Broadband	██████████	Fibre Broadband 80:20	1
Broadband	██████████	Fibre Broadband 80:20	1
Broadband	██████████	Broadband ADSL 2+	1
Ethemet	██████████	Internet Access Only	1
Ethemet	██████████	Internet Access Only	1
Ethemet	██████████	Internet Access Only	1
Fixed Line	██████████	Single Analogue Line	1
Fixed Line	██████████	Single Analogue Line	1
Fixed Line	██████████	Single Analogue Line	1
Fixed Line	██████████	Single Analogue Line	1
Fixed Line	██████████	Single Analogue Line	1
Fixed Line	██████████	Single Analogue Line	1
Fixed Line	██████████	Single Analogue Line	1

MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

Clause 11.2 of the Core Terms shall apply to the liability of the Supplier pursuant to Clause 14 of the Core Terms. The last bullet point of Clause 14.9 of the Core Terms shall not apply to this Call-Off Contract.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is **£13,412.64** Estimated Charges in the first 12 months of the Contract.

CALL-OFF CHARGES

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Product	CLI	Description	Quantity	Frequency	Unit Charge	Monthly Total
Broadband	██████████	Fibre Broadband 40:10	1	Monthly	██████	██████
Broadband	██████████	Broadband ADSL 2+	1	Monthly	██████	██████
Broadband	██████████	Broadband ADSL 2+	1	Monthly	██████	██████
Broadband	██████████	Broadband ADSL 2+	1	Monthly	██████	██████
Broadband	██████████	Fibre Broadband 80:20	1	Monthly	██████	██████
Broadband	██████████	Fibre Broadband 80:20	1	Monthly	██████	██████
Broadband	██████████	Broadband ADSL 2+	1	Monthly	██████	██████
Ethemet	██████████ █	Internet Access Only	1	Monthly	██████	██████
Ethemet	██████████ █	Internet Access Only	1	Monthly	██████	██████
Ethemet	██████████ █	Internet Access Only	1	Monthly	██████	██████
Fixed Line	██████████	Single Analogue Line	1	Monthly	██████	██████
Fixed Line	██████████	Single Analogue Line	1	Monthly	██████	██████
Fixed Line	██████████	Single Analogue Line	1	Monthly	██████	██████
Fixed Line	██████████	Single Analogue Line	1	Monthly	██████	██████
Fixed Line	██████████	Single Analogue Line	1	Monthly	██████	██████
Fixed Line	██████████	Single Analogue Line	1	Monthly	██████	██████
Fixed Line	██████████	Single Analogue Line	1	Monthly	██████	██████

Please see rate card at the bottom of this order form.

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4 and 5 in Framework Schedule 3 (Framework Prices).

The Charges will not be impacted by any change to the Framework Prices.

REIMBURSABLE EXPENSES

Not recoverable

PAYMENT METHOD

Payment to be made by BACS within 30 from issue of invoice

BUYER'S INVOICE ADDRESS:

HMPO

Home Office Shared Service Centre

PO Box 5015

Newport Gwent

NP20 9BB

BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]

Commercial Lead

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

BUYER'S ENVIRONMENTAL POLICY

N/A

ADDITIONAL INSURANCES

Not applicable when the Call-Off Contract is awarded through a direct award procedure.

GUARANTEE

Not applicable when the Call-Off Contract is awarded through a direct award procedure.

SOCIAL VALUE COMMITMENT

N/A

STAFF TRANSFER

N/A

The following parts of Call-Off Schedule 2 (Staff Transfer) shall apply:
Part C (No Staff Transfer On Start Date)

Part E (Staff Transfer on Exit) will apply to every Contract.

QUALITY PLAN

Not applicable when the Call-Off Contract is awarded through a direct award procedure.

MAINTENANCE OF ICT ENVIRONMENT

Not applicable when the Call-Off Contract is awarded through a direct award procedure.

BUSINESS CONTINUITY AND DISASTER RECOVERY

In accordance with Call-Off Schedule 8 (Business Continuity and Disaster Recovery) Part A, the Supplier's BCDR Plan at Annex 1 will apply.

SECURITY REQUIREMENTS

In accordance with Call-Off Schedule 9, Part A (Short Form Security Requirements) to apply

BUYER'S SECURITY POLICY

Not applicable when the Call-Off Contract is awarded through a direct award procedure.

INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)

N/A

CLUSTERING

N/A

SERVICE LEVELS AND SERVICE CREDITS

Review Call-Off Schedule 14 (Service Levels); Call-Off Schedule 14 Part B **ONLY** applies when the Call-Off Contract is awarded through a direct award procedure. Review the Service Maintenance Levels within the Suppliers' Service Offer

Service Credits will accrue in accordance with Call-Off Schedule 14 Part B (Long Form Service Levels and Service Credits).

The required Service Maintenance Level is Level 4

The Service Credit Cap is in accordance with Call-Off Schedule 14 (Service Levels)

The Service Period is one (1) Month

SUPPLIER'S AUTHORISED REPRESENTATIVE

[REDACTED]
Head of Public Sector

[REDACTED]
3rd Floor, 63 St Mary Axe London EC3A 8AA

SUPPLIER'S CONTRACT MANAGER

[REDACTED]
Customer Advocate

[REDACTED]
3rd Floor, 63 St Mary Axe London EC3A 8AA

PROGRESS REPORT FREQUENCY

N/A

PROGRESS MEETING FREQUENCY

N/A

OPERATIONAL BOARD

Not applicable when the Call-Off Contract is awarded through a direct award procedure.

KEY STAFF

N/A

KEY SUBCONTRACTOR(S)

N/A

COMMERCIALLY SENSITIVE INFORMATION

N/A

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:	[REDACTED]	Signature:	[REDACTED]
Name:	[REDACTED]	Name:	[REDACTED]
Role:	[REDACTED]	Role:	[REDACTED]
Date:	[REDACTED]	Date:	[REDACTED]

Service Description

Primary Services Overview

Gamma provides two distinct services that provide connectivity to the PSTN enabling users to make and receive telephone calls:

- Traditional Calls & Lines - like-for-like transfer
- SIP Trunking

The like-for-like transfer of traditional calls and lines services are provided on 12 month contract due to the upcoming industry PSTN switch off, we are unable to agree longer terms. However the SIP Trunking services are provided on contract terms ranging from 12-60 months.

Gamma's Migration Service

Gamma offers a migration service whereby customers with PSTN or ISDN services can migrate to a Gamma VoIP solution during the contract term without penalty.

PSTN switch-off

In 2025, the Public Switched Telephone Network (PSTN) is being switched off by BT Openreach, which means everyone, including businesses, currently using PSTN-based services will need to move to another service.

Openreach have communicated a number of stop-sell notices (meaning new copper orders, including upgrades such as additional ISDN channels on existing bearers can no longer be ordered) in areas where they have or soon will have sufficient fibre coverage to declare an area 'full fibre'. This will increase with more exchanges as time goes on until the full switch off in 2025.

Therefore, our PSTN offering is wholly based on the availability of copper in individual local exchanges.

Traditional Calls & Lines

Using a number of standard services, Gamma connects customer local exchange equipment to Telco carrier exchanges, either its own exchanges or BT's, enabling users to make and receive PSTN telephone calls. These services include but are not limited to;

- PSTN Single Lines
- PSTN Multiline Aux
- ISDN2e (system and standard)
- ISDN30e
- ISDN DASS2 (transfer of existing connections only)

Gamma provides these services as like-for-like transfers of existing Openreach based services. For transfer connections Gamma maintains NTE until end of life and can transition services to new solutions procured via this framework if required.

Carrier Pre-Selection (CPS) is used in conjunction with the above PSTN and ISDN services to provide outbound calling over Gamma's own network to all destinations with the exception of operator specific short codes such as 100, 101, 999 and 112 which are routed directly over the BT network.

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Gamma's PSTN & ISDN services are based on BT Openreach Wholesale Line Rental 3 platform (WLR3) and we support the following order types:

- Like-for-Like Transfer
- Transfer with Changes
- Takeover of a Working Line

A number of chargeable service features are available across both PSTN and ISDN, detailed in the table below:

PSTN	ISDN2e	ISDN30e
Call Barring	Call Barring	Selective Outgoing Call Barring
Bypass Number	Busy Out Line Anytime	Admin Controlled Call Forwarding of Voice & Data Calls on Busy
Admin Controlled Inbound Call Barring	Admin Controlled Inbound Call Barring - Busy	Admin Controlled Call Forwarding of Voice & Data Calls on No Reply
Busy Out Line Anytime	Admin Controlled Inbound Call Barring - No Reply	Admin Controlled Call Forwarding of Voice & Data Calls on Unconditional
Admin Controlled Call Divert	Admin Controlled Inbound Call Barring - Busy & No Reply	Customer Controlled Call Forwarding
Customer Controlled Call Divert (Announcement)	Admin Controlled Inbound Call Barring - Unconditional	Calling Line Identity Presentation
Customer Controlled Call Divert (No Announcement)	Customer Controlled Call Forwarding	Calling Line Identity Restriction
Smart Divert	Presentation Number	Connected Line Identity Presentation
Temporary Call Divert Anytime	Calling Line Identify Presentation	Connected Line Identity Restriction
Call Minder (Basic, Premium & Extensions)	Calling Line Identify Restriction	Permanent Outgoing Calls Barred (Bars all calls including 999/112)
Withhold Number No Override	Connected Line Restriction	Permanent Incoming Calls Barred
Withhold Number with Override	Connected Line Presentation	Call Deflection
Release Number No Override	Call Deflection	Presentation Number (Type 1 or Type 3,4,5)
Anonymous Call Rejection	Remote Call Forwarding	Caller Redirect
Caller Display		Caller Redirect on DDI
Bar User of Call Return (1471)		Anonymous Call Rejection
Reminder		Remote call forwarding
Ring Back		Temporary Call Diversion (Assurance Only)
Call Sign		
Call Waiting & Call Hold		

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PSTN	ISDN2e	ISDN30e
Choose to Refuse		
Three Way Calling		
Ring Back Inhibit		
Direct Connect		
Remote Call Forwarding		

Gamma traditional line services also support both Group 4 facsimile and Group 2/3 facsimile.

Gamma can provide a range of numbering options; for ISDN2 services. Gamma fully supports Multi Subscriber Numbering (MSN) and for ISDN30e, and ISDN2e. Gamma fully supports Direct Dialling in (DDI) and Single Number DDI (SNDDI). If an existing service is transferred over to Gamma, all DDIs, MSNs and SNDDIs will also be transferred.

Number Porting

Gamma can port customers' existing numbers (including DDI ranges) into our network. We have geographical and non-geographical porting agreements with all the major UK carriers. Porting timescales vary from 5-25 days depending on losing operator and type of number.

DDI Ranges

In addition to porting in customers' existing number ranges on both Openreach based services or SIP Trunking services for all UK area codes, including Non-Geographic Numbers, Gamma can also provide new DDI number ranges from 10 numbers up to 10,000 numbers.

Business Continuity Options

For ISDN30 a number of business continuity options are available at an additional cost:

Option	Description
Site Assurance 1	This service will divert all calls to a defined alternative location when the option is activated
Site Assurance 2	This service provisions a number of ISDN30 channels to a customer's standby site which are normally left out of service when not used. Calls can be diverted to this standby when needed
Alternative Routing	Service to the end user's site is provided via 2 different routes and/or building entry points from the local exchange. As such if the local exchange encounters an issue, service will still be impacted.
Diverse Routing	Service to the end user's site is provided from both the local and an Out of Area (OOA) exchange. There are two options with this service, the preferred service is physically digging a new route from the OOA exchange to ensure should one exchange encounter an issue, service is unaffected.
DDI Dual Parenting	This option allows a minimum of a 1,000 DDI group to be shared across 2 exchanges. This can be connected through diverse routing, or via the BT core network instead of the local exchange processor within the local exchange.

SIP Trunking

Gamma connects local exchange equipment directly to its own carrier exchanges enabling users to make and receive telephone calls using SIP Trunking delivered either as a direct IP connection or via a media gateway, installed at the customer site, that presents ISDN2 or ISDN30 interfaces.

SIP Trunking provides a next generation access to the PSTN allowing inbound and outbound telephony for termination to a full range of national and international destinations. SIP trunks are connected directly to the customer's local exchange equipment if they support the SIP protocol, or

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via a media gateway that converts ISDN2 or ISDN30 signalling to SIP if they are incompatible. Where required, the media gateway or SBC can be provided as part of the Gamma service and is maintained and managed by Gamma for the duration of the contract.

SIP Trunking is a replacement technology for ISDN, and customers who would like to consolidate their ISDN estate or who are planning to replace their traditional local exchange equipment can implement the SIP Trunking with media gateway service as a transition to full IP connectivity. Gamma SIP Trunking is accredited and compatible with all major PBX vendors and collaboration platforms including; Cisco, Mitel, Avaya, Shoretel, 3CX, Microsoft Teams and Skype for Business.

SIP Trunking services will continue after the PSTN switch-off planned for 2025.

For SIP Trunking services, all calls are directly delivered over the Gamma network and do not require CPS.

SIP Trunking Access

Gamma SIP Trunks are provided with or without access. SIP Trunking can be delivered over suitable internet access where it already exists, or, if required, Gamma will provide appropriate access ranging from SoGEA to single or highly available Ethernet access. This package includes options for Ethernet and Broadband access (see ancillary services below).

Janet Access

Gamma SIP Trunks are also available by direct peering via Janet.

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SIP Functionality

The following functionality is supported:

CLIP/CLIR	Network provided features include Calling Line Identification Presentation (CLIP) / Restriction (CLIR) - a service that transmits or restricts a caller's number to the called party's telephone equipment during the ringing signal. Note: for any calls made to the Emergency Services, this will present the default CLI, which is the first number in the allocated DDI range.
CLI Flexibility	As an optional service, customers have the ability to present, NON Registered CLIs, as the Presentation A-Number CLI. Calls made to the Emergency Services, will automatically present the default CLI, which is the first number in the customer allocated DDI range.
Call Park, Transfer & Conferencing	These features are provided using the SIP re-invite mechanism.
Call Divert	This feature provides the facility to pre-configure call diverts for both individual numbers and DDI number ranges from the portal. Under failure conditions, the user can use a portal and activate either all pre-configured numbers with a single action.
Call Barring	Customers are able to modify their profiles to restrict or allow access to international, mobile or premium rate numbers as required.
Facsimile & DTMF	A facsimile service is supported using both in-band facsimile and modem transport using G.711 A-law codec and renegotiation to T.38 (subject to interoperability testing). RFC2833 is the preferred method for the transport of DTMF tones and is dependent on successful codec negotiation and requires payload type 101 to be assigned. RFC2833 will be used with both G.711 and G.729 codecs.
Emergency Call Support	Gamma's SIP Trunking service is a VoIP service as defined by Ofcom and supports Emergency Services calls.
Call Admission Control	Through a process known as Call Admission Control (CAC), the maximum call limit of an endpoint defines its capacity for routing calls in the network. As each customer endpoint will have 2 ports, one for outgoing and one for incoming, the CAC limit will be allocated to both ports to allow maximum flexibility.

Number Porting & DMA

Customers can use SIP without the need to change their phone numbers as Gamma can port the customer's existing numbers onto our network. We have active porting agreements with all the major UK carriers.

In some circumstances, a DMA may be required. Data Management Amendment (DMA) is the process involved to transfer Range Holder status for 1,000 or 10,000 Geographical Number Blocks. DMAs have to be carried out where an entire Ofcom allocated range is changing Range Holder.

A DMA request requires the Range Holder ownership to change to a new network operator. Whereas with a standard port request the Range Holder stays the same and traffic is routed/porting to the Gaining Provider. In addition, there could be a cost associated with the DMA, however we will not know the exact cost until our Interconnect Team apply to the current Range Holder requesting a DMA.

The process itself does not go through the regular porting regulations and so has different lead times to complete and can take up to 90 days once initially requested.

DDI Ranges

In addition to porting in customers' existing number ranges on both Openreach based services or SIP Trunking services for all UK area codes, including Non-Geographic Numbers, Gamma can also provide new DDI number ranges from 10 numbers up to 10,000 numbers.

Business Continuity Solutions

The standard SIP Trunking service provides a single site connected to a single Gamma Session Border Controller (SBC) High Availability (HA) cluster.

Gamma also provides 4 optional high availability solutions at additional cost detailed below.

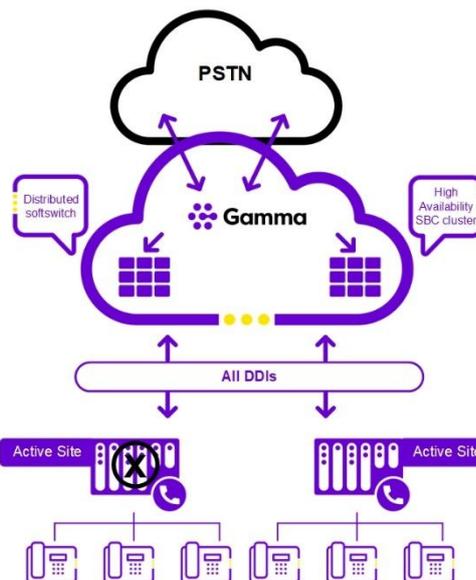
<p>Enhanced</p> <p>The enhanced SIP service is diversely built in two different exchanges in the Gamma network giving you additional resilience at a network level - i.e. if the primary exchange fails, you will auto failover to the backup service and exchange.</p> <p><i>Note: your telephone system setup will need to accept two IP addresses from Gamma.</i></p>	
<p>Active / Standby</p> <p>This design offers dual endpoints in active / standby mode working off geographically diverse Gamma SBC HA clusters. For this configuration, all traffic will route to the primary endpoint. In the event of failure, all calls will automatically route to the secondary endpoint.</p>	

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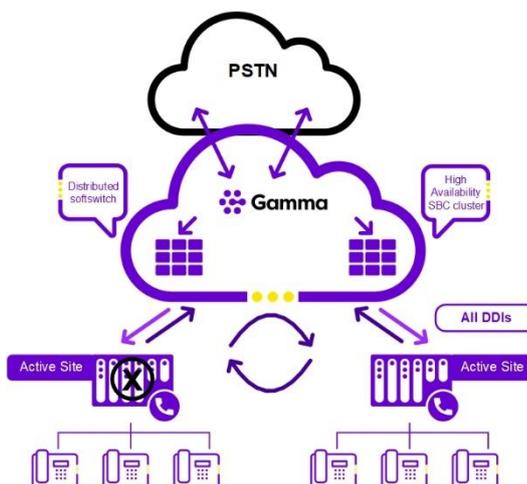
Load Share

This design offers dual endpoints in load share mode working off geographically diverse Gamma SBC HA clusters. For this configuration, traffic will be delivered in a round robin fashion to ensure equal distribution between endpoints.



Resilience+

The Resilience+ solution is designed to offer two SIP endpoint connections where each endpoint is active to selected DDIs whilst standby resilience is provided by the other endpoint. Resilience+ offers dual live sites with dual failover options.



Call Packages

Gamma provides 2 call plans associated with our SIP Trunking services:

- Pay As You Use – customers pay for all chargeable calls they make.
- Bundles based on inclusive minutes – with this option customers have an inclusive number of minutes for 01,02,03 & Vodafone/EE/3/O2 Mobile calls per month (an appropriate per SIP trunk fair usage policy will be applied).

Gamma bills calls on a per second basis and tariffs destinations to four decimal points. The final cost per call is rounded to 2 decimal places.

Professional Services

Audit & Design

Gamma provides a free of charge service where traditional voice estates are audited by our Solution Consultants who then create a design and migration plan to transition legacy voice services to next

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generation SIP. This audit also provides customers with consolidation report where low or unused services are identified prior to migration.

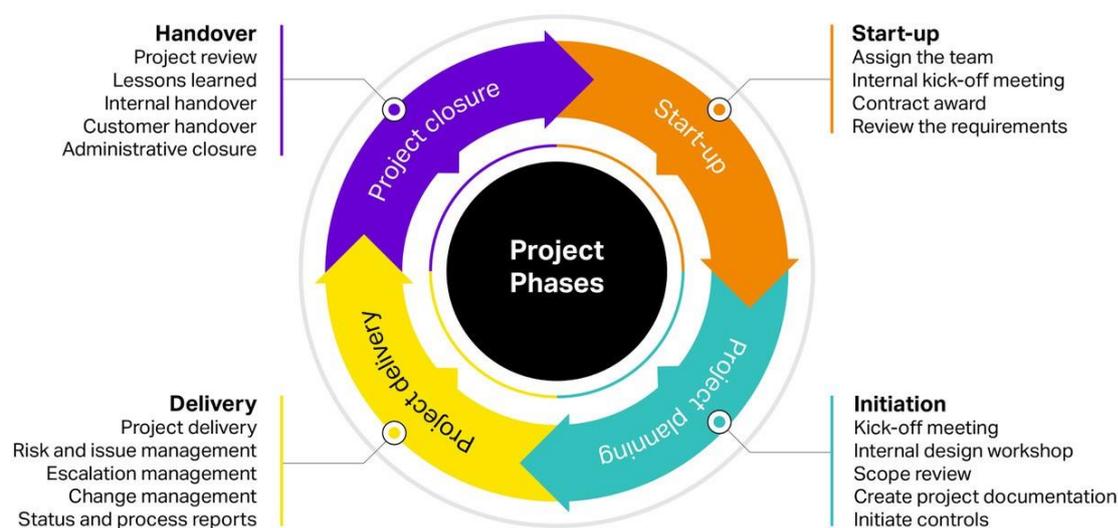
Onboarding

As standard, for Traditional services Gamma will provide a like-for-like migration.

For SIP services, as standard, Gamma provides customers with a dedicated implementation coordinator who will manage the installation of the SIP service and porting of the customer's Inbound and Outbound PSTN numbers into the Gamma network.

For larger projects, Gamma recommends customers purchase optional Project Management that will provide a PRINCE2 qualified project manager experienced in delivery of large or complex PSTN to SIP migrations.

Gamma uses PRINCE2 methodology, principles and themes to deliver these projects. Gamma's implementation plans have a minimum of 4 stages:



Within the handover phase the project manager will transfer responsibility for the customer to the Gamma account manager and the project is transitioned into business as usual.

Delivery milestones vary depending on the order scope/customer requirements and are determined by the project/delivery manager upon engagement. Our general approach is to maximise time & cost efficiencies whilst de-risking wherever possible. We achieve this by pro-actively managing & overlapping ordering of component services and rigorously testing prior to full-service delivery. High-level milestones for a new service delivery are as follows:

1. Order received
2. Internal mobilisation & customer/3rd party engagement
3. Delivery plans drafted & agreed
4. Access service (optional) for SIP service ordered / or like-for-like PSTN service ordered
5. Access service (optional) for SIP service installed / or like-for-like PSTN service installed
6. SIP order placed (if required)
7. SIP built (if required)

Framework Ref: RM3808

Project Version: v1.1

Model Version: v3.2

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8. Number port order placed
9. Equipment connected to access service/line
10. Service testing/equipment adjustments
11. Pre-port testing
12. Numbers port
13. Go Live/Troubleshooting
14. UAT/sign-off

Risks

The project/delivery manager will consider risks particular to the customer's scenario upon engagement, however typical risks / mitigation plans for the delivery of these services might include:

Risk	Mitigation
Copper/fibre external works cause delay or additional cost	Careful order monitoring. Effective jeopardy management & utilisation of supplier escalation routes to progress to resolution.
Services installed in incorrect location	Thorough fact-finding. Accurate data-entry. Labelling of access termination points pre-installation.
Access service/line DOA or faulty	Testing upon service installation & prior to application of voice services & numbering. Run simultaneously with legacy equipment prior to full migration.
SIP service doesn't work	Pre-engagement with PBX maintainer & Gamma tech. Full testing of SIP service before number porting & go live. Run simultaneously with legacy equipment prior to full migration.
Number ports at the wrong time	Careful scheduling. Order Manager trigger required to complete port. Pre-port testing & ability to postpone.

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Training

The Gamma project/delivery manager will discuss training requirements with the customer during initial engagement to produce a tailored package fit for the customer's specific needs.

The provision of the primary services contained within this package does not necessitate any end user training as all services are infrastructure-based and managed at administrator-level. Any user-managed element requiring training would be driven by equipment and/or software connected to the Gamma services, for example: telephone system, credit card machine, alarm system, contact centre. Since such services are out of scope for this package, training considerations are as follows:

- **Administrator Training:**
 - **SIP Trunk Call Manager (STCM) / MyInbound** – If purchased, the Gamma Sales Lead facilitates a Webinar led by a Gamma product specialist to tutor the selected customer administrator(s) on utilisation of the portal. Focus is on how to build bespoke call plans, initiate diversion services and disaster recovery options. Typically, this is delivered once the customer's own SIP instance is built and shortly prior to go live to ensure the customer is ready to receive the service.
 - **Customer Provisions & Tickets** – The Gamma Account Manager trains the customer administrator(s) on how to request the provision of new services and raise trouble tickets on existing services using the Gamma Portal. They also walk through the Customer Support Plan and provide a copy for the customer's reference. This documents SLAs, escalation procedures and key contacts and other key data. This session is delivered by Webinar shortly following handover, or face to face during a customer service review as desired and forms a key part of the customer onboarding plan.
 - **Refresher training** will be offered by the Gamma Account Manager as new customer administrators are onboarded or changes to Gamma systems or documents are made.
- **Finance Training:**
 - **Billing Portal** – The Gamma Account Manager will arrange for a billing expert to explain the customer's billing reporting package including how to self-administer cost centres online and produce reports on-demand. This should be offered as part of the delivery handover process / customer onboarding plan and delivered by either Webinar or face to face as desired.
 - **Refresher training** will be offered by the Gamma Account Manager as new customer Finance personnel are onboarded or changes to Gamma systems are made.

Testing & Handover

We embed testing within our delivery processes to mitigate the risk of failure upon customer migration / go live.

The primary services relating to this package are at their riskiest upon migration which is usually triggered by a number port. To reduce risk at this point, we pre-test the solution at the following points:

- Upon access installation & connection to equipment
- 24 hours pre-port

Most possible issues will be uncovered within these tests and remedial steps taken to correct pre-port. If corrective action cannot be taken or is unsuccessful, the port can be postponed or cancelled until a fix can be implemented.

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For contingency purposes, where Gamma is providing new services, we recommend that legacy infrastructure remain in place until such time as the Gamma service is installed and fully tested. This enables the customer to roll back to the previous service in the unlikely event of a major service failure upon migration.

Post-implementation, therefore, our risk is fairly low. For quality-assurance, we deliver a tailored User Acceptance Testing (UAT) plan with the customer. This is defined upon customer engagement prior to delivery, but typically to confirm that the solution is operating as expected, we would recommend the following test criteria:

- Dial tone?
- Able to make internal call?
- Able to make external call?
- Able to transfer calls?
- Inbound calling random test for high volume DDI ranges (10% of numbers)
- Do inbound calls connect?
- Time taken to connect
- Termination accuracy (has the call landed in the right place?)
- General call quality (echo/jitter/latency)
- Voice delay
- 2-way voice / hearing ok?
- Calls clear
- Invalid number response correct
- Busy / divert options as specified
- CLI Presentation correct
- Barred numbers
- Short code calls
- DTMF

Gamma will assist the customer in completing UAT checks where required and will lead on delivering any remedial actions as a result of testing.

Particular urgency is given in the event of failure to connect inbound numbers where a temporary workaround or diversion service may be deployed whilst remedial actions are carried out to allow the customer organisation to maintain an inbound calling service.

Once the service has passed UAT and the customer is satisfied that it is operating as expected, the Gamma project/delivery manager will obtain sign-off from the customer. This will trigger the 'handover' process.

For large projects, the PID will be reviewed, and performance measured against the specified success criteria.

All orders will be formally handed in to Customer Support by way of an internal handover meeting with the customer support team manager and account manager who will assume responsibility for the customer post-delivery. The nature of the solution, component products, billing structure, key contacts and pricing will all be explained prior to the Support and Service Teams accepting the customer into Business as Usual (BAU) operations. For large projects, this process is usually

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accompanied by a written handover document which is marked by signature of all internal Gamma stakeholders.

Once the solution is accepted into Gamma Support, the Gamma project/delivery manager will officially close the delivery order with the customer. This may be done via conference call but for large projects will often involve a customer site visit and formal handover document for sign-off. The customer is introduced to their in-life support contacts and the delivery stage is closed.

Offboarding

Numbers can be ported from Gamma to another supplier following the industry standard process.

The SIP Trunks are non-transferrable.

A minimum notice period of 30 days applies outside of the contract term. All requests for termination of service should be directed to your Account Manager in writing.

Conditions on Customer

- We require peer-to-peer engagement with a project/order lead at the customer and access to on-site contact(s) where local works are in scope.
- Either suitable IP access must be provided by the customer, or the customer can purchase Gamma's access.
- We need engagement with the customer's IT team or 3rd party responsible for the PABX.
- Where the customer elects to implement Gamma SIP Trunks directly onto their PABX, it is the customer's responsibility to ensure that the PABX has the relevant SIP capabilities and any licences required. It must be configured prior to go live.
- On-site contact is available to chaperone engineer appointments.
- Customer technical resource required for major voice migrations.
- Customer provides full and correct Royal Mail recognised address for installations.
- Customer has authority to order services for the site(s).
- Site(s) ready and able to receive service/has power.
- Customer is responsible for contractual obligations with incumbent suppliers.
- Customer is responsible for cessation of legacy services.
- Customers utilising a Gamma SIP service must use the Gamma network for all outbound calls (including international and UK non-geographic destinations) and not just utilise any inclusive minute calls to 01,02,03 or 07 main mobile numbers. If any aggregation or abuse is detected, then Gamma reserves the right to remove any inclusive calls packages from the SIP service and charge on standard pence per minute rates as per the Out of Bundle rate card with immediate effect.

Where the customer elects to take either Inbound or SIP Trunk Call Manager ancillary services;

- Communication of inbound routing requirements.
- Staff on-site aware of changes and receptive to incoming test calls.

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Project Version: v1.1

Model Version: v3.2

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- Customer resource required for design/test/migration phases
- Customer should understand how they want their inbound numbers routed and where they should terminate.
- Customer is happy for numbers' legacy host service to cease upon porting (if not, customer may need to make arrangements to reconfigure the current host service).
- Customer is prepared to self-manage their inbound solution post-migration
- Any reconfiguration works required are the responsibility of the customer
- The customer must provide details of the termination points (e.g. CLI) for each inbound number being supplied by Gamma. We are unable to submit an order for service until this information is provided.
- If numbers are being ported from another supplier, it is the customer's responsibility to check their contractual obligations with the losing provider. Gamma will proceed with a port order as instructed and will not be liable for any early termination charges being applied by the losing provider.
- The customer must operate any Gamma provided number in line with any legislative or regulatory requirements such as advertising, time to answer and ghost calls.
- With regard to any announcements and/or music which may be uploaded to Gamma's MyInbound platform, it is the user's responsibility to ensure that all necessary licenses and consents have been obtained, and that, in all respects, it is in full compliance with all applicable laws and regulations, including copyright laws, when uploading copyright material.

Where the customer elects to take the underlying Ethernet Access ancillary service;

- The customer must provide full installation address details including postcode along with a detailed description of the demarcation point for services on site (e.g. Ground Floor, Comms Room, Cabinet x, rack y). An on-site contact name/number must also be provided (we will be unable to place the order and commence lead-time for the service delivery until accurate details are provided).
- If the customer does not have any spare fibre capacity or duct capacity and the service is for their sole use, they may be expected to pay Excess Construction Charges (ECCs).
- If the customer requires migration before 9am or after 6pm, additional installation charges may be attracted.
- The customer must ensure they have adequate space and power at the demarcation location to enable the delivery of the service. For installation of the fibre circuit a minimum of two 13-amp AC outlets will be required for each NTE. The installing engineer will require access to further sockets for test equipment and commissioning. The customer is responsible for the power supply and arranging alternative power supplies if any temporary supply fails. The customer may be liable for payment of abortive visit charges if an engineer is required to attend site as a result of a failure of a power supply.
- The customer must co-operate with regards to any matters relating to any wayleave agreements, excess construction charges, listed building applications or any other processing delays requiring an input from the customer. Delays experienced in these matters will result in a delay in lead-times being realised.
- The customer should assist with access requests in respect of engineering visits to deliver the service. Missed appointments may result in delays and additional costs.

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- The testing and configuration of any 3rd party equipment at the customer's site, such as phone systems, is the responsibility of the customer or their designated maintainer. Our service does not extend to any equipment that has not been supplied by us.
- For installation of the CPE up to two 13-amp AC outlets will be required depending on the model of router. The customer is responsible for the AC power supply.

Service & Support

Account Management

Customers will be provided with an Account Manager (Customer Advocate) who is responsible for the executive and commercial relationships. Specifically, Customer Advocates are responsible for;

- Proactively developing and maintaining relationships with key customer representatives as well as building new relationships within the customer organisation.
- Reviewing customer contract performance for compliance, including monitoring of all minimum commitment thresholds and executing changes as needed.
- Understanding the customer's service requirements to facilitate Gamma's provided Services ability to meet such requirements
- Providing management and direction for the customer and the Gamma service and project teams for execution of the delivery of the Services.
- Developing solutions for complex business and customer challenges and provides complex problem solving.
- Providing recommendations to support customer requirements for cost savings, growth and technology refreshes.
- Monitoring the Key Performance Indicators, Service Levels, and Operating Level Agreements as determined with the customer at engagement planning and kick off.
- Identifying Service Levels not being met and liaises with involved departments to execute corrective action.
- Overseeing the initiation and resolution of performance issues requiring escalation and works with the customer and the Gamma technical teams to define overall remediation plans.
- Facilitating communication between customer and Gamma executives where needed in instances of escalation for resolution of any performance issues. • Identifies opportunities for service improvement and risk mitigation and engages appropriate customer and Gamma resources to execute associated plans.
- Developing, executing, and maintaining any continuous service improvement plan as required.
- Accelerating billing and accounts payable issue resolution by engagement of appropriate customer and Gamma resources.
- Facilitating beneficial customer enablement by identifying and executing strategies to increase self-service utilisation and expand self-service. Drives online and electronic media tool enablement and adoption

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Incident Management

The Gamma Service Desk will provide the customer with access to support for Gamma provided services, 24 hours a day, 7 days a week.

Incidents will be tracked and managed by Gamma's Service Desk on our incident management system (IMS). The level of support provided is subject to Key Performance Indicators (KPIs) and the severity of the incident. The severity level is assigned when the call is logged by our Service Desk, based on the impact of the incident on the customer's business.

For automatically generated incidents created by Gamma's monitoring platforms, the severity level is automatically assigned based on the service type and pre-agreed business impact.

The frequency of updates that Gamma provides the customer on the progress of the incident will vary based on its severity, each update will be communicated by email/telephone to the nominated contact(s) and can also be accessed via our customer portal.

If an incident cannot be resolved at its current level within defined times, the incident is escalated to the next technical level until resolved. Incidents approaching SLA limits are prioritised with appropriate levels of management made aware to assist with identifying resources and creating additional focus to resolve the incident. Where it is likely Gamma will breach its SLA, customers are contacted to agree a remediation plan that may involve temporary or alternative solutions.

During a service level breach, subject to severity and impact, Gamma may appoint an incident manager who will additionally update the customer at pre-agreed intervals.

Gamma monitors its performance by reference to the service level for the applicable service and where a managed service has been purchased, Gamma will produce a monthly service report detailing the previous service period's performance against the KPIs. The report will be available for the customer by Working Day ten after the end of the relevant month and will be discussed at the Service Review.

Major Service Outage

Where a Major Service Outage (MSO) is identified that affects multiple customers, proactive updates are published on the Gamma support website and we also use a proactive 'push' mailing mechanism to inform customers, third party suppliers or related parties of the incident, and updates related to it. Key customer stakeholders who should receive notifications in the case of an MSO incident are listed in the Customer Operations Manual, these contacts will also receive the Reason for Outage (RFO) reports. The RFO report will include the timeline of outage, root cause of failure, description of impact and any follow up action points if relevant. Interim reports are issued within 24 hrs of the incident occurring and the final RFO is issued on completion of root cause analysis.

Planned Outages / Emergency Maintenance

Planned Outages may be required on the network for scheduled network maintenance and upgrade activities (Scheduled Network Maintenance (SNM)). Gamma will communicate any SNM to the customer in advance. Gamma and/or its third party supplier will affect SNM where possible outside business hours. However, if this is not possible Gamma will give the customer no less than 7 days' notice in advance. This is typically via email to the designated contact.

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It may be necessary from time to time for Gamma to carry out emergency maintenance to the services in order to maintain appropriate levels of service quality (Emergency Network Maintenance (ENM)) and to provide where possible minimum impact to the customer. For such events it may not be possible to provide the customer with advanced notification. Gamma shall give as much notice as is reasonably practicable to the customer's designated contact prior to carrying out any ENM. Gamma shall carry out any necessary maintenance where it reasonably suspects that the services or any part thereof has or may have developed a fault. Any such maintenance shall be carried out in such a manner and at such times so as to avoid (or where this is not possible, so as to minimise) disruption to the services.

Service Level Agreement

Incident response time and updates

Gamma will respond to new incident tickets raised within 1 hour. This response will include an initial review of the incident, a priority assessment and an update to the incident ticket and / or call to the customer.

Gamma will provide the customer with updates on the progress of the incident based on its priority, each update will be communicated by email or telephone with major service outages also being published on the Gamma website at <http://www.gamma.co.uk/support/service-status/>

Action	Priority 0	Priority 1	Priority 2	Priority 3	Priority 4
Gamma to provide customer with an incident update	30 min±	60 min±	4 hours±	12 hours±	48 hours±

± Time period can be extended or reduced with the agreement of the Customer on an individual ticket basis.

Service Availability

Service Availability is defined as the ability of a Service to perform its required function over a stated period of time. It is reported as the percentage of time that a Service is available for use by the Customer within agreed Service Hours. Availability is calculated as:

Total number of minutes in the measurement period – Unplanned Downtime x 100

Total number of minutes in the measurement period

Note: If a Service is partially available then the Unplanned Downtime shall be calculated in equal proportion i.e. if a service is 50% available then the unplanned downtime will be calculated as 50% x elapsed period of the incident.

Availability Measurement Period: 1 Calendar month.

Target Availability

Traditional Voice

Multiple Care Levels are available across our PSTN and ISDN services:

Care Level	Hours of operation	Clearance Target	Notes
1	08:00 - 18:00 Monday to Friday excluding public and bank holidays	End of the next working day <i>i.e. if a fault is reported on Tuesday at any time; resolution should be actioned before 23:59 on Wednesday.</i>	
2 <i>(included as standard on all ISDN services)</i>	08:00 - 18:00 Monday to Saturday excluding public and bank holidays	End of the next working day <i>i.e. if a fault is reported on Tuesday at any time; resolution should be actioned before 23:59 on Wednesday.</i>	
2+ <i>(included as standard on all PSTN services)</i>	08:00 - 18:00 Monday to Saturday excluding public and bank holidays	End of the next working day <i>i.e. if a fault is reported on Tuesday at any time; resolution should be actioned before 23:59 on Wednesday.</i>	Includes Smart Divert as standard; this enables you to divert to any UK, fixed, mobile or 0800 number - can be changed remotely
3	07:00 - 21:00 Monday to Friday 08:00 - 18:00 Monday to Saturday including public and bank holidays	Same day if reported before 12:59, or by 12:59 the following day if reported after <i>i.e. if a fault is reported before 12:59 on Tuesday, resolution should be actioned before 23:59 Tuesday.</i>	
4	24 hours x 7 days including public and bank holidays	Within 6 clock hours from when the fault is accepted <i>i.e. if a fault is reports at 00:00 resolution should be actioned before 06:00.</i>	

As standard Gamma provides Care Level 2/2+ with the option to purchase additional levels as outlined above.

SIP Trunking

As standard Gamma provides the equivalent of Service Maintenance Level 4. The service availability for standard and resilient options is:

SIP Trunk Endpoint	Availability
Standard Build (single endpoint)	99.95%
Resilient Build (options below)	99.99%

Call Quality Performance

As a means of determining call quality of its Voice Services, Gamma measures the call quality of calls passing through the Gamma Network. The performance is measured using Perceptual Evaluation of Speech Quality (PESQ) score that covers a scale from 1 to 5 (bad/excellent). Gamma's SIP and Horizon Services support G.711 and G.729 for external call termination.

The PESQ score targets for the supported Codecs for SIP Services are as follows:

Codecs	Mean Average PESQ Score	Period
G.711	4.1	One Calendar Month

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G.729	3.7	One Calendar Month
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The targets are measured from probes within the Gamma Network auto generating test calls every 10 minutes through the Horizon network infrastructure. These performance measures apply to the performance provided within the core Gamma Network.

Monitoring

The monitoring services provided by Gamma for both legacy and next generation voice services vary considerably due to the differences in the underlying technology. With next generation voice services such as SIP, Gamma can provide a significantly enhanced monitoring capability, whereas with PSTN and ISDN lines overlaid with Carrier Pre-Select (CPS) our options are limited to reactive incident monitoring. Monitoring for each service is described below;

Legacy voice; PSTN, ISDN2, ISDN30, ISDN DASS2 & CPS calling – As copper-based services do not provide active notification of failure, Gamma monitors service level failures by continually assessing incoming incidents to our Service Desk. As part of this assessment our Incident Management System (IMS) platform detects Major Service Outages and helps identify the root cause of any incident(s). Gamma's IMS is integrated into BT Openreach's Eco Repair and prior to any ticket being passed to BT, Gamma undertakes a line test ensuring that only valid failures are raised. For CPS calls that transit the Gamma network, we automatically monitor call success ratios and in the event this falls below a pre-defined level, an incident is raised automatically directly to our Technical Support Centre.

For next generation SIP services; Gamma proactively monitors each SIP Trunk 24x7x365 and in the event failures are detected in either the underlying IP transport - such as packet loss and round-trip delay, or either inbound or outbound call success ratios drop, an automatic incident is generated directly into our IMS platform. We also proactively monitor the network quality of voice calls across our core network, this performance is measured using Perceptual Evaluation of Speech Quality (PESQ) score that covers a scale from 1 to 5 (bad/excellent). In the event that the score falls below 4.1 (G.711), a ticket is generated. Where Gamma provides the assured access, this is also included in the end-to-end voice quality monitoring.

Escalations

To assist in meeting our agreed service level targets and exceeding customer expectations Gamma has a primary and alternative escalation path used in problem resolution; the primary method is via Gamma's Service Desk – where automatic escalations are implemented via our incident management lifecycle.

If an incident cannot be resolved at its current level within defined times, the reported issue is escalated to the next technical level until resolution. Incidents approaching SLA limits are prioritised with appropriate levels of management made aware in order to assist with identifying resources and creating additional focus to resolve the incident within the agreed service level.

A customer may escalate an incident at any time during the incident lifecycle when the customer is experiencing dissatisfaction with the support service being provided or the impact to the customer's business has increased – which can be undertaken electronically via the IMS or calling/emailing the Service Desk.

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Should a customer have a concern with how an action is progressing, an alternative escalation point is via their dedicated Account Manager. This route is typically used when a customer simply requires wider visibility within Gamma or a low severity incident that is within service levels requires escalating due to the high level of business impact. If this escalation route does not result in the desired outcome, further contacts are detailed within the Customer Support Operation Manual which lists escalation levels.

Billing & Invoicing

The pricing and billing model will be user-based. Gamma will supply a consolidated invoice for all services provided to the customer. We are able to consolidate all sites onto one main invoice and add cost centres and departments as required.

Alternatively, we are able to invoice each site separately if this is better suited to the customer’s needs or supply a mixture of the two options. Invoices can also be provided with ‘DDI billing’ so the customer can monitor call traffic and spend at an extension level. As well as call charges, Gamma will invoice the customer for one-off (non-recurring) charges and ongoing (recurring) charges on a monthly basis until termination of service. Cessation charges may apply.

Invoices with summary pages and detailed itemisation and reporting are available online at all times via our billing portal (Gamma Hub). All our reporting is generated in CSV, Excel and PDF format and no additional software licenses are required.

Gamma's Customer Portal

Our Customer Portal is a secure online space giving you complete visibility of your Gamma services.

Easily manage your costs – quick and simple ways to review your communications spend, saving you time trying to make sense of your bill

All invoices in one place – access up to 12 months of past invoices

Download key information – instant access to reports to help you understand your bill in detail

Save money – easily identify ways your business can save money

Unbilled usage – view the current month’s usage ahead of the bill

One place – review all aspects of your business communications services

The screenshot displays the Gamma Customer Portal interface. At the top, there is a navigation bar with links for Home, Dashboard, Asset Management, Billing, Reports, Tools, Admin, and Products. Below this, the main content area is divided into several sections:

- Monthly Invoice Summary:** A bar chart showing 'Cost (£) By Month' from Jan 19 to Jun 19. The costs are: Jan 19 (£3,987.05), Feb 19 (£3,646.01), Mar 19 (£3,475.21), Apr 19 (£3,638.16), May 19 (£3,803.42), and Jun 19 (£3,493.00).
- Current Unbilled Usage:** A gauge chart for July 2019 (Unbilled) showing usage levels from £850 to £1,850, with a current value of £584.50.
- Itemised Fixed Charges:** A table listing various charges for June 2019. The table includes columns for Product, Bill From, Bill To, CLI, Description, Quantity, Frequency, and Cost.

Product	Bill From	Bill To	CLI	Description	Quantity	Frequency	Cost
Fixed Line	31/07/2019	31/07/2019	02014007890	Call Waiting	1	Monthly	63.750
Fixed Line	31/07/2019	31/07/2019	01753067890	Without Number	1	Monthly	63.000
Fixed Line	31/07/2019	31/07/2019	01240504560	Without Number	1	Monthly	63.000
Fixed Line	31/07/2019	31/07/2019	01430000228	ISDN2 Standard Line Rental	1	Monthly	423.750
Fixed Line	31/07/2019	31/07/2019	01514007890	ISDN2 Standard Line Rental	1	Monthly	423.750
Fixed Line	31/07/2019	31/07/2019	02013000660	ISDN30 Channel Rental - 12	1	Monthly	1162.000
Fixed Line	31/07/2019	31/07/2019	01179007890	ISDN2 Standard Line Rental	1	Monthly	423.750
Fixed Line	31/07/2019	31/07/2019	01753067890	ISDN2 Standard Line Rental	1	Monthly	423.750
Fixed Line	31/07/2019	31/07/2019	01240504560	ISDN2 Standard Line Rental	1	Monthly	423.750
Fixed Line	31/07/2019	31/07/2019	01790077792	Single Analog Line	1	Monthly	116.000
Fixed Line	31/07/2019	31/07/2019	01200207890	ISDN2 Standard Line Rental	1	Monthly	423.750
Fixed Line	31/07/2019	31/07/2019	02002001228	Single Analog Line	1	Monthly	116.000
Fixed Line	31/07/2019	31/07/2019	01432007890	ISDN2 Standard Line Rental	1	Monthly	423.750
Fixed Line	31/07/2019	31/07/2019	01512000660	Single Analog Line	1	Monthly	116.000
Fixed Line	31/07/2019	31/07/2019	01432004560	Single Analog Line	1	Monthly	116.000
Month Totals							£1,772.800

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 Project Version: v1.1
 Model Version: v3.2

Key Features

Homepage

High level overview

The portal homepage is a quick and easy way to gain a complete overview of your communications spend, with a helpful six-month summary of your past bills and a snapshot view of your unbilled calls for the current month.

Dashboard

Identify account activity at a glance

Gain a visual breakdown of who your staff are calling, including most dialled numbers (internal and external). Easily view the types of calls being made, including different charge bands (UK calls, mobile etc) and identify which users and phone numbers are costing you the most money.

Usage Alerts

Monitor usage more easily

Usage alerts allow you to set your own predefined rules which will notify you via email when triggered. Use this function to track calls, text and data usage.

Asset Management

Total visibility of all products

Use this feature for a complete view of your telecoms and data estate, including your telephone numbers CLIs), the product related to that number and its geographical location. Manage and amend your CLIs and create labels for your numbers to assist in bespoke reporting.

Bespoke Reporting

Report on what's important to you

Create your own bespoke reports to meet the needs of your business. You can then save your new report format to run again whenever you need it.

Multiple user levels

Easily control staff access

Administrators can easily manage multiple user access to the portal and can define how much (or little) access they have, as their role requires.

Quality Standards & Security

Gamma's services are certified to;

- ISO 9001
- ISO 14001
- ISO 22301
- ISO 27001
- Cyber Essentials
- Cyber Essentials Plus
- Carbon Neutral

Sustainability

Gamma's commitment to fighting climate change effectively is built into our company culture, to influence change with our staff, suppliers, customers, and communities.

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Gamma is accredited with ISO14001, an environmental management accreditation, which puts environmental management at the heart of our operations to ensure that we achieve sustainable success.

We have sponsored internal, as well as global projects aimed at carbon reduction since 2006. Gamma has also adopted the UN Sustainable Development Goals, including Goal 13 (Take urgent action to combat climate change and its impacts). In 2020 Gamma extended the reporting boundary to comply with the Streamlined Energy and Carbon Reporting (SECR) regulations. In addition, it increased its carbon offset to align with the new reporting boundary. Gamma purchases 100% renewable energy to power our business in the UK and proud to be certified as a carbon neutral company by Natural Capital Partners in line with the Carbon Neutral Protocol.

Service Offer Price Card

Please see separately attached Price Card.

Optional Ancillary Services

Underlying Ethernet Access (Private and Converged)

All elements of Gamma's access services are fully optimised to support IP voice services including IPT & SIP Trunking. This package is for Fibre Ethernet access; Gamma's Ethernet Access is a high bandwidth, scalable, reliable and uncontended access service designed to connect customers to Gamma's IP telephony platforms, this package is for the delivery of Gamma SIP services only.

This service is provided as a managed layer 3 service that delivers a guaranteed number of channels of IP voice. An end-to-end service design is provided in order to guarantee the performance of SIP and RTP data streams. Quality of Service (QoS) is used across the service from the Gamma provided router through to serving Session Border Controllers (SBC), configured specifically to support the number of channels and codec as required by the customer.

Gamma will provision a single Ethernet connection between the end-user and Gamma's IP telephony platform - either a single site or geographically separate sites for a resilient service.

Ethernet Fibre is provided by multiple networks into the Gamma core which allows Gamma to deliver our services over the most suitable local provider based on cost, availability & resiliency requirements. Bandwidths range from 10Mbps-1Gbps available in the following increments:

Bearer (Tail)	Service Bandwidth	Increments
100Mbps	10-100Mbps	10Mb increments
1Gbps	100-1000Mbps	100Mb increments

SIP trunks are provided on RFC 1918 IP (private IP) addresses and are delivered as a private connection into the Gamma network. Connection will be made via a routed port, as standard, but the use of dot1q trunks is also supported.

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A /29 subnet will be allocated and one address out of the range will be used by the customer for their PBX or SBC. Another address will be used as default gateway. The customer should configure their PBX to use the default gateway to route the Gamma signalling IP address that is provided as a part of setting up the service (from a separate subnet).

The provision of services is strictly subject to availability across the UK and Northern Ireland with the exception of Kingston upon Hull, Isle of Man, Isles of Scilly and the Channel Isles.

For fibre services, the maximum reach from an exchange is 25km with a maximum route of 40km. Where available, the service is offered as 'subject to survey'. Excess Construction Charges will apply if new access network build is required to serve a site.

We only provide prioritisation of our SIP and RTP (IP voice) – all other traffic is marked as default.

Customer Premises Router

All access for SIP trunks is provided as a managed service. We will provide a managed Cisco Customer Premises Router which serves only as an access and routing device (not a security device) and is owned and fully managed by Gamma for the duration of the service.

All routers are pre-configured and will be shipped to the installation site in advance of the circuit installation. The customer will self-install the routers. However, we are able to install the router for the customer at an additional cost should it be required.

Service Demarcation Boundary

The service demarcation boundary is the customer-side port of the Gamma-supplied Customer Premises Router. The customer will be responsible for the configuration and management of the LAN environment, including, but not limited to, the connection of any voice equipment, such as a PBX, to the service, power and any relevant cabling.

Monitoring and Alerting

Gamma will monitor all SIP trunk access circuits and will alert the end customer's appointed contact in the event that a circuit becomes unavailable / unreachable.

Security

Our service is provided as a private connection. It is not publicly routable which will help minimise the risk of fraud.

Implementation

The Project Team will arrange for delivery of the fibre Ethernet connection into the customer's premises including full engagement with a local contact and the third-party tail provider. If the customer has spare capacity in their cable ducts, the typical installation lead-time for Ethernet based services is 35-60 working days for delivery of the circuit.

We will contact the nominated contact in order to agree a date for the initial site survey. On the agreed date, an Openreach engineer will visit to conduct the survey. Where an appointment is made for the site survey and the visit cannot be successfully completed due to lack of access to the site or the appointment being broken by the end customer, an aborted site visit charge will be raised.

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When issued with the site survey date, it must be agreed by the customer within 14 days of notification. If not, the offered date will automatically be fixed and in the event that the appointment is broken, a charge will be made for an aborted site visit.

For installation a minimum of two 13-amp AC outlets will be required for each NTE. The installing engineer will require access to further sockets for test equipment and commissioning. The customer is responsible for the power supply and arranging alternative power supplies if any temporary supply fails. The customer may be liable for payment of abortive visit charges if an engineer is required to attend site as a result of a failure of a power supply. Installing engineers may refuse to install equipment if they perceive a hazard or risk.

Following successful delivery of the Ethernet circuit, the customer can install the pre-configured router.

We are able to install this router for the customer at an additional cost. All installs are conducted by Cisco accredited engineers, who configure, connect and ensure your connectivity is fully operational before leaving site.

The install will be performed between the hours of 09:00 to 17:30, Monday to Friday excluding public holidays. Any installations outside of these hours will be subject to an out of hours charge. Out of scope;

- Connection of Gamma supplied router to the End User Local Area Network (LAN)
- Any work or support of devices on the End User LAN

Service Availability

Gamma's Fibre Ethernet services are delivered & measured to the following target availability:

Total Service Availability of:	Target Availability
Single Fibre Ethernet sites	99.95%
Dual Ethernet sites (Fibre)	99.99%

Converged Access

Overview

This package is for the provision of a single Ethernet circuit to deliver both IP telephony services and internet connectivity to a customer. This service is provided as a managed layer 3 service that delivers a guaranteed number of channels of IP voice and internet bandwidth. An end-to-end service design is provided in order to guarantee the performance of relevant SIP and RTP streams. QoS is configured across the service from the CPE through to core platforms, dimensioned to support to the number of channels and codec required, as well as internet bandwidth.

Management Options

All converged is provided as a managed service. Gamma provides a managed Cisco Customer Premises Router which serves only as an access and routing device (not a security device) and is owned and fully managed by Gamma for the duration of the service.

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The Customer is liable for the cost of replacing the router during the term of the contract should the need arise, except where the device has been confirmed as having a fault.

Gamma will be responsible for:

- Configuration & dispatch
- Maintenance including replacements and upgrades.
- Monitoring & alarming (see below)
- Fault diagnostics

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Service Configuration

Gamma SIP Trunks Converged Access (No Backup or Ethernet Backup)

The converged Gamma SIP Trunks service will be provided on two routed ports, as standard. One customer-side port will be provided for a dedicated Gamma SIP Trunks VLAN and a second port for a dedicated internet access VLAN. The use of dot1q trunks on a single physical port is also supported, if required.

The Gamma SIP Trunks VLAN will be provided on RFC1918 (private IP range) addressing. For the internet VLAN, Gamma will provide a subnet for the customers use - a /30 will be allocated as standard. Larger allocations can be made upon request and justification. A charge will be made for non-standard subnets. Public routed SIP is available without Broadband backup.

Gamma SIP Trunks Converged Access (Broadband Backup)

The converged Gamma SIP Trunks service will be provided on two routed ports, as standard. One customer-side port will be provided for a dedicated Gamma SIP Trunks VLAN and a second port for a dedicated internet access VLAN. If the internet VLAN already exists, this will be utilised to provide the service. The use of dot1q trunks on a single physical port is also supported, if required.

The Gamma SIP Trunks VLAN will be provided on non RFC1918 (public IP range) addressing only. For the internet VLAN, Gamma will provide a subnet for the customers use - a /30 will be allocated as standard. Larger allocations can be made upon request and justification.

Please note that customer own public addressing is not supported.

Service Demarcation Boundary

The service demarcation boundary is the customer-side port of the Gamma Customer Premises Router. The Customer will be responsible for the configuration and management of the LAN environment, including, but not limited to the connection of any voice equipment to the service.

Monitoring & Alerting

Gamma will monitor all managed circuits and will alert the Customer's appointment contact if a circuit becomes unavailable / unreachable (only). SNMP access to Gamma routers (read-only or otherwise) is not provided to the customer.

Security (where Backup is not taken)

When deploying a SIP Trunking solution, in line with deploying any service for a customer, security and fraud management should be considered and is the responsibility of the Customer. The basics of ensuring that the PBX and associated Voicemail are set with the correct levels of password, and those passwords are regularly maintained, are essential to protecting against the most common toll fraud.

The Gamma service is provided as a private connection, it is not publicly routable, which in addition to the above will help minimise the risk of fraud.

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Public Broadband & Superfast Fibre Broadband connectivity

Overview

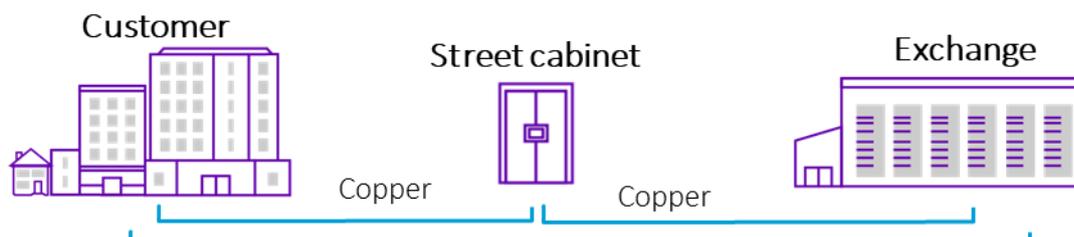
The package is for Gamma's managed public Broadband and superfast Fibre Broadband connectivity services. All services use our Next Generation Network coupled with BT Wholesale's (and other providers) next generation access network and deliver asymmetric connections to the internet over telephone lines (PSTN), or directly by fibre including:

- ADSL 2+ (Asynchronous Digital Subscriber Loop)
- Annex M
- FTTC (Fibre to the Cabinet)
- SoGEA (Single order Generic Ethernet Access)
- FTTP (Fibre to the Premises)
- Converged 2+ (for voice/video priority)
- Converged FTTC (for voice/video priority)
- Converged FTTP (for voice/video priority)

Please note that SoGEA and FTTP do not need a telephone line to be provided.

Please note ADSL 2+, FTTC, FTTC G.fast and converged FTTC are only available for 12 month period as this is affected by the PSTN switch off.

ADSL 2+ and Annex M



ADSL 2+ offers speeds of “up to 24Mbps” downstream and “up to 1.3Mbps” upstream. Speeds are location dependent.

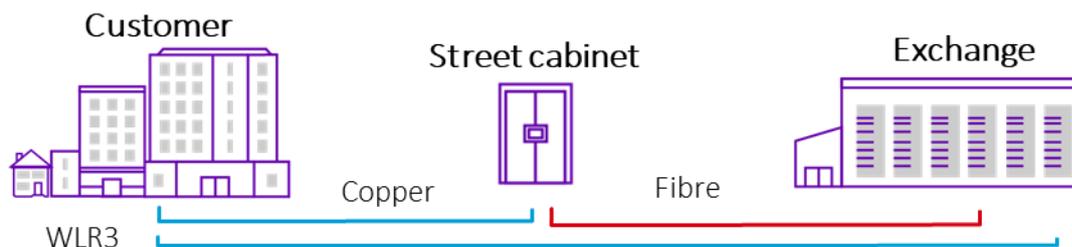
Annex M is a technology that offers a boost to the upstream speed (of up to 1Mbps) in return it can take up to 15% off the downstream speed. This type of product suits users who want to utilise the upstream for Calls using VoIP or to upload amounts of data. Offering speeds of “up to 24Mbps” downstream and “up to 2.5Mbps” upstream. Speeds are location dependent.

FTTC

FTTC is provided by Fibre connections between the local exchange and the roadside cabinet, replacing the existing copper connection. From the cabinet to the end user premises, a copper connection is retained. FTTC uses VDSL2 technology to transport the data.

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FTTC 40:10 and FTTC 80:20

FTTC 40:10 offers speeds of “up to 40Mbps” downstream and “up to 10Mbps” upstream.

FTTC 80:20 offers speeds of “up to 80Mbps” downstream and “up to 20Mbps” upstream.

Speeds for both services are location dependent.

FTTC 160:30 (G.fast) and FTTC 330:50 (G.fast)

At certain locations, the street cabinet has been upgraded with a G.fast pod that is able to use G.fast technology and therefore increase the available speeds. The service is very similar to FTTC but with higher speeds.

FTTC 160:30 offers speeds of “up to 160Mbps” downstream and “up to 30Mbps” upstream.

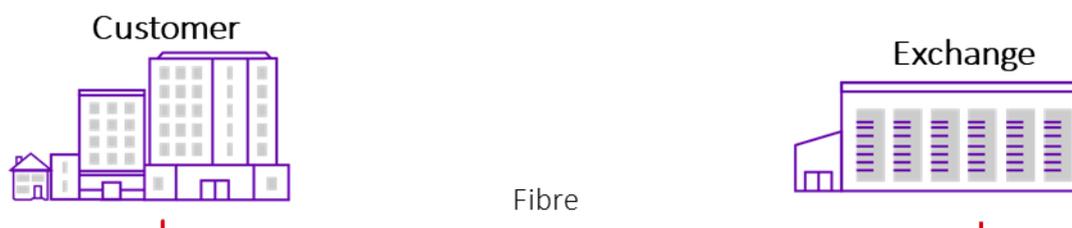
FTTC 330:50 offers speeds of “up to 330Mbps” downstream and “up to 50Mbps” upstream.

Speeds for both services are location dependent.

Note: All the above products are rate adaptive and will provide the best possible speed that a business’ telephone line will support.

FTTP

FTTP is provided by pure Fibre connections between the local exchange, through distribution boxes in the street and into the end users’ property. The fully Fibre circuit (FTTP) offers Ultra-Fast speeds to its users. FTTP has an Optical Network Termination (ONT) installed to terminate the fibre path within the customer’s premises.



FTTP offers a range of speeds that are not affected by distance between the customer premises and BT's exchange. Availability is location dependent, but speeds are not. Speeds offered, in Mbps, are:

- 40:10

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- 80:20
- 160:30
- 330:50
- 500:165
- 1G:220 (1Gbps:220Mbps)

The speeds above for FTTP are the actual line rates of the FTTP service. They are not dependent on the distance from the exchange.

Please note; as standard, Gamma does not provide services over FTTP on Demand (FoD). FTTP on Demand has the same FTTP network design as FTTP, however the network is built reactively in response to the FoD customer order. These services have high ECC (Excess Construction Charges) and can take a long time to install as each installation has a bespoke build per delivery.

Connectivity & Bandwidth Summary

Product	Downstream Line Rate	Upstream Line Rate	Technology
FTTP	40 Mbps	10Mbps	GPON
	80 Mbps	20 Mbps	
	160 Mbps	30Mbps	
	330 Mbps	50 Mbps	
	500 Mbps	165 Mbps	
	1 Gbps	220 Mbps	
FTTC 330:50	330 Mbps	50 Mbps	WBC G.fast
FTTC 160:30	160 Mbps	30 Mbps	WBC G.fast
FTTC 80:20	80 Mbps	20 Mbps	WBC VDSL2
FTTC 40:10	40 Mbps	10 Mbps	WBC VDSL2
ADSL 2+	24 Mbps	1.3 Mbps	WBC ADSL 2+
Annex M	24 Mbps	2.5 Mbps	WBC ADSL 2+ Annex M

The DSL line rate is the speed at which the customer CPE syncs up with the equipment in the BT Exchange. This rate is affected by factors such as line length, quality and 'noise' on the line.

Converged Services for Gamma IP Telephony Products

Gamma can provide services that have been designed specifically to connect customers via a dedicated access line that delivers guaranteed bandwidth and assured levels of service around VoIP call quality, service availability and time to repair.

The following services can be provided:

- Converged 2+
- Converged FTTC
- Converged FTTP

Product	Max Bandwidth	Max Concurrent Calls	Approximate Voice Bandwidth
Converged 2+	24Mbps Downstream 1.4Mbps Upstream	4 (G.729)	~0.2 Mb
Converged FTTC	80Mbps Downstream 20Mbps Upstream	30 (G.711)	~3 Mb
Converged FTTC G.fast	330Mbps Downstream 50Mbps Upstream	70 (G.711)	~7 Mb

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Converged FTTP 40:10	40Mbps Downstream 10Mbps Upstream	15 (G.711)	~1.5 Mb
Converged FTTP 80:20	80Mbps Downstream 20Mbps Upstream	30 (G.711)	~3 Mb
Converged FTTP 160:30	160Mbps Downstream 30Mbps Upstream	45 (G.711)	~4.5 Mb
Converged FTTP 330:50	330Mbps Downstream 50Mbps Upstream	70 (G.711)	~7 Mb
Converged FTTP 500:165	500Mbps Downstream 165Mbps Upstream	210 (G.711)	~21 Mb
Converged FTTP 1G:220	1000Mbps Downstream 220Mbps Upstream	300 (G.711)	~30 Mb

The following services are supported on a Converged service:

- Gamma Horizon
- SIP Trunks
- NAT & Routed IP configuration options on router
- Port Forwarding requests

The following Data services are not supported on a Converged service:

Specific internal DHCP pool	Router IP + Start/end of required IP range
Segmented network (routed + DHCP/NAT)	Router IP + Start/end of required IP range
VLAN setup	VLAN
VPN setup	VPN
Multiple VPN setup	VPN
Remote access	Port configuration
Monitoring systems	ICMP response
Monitoring	Port configuration
Use their own firewall	Firewall configuration
Web filtering	DHCP/NAT + port forward
Segregate network	VLAN + router config (separate subnet for each interface)

Relaxed Firewall

The Relaxed Firewall option allows a customer to manage their own firewall and have access from any source to their Local Area Network on the Converged product. This means if customers want to host security solutions, web servers, allow VPN access, or be able to remote in from dynamic IP addresses they are able to do so.

In order to allow this, Gamma needs to configure the router differently. Whereas we normally manage the service and provide NAT and DHCP on the Cisco router, in this set-up we will allocate a routed IP subnet to the circuit. NAT and DHCP will be turned off on the Cisco router and this will have to be managed by a device behind the Cisco router (this is commonly known as a “Routed set up”). We will then pass all traffic through to this device and the customer will manage the firewall.

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Whilst allowing a greater degree of flexibility, the customer is responsible for the LAN set up and needs to ensure NAT and DHCP is handled correctly. The customer is also responsible for the security of the circuit as the Cisco router will pass all traffic through to the device behind the Cisco router. For the avoidance of doubt; 3rd party voice products are not allowed on our Converged Services.

The below table highlights what is available with a relaxed firewall option.

- VPN setup
- Multiple VPN setup
- Monitoring systems
- Use their own firewall
- Web filtering
- Web Server
- Mail Server
- Remote access from any/dynamic IPs

IP Addressing

Gamma provides a single fixed IP address on all connections. Where the customer does not want to use NAT and needs to assign public IP addresses to devices on their LAN, Gamma will provide the following routed IP subnets:

IP Block	Subnet Size	Usable IPs	Availability
/32	2	1	Free with each circuit
/30	4	2	Available to order
/29	8	6	Available to order - requires Routed IP Address Justification document completion
/28	16	14	Available to order - requires Routed IP Address Justification document completion

Customer Premises Equipment (Routers)

As this is a managed service, Gamma provides a managed router for each connection. All routers are dispatched preconfigured with the required DSL username, passwords, settings and any IP addressing ordered. No other customer configuration is performed beyond these settings as standard, and it is the customer's responsibilities to manage any LAN-side settings that are required. Routers can be self-installed or optionally a Gamma installation engineer can attend site to conduct the install.

Gamma provided routers cannot be accessed by any party other than Gamma technical support groups. Customer or third-party access is never granted under any circumstance.

WiFi

WiFi is enabled by default on all standard Broadband and FTTC/P (Fibre) services (i.e. including G.Fast and FTTP services) for the Technicolor routers as detailed in the above table.

The Technicolor routers are only provided with a Main SSID for WiFi use. The Main SSID and password cannot be decided by the customer, they come as a default.

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An admin username and password are provided with the router to allow the customer to manage the router themselves.

Please note; the expected bandwidth delivered over the WiFi cannot be guaranteed as it is dependent on many variables such as distance from router, office configuration etc. The only fault on WiFi that Gamma will accept is if a WiFi component in the router is identified as faulty. There is no SLA offered by Gamma on voice and data traffic carried either over the LAN or WiFi.

Warranty & Returns

All routers supplied by Gamma are done so with a 12-month warranty. If a router needs replacing a new router will be shipped to the customer site with all standard DSL settings and IP addressing preconfigured. Any other customer specific settings such as Wi-Fi settings need to be reapplied by the customer. A charge for the new router will be incurred and will only be credited back on receipt of the original faulty router.

Converged Access CPE

The router is configured to support quality of service for Gamma IP voice traffic as well as internet access. It will be configured to prioritise a level of concurrent voice calls consistent with the product ordered. The router is also sent out with a generic configuration with regards to DHCP and default gateway address and with no specific port forwarding rules set up.

WiFi

Converged WiFi is only available on Converged ADSL 2+ and Converged FTTC services. It is not available on GFast or FTTP services as per the table below:

Product	WiFi option available?
Converged ADSL 2+	Yes
Converged FTTC	Yes
Converged FTTC 160:30	No
Converged FTTC 330:30	No
Converged FTTP (all speeds)	No

Please note; where WiFi is enabled on the router provided as part of a converged service, this will negate the quality of service as QoS for Gamma voice services is managed from the port side of the router. Also, the expected bandwidth delivered over the WiFi cannot be guaranteed as it is dependent on many variables such as distance from router, office configuration etc. The only fault on WiFi that Gamma will accept is if a WiFi component in the router is identified as faulty. There is no SLA offered by Gamma on voice and data traffic carried either over the LAN or WiFi.

This WiFi service is aimed at small offices occupying a small space with 3 rooms or less. The WiFi router will need to be located within 20 metres of those wanting to use it and without any screen or metal blocking the signal. It is aimed at offices with up to 10 employees although it will be able to cater for 24 devices (total between Main and Guest WiFi networks), including mobiles and laptops, to be able to log into it at the same time. If customers are making use of Servers, IoT (Internet of

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Things) or M2M (Machine to Machine), then these also take up log in credentials. The 24 devices can be split between the Main SSID and Guest SSID when ordering the service.

The configuration of the router is such that the traffic over the Main SSID will receive priority over the traffic using the Guest SSID.

The WiFi service will come pre-configured with the router and will need no additional set up.

It will come with two WiFi network SSIDs; Guest and Main, with associated passwords.

- Guest network - for users outside the organisation to be able to access the internet (via the Broadband service).
- Main network - for staff to be able to access the internal company LAN and the internet via the company firewall.

The SSID names and passwords can be chosen by the customer when ordering the service.

The configuration of the router is managed by Gamma and the only changes allowed will be:

- Change of SSID name (Guest and / or Main)
- Change of SSID password (Guest or Main)
- Change on number of users (Guest and Main)

Gamma will charge an administration fee for SSID name or password changes if we receive more than one request per circuit per year. A change of both SSIDs and both passwords and number of users requested at the same time is deemed to be 1 request. Charges are detailed in the rate card.

Where customers have specific requirements for their WiFi service such as; configuration changes apart from changes on the SSIDs and passwords, real time configuration change requirements or need to be able to directly manage the WiFi service, then customers should consider installing a separate wireless network on the back of the Converged Broadband router. Where this is to be implemented, Gamma is required to either set up Port Forwarding or a Relaxed Firewall on the Converged Broadband Router and this requirement should be requested at point of order.

Implementation

Audit & Design

Gamma can provide a suitability checking service for all of a customer's connectivity requirements utilising an Openreach telephone number or address including postcode. This will enable the customer to choose the most suitable connectivity type for their sites. The checker also provides information on the type of site such as:

- Brownfield Sites
Brownfield is used to describe sites where there is existing Openreach copper network infrastructure. The Optical Network Termination box (the ONT) will be provided on the day of the installation. Brownfield sites usually require a 2-stage installation to provide service.
- Greenfield Sites

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Greenfield is used to describe new sites/developments where no BT network has previously been deployed. These are usually fibre only with no provision of copper services and the FTTP line should be used to support both a Voice and Data capability.

The plan and build at new sites vary depending on the developer and exactly when the premise is sold. However, in general, both the external CSP (Customer Splicing Point) and the internal ONT are installed in advance and so Greenfield sites do not require an engineer visit to enable service.

This provides valuable information as to the likely lead-time for services to be deployed at a particular site.

Transition / Outline Implementation Plan

For Broadband access services, as standard, Gamma provides customers with a dedicated implementation coordinator who will manage the installation of the internet service.

For larger projects, Gamma recommends customers purchase optional Project Management that will provide a PRINCE2 qualified project manager experienced in the delivery of large or complex internet access or PSTN installations/migrations.

Within the handover phase the project manager will transfer responsibility for the customer to the Gamma account manager and the project is transitioned into business as usual.

Delivery milestones vary depending on the order scope/customer requirements and are determined by the project/delivery manager upon engagement. Our general approach is to maximise time and cost efficiencies whilst de-risking wherever possible. We achieve this by pro-actively managing and overlapping ordering of component services and rigorously testing prior to full service delivery. High-level milestones for a new internet access service delivery as follows:

1. Order received
2. Internal mobilisation/customer engagement
3. Delivery plans/technical design drafted/agreed (where applicable)
4. Broadband services ordered
5. Pilot site access services/Gamma CPE installed/tested (where applicable)
6. Pilot site migrated, tested/signed off (where applicable)
7. Remaining site access services/Gamma CPE installed/tested
8. All sites migrated/tested/signed off (rollout plan)
9. Final UAT/sign-off

Please note that the transition of existing broadband services is simpler comprising fewer milestones and reduced lead-time.

Risks

The project/delivery manager will consider risks particular to the customer's scenario upon engagement, however typical risks / mitigation plans for the delivery of these services might include:

Risk	Mitigation
Copper/fibre external works cause delay or additional cost	Careful order monitoring. Effective jeopardy management & utilisation of supplier escalation routes to progress to resolution.

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Landlord/3rd party wayleave/listed or protected sites causing delay	Initiation fact-finding. Pre-emptive engagement on high-risk sites. Customer assistance with local authority applications. Efficient order prioritisation/supplier management.
Services installed in incorrect location	Thorough fact-finding. Accurate data-entry. Labelling of access termination points pre-installation.
Access service/line DOA or faulty	Testing upon service installation & prior to application of voice services & numbering. Run simultaneously with legacy equipment prior to full migration.
Migration fails/problems encountered	Run Gamma service simultaneously with legacy network/deliver migration out of hours to minimise business disruption. Temporarily rollback to incumbent if migration fails.

Testing & Handover

We embed testing within our delivery processes to mitigate the risk of failure upon customer migration / go live.

The internet access services relating to this package are at their riskiest upon migration of customer services. To reduce risk at this point, we pre-test the solution as follows:

- Upon access installation (check fibre/copper service works)
- Upon connection to Gamma CPE (check CPE is not faulty/connectivity to Gamma Core)

Most possible issues will be uncovered within these tests and remedial steps taken to correct pre-migration. If corrective action cannot be taken or is unsuccessful, the migration can be postponed or cancelled until a fix can be implemented.

Where Gamma is not providing a new line, the new service will go live at any point on the committed date provided by Gamma. This could be up to midnight on that date which means that there will be some downtime which Gamma cannot control. Once the old service has ceased, the customer would be required to connect the new router. If installing new lines, the service can run simultaneously with the legacy service and go live at any time within the committed day up to midnight. This will reduce the risk of any downtime.

We deliver a tailored User Acceptance Testing (UAT) plan with the customer. This is defined upon customer engagement prior to delivery but typically to confirm that the solution is operating as expected, we recommend the following test criteria:

- Site able to access internet
- Customer applications performing as expected
- IP addresses verified correct

Gamma will assist the customer with UAT checks and lead on delivering any Gamma network remedial actions as a result of testing.

Once the service(s) has passed UAT and the customer is satisfied that it is operating as expected, the Gamma project/delivery manager will obtain sign-off from the customer. This will trigger the 'handover' process.

For large projects, the PID will be reviewed, and performance measured against the specified success criteria.

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All orders will be formally handed in to Customer Support by way of a handover meeting with the customer support team manager and account manager who will assume responsibility for the customer post-delivery. The nature of the solution, component products, billing structure, key contacts and pricing will all be explained prior to the Support and Service Teams accepting the customer in to Business as Usual (BAU) operations. For large projects, this process is usually accompanied by a written handover document which is marked by signature of all internal Gamma stakeholders.

Once the solution is accepted in to Gamma Support, the Gamma project/delivery manager will officially close the delivery order with the customer. This may be done via conference call but for large projects will often involve a customer site visit and formal handover document for sign-off. The customer is introduced to their in-life support contacts and the delivery stage is closed.

Conditions on the Customer

- Customer supplies landlord/3rd party contacts.
- Gamma given authority to arrange pre-bookings in Data Centres (where applicable).
- Customer Technical Resource fully engaged. On-site contact available to chaperone engineer appointments.
- The customer must provide full installation address details including postcode along with a detailed description of the demarcation point for services on site (e.g. Ground Floor, Comms Room, Cabinet x, rack y). An on-site contact name/number must also be provided (we will be unable to place the order and commence lead-time for the service delivery until accurate details are provided).
- If the customer does not have any spare duct capacity and the service is for their sole use, they may be expected to pay Excess Construction Charges (ECCs).
- Customer is responsible for contractual obligations with incumbent/cessation of legacy services.
- LAN works out of scope for this package (customer assumes responsibility).
- For self-install the customer will be expected to plug in the Gamma pre-configured router at the required site.
- Where the underlying PSTN line is remaining with the incumbent and Gamma is providing the Broadband connection, Gamma will require the line number and full address including postcode.
 - Please note; WLR lines and service features will be transferred on a like for like basis from BT Openreach, and LLU lines cannot be transferred. New lines will need to be provisioned to replace any existing LLU lines in the estate.
- All contracted services will be delivered or transferred within a 3-month period from contract start date. Contracted billing will commence 3 months after contract signature regardless.
- Fibre installations are carried out on our behalf by Openreach Engineers. The installation appointment must be booked in advance. It is important that someone is at the premises to enable the Engineer entrance to install the service. Failure to do so will incur an abortive visit charge, the cost of which can be found in the Price Card.
- Point of no return applies to all appointments - they cannot be cancelled / amended past 15:00hrs the day before the appointment.

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Service Level Agreement

The services are proactively monitored every 60secs and outages are automatically detected within 9 mins.

Broadband Services will be delivered and measured to the following target availability:

Service	Target Site Availability
Broadband Standard Care	97.00%
Broadband Enhanced Care	98.50%
Converged Broadband	99.00%

NOTE: For FTTC and ADSL services the response time begins from confirmation that the fault is not the result of the underlying line; underlying analogue lines have separate service level agreements, see below.

Monitoring

Gamma's data services are monitored and supported by our Service Desk which will provide a basic up/down monitoring service onto the customer's CPE.

The monitoring services provided by Gamma for PSTN lines overlaid with Carrier Pre-Select (CPS) are limited to reactive incident monitoring.

As copper-based services do not provide active notification of failure, Gamma monitors service level failures by continually assessing incoming incidents to our Service Desk. As part of this assessment our Incident Management System (IMS) platform detects Major Service Outages and helps identify the root cause of any incident(s). Gamma's IMS is integrated into BT Openreach's Eco Repair and prior to any ticket being passed to BT, Gamma undertakes a line test ensuring that only valid failures are raised. For CPS calls that transit the Gamma network, we automatically monitor call success ratios and in the event this falls below a pre-defined level, an incident is raised automatically directly to our Technical Support Centre.

Session Border Controllers (SBCs) & Gateways

If required Gamma can supply, install and support session border controllers (SBCs) and ISDN gateways from several manufacturers and built to a variety of specifications. A professional services consultation for half a day will be required in order to determine the most appropriate equipment for your requirements.

Implementation

The Project Team will arrange for delivery of the SBCs to the customer's premises in liaison with our specialist SBC provider and as part of the overall project plan to deliver the proposed solution.

For installation 13-amp AC outlets will be required for each terminating device. The installing engineer will require access to further sockets for test equipment and commissioning. The customer is responsible for the power supply and arranging alternative power supplies if any temporary supply fails. The customer may be liable for payment of abortive visit charges if an engineer is required to attend site as a result of a failure of a power supply. Installing engineers may refuse to install equipment if they perceive a hazard or risk.

Service Availability

Gamma's SBC services are delivered & measured to the following target availability:

Framework Ref: RM3808
Project Version: v1.1
Model Version: v3.2

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Total Service Availability of:	Target Availability
Resilient Build, Primary & Secondary SBC configuration	99.99%
Non-Resilient Build, Single SBC	99.30%

Fraud Alerting

Gamma's CallGuard is an optional chargeable service that can be applied to all numbers passing calls to protect the customer against unusual call usage and charges. The service enables customer call usage to be monitored 24/7 and for suspected fraudulent or unusual call activity to be identified. If detected, we will automatically apply a bar to the relevant number which can be removed upon customer request.

The fraud alert function allows customers to set pre-arranged spend limits on individual trunks. These spend limits can be set to monitor both 24hr and 7-day periods. If the spend reaches 100% of the agreed limit an email and SMS will be issued and all subsequent calls from that endpoint will be barred; calls to 999, 112 & 18000 will be unaffected.

MyInbound

Gamma provides Inbound telephony services for contact centre and business functionality in conjunction with Gamma's MyInbound call routing platform combined with a number from our Ofcom pre-allocated number ranges, which may be a geographic (01,02), or a non-geographic (03,08) number or applied to your existing numbers that have been ported to the Gamma network.

The full MyInbound portfolio comprises 3 Gamma developed product variables: Contact Point, Contact Path and Contact Pro.

The feature matrix below details the advanced call routing options available with Contact Point, Contact Path and Contact Pro:

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Feature Matrix

Features	Contact Point	Contact Path	Contact Pro
Secure Online Management for quick and easy access	✓	✓	✓
Set user access to specific features and numbers using administration rights	✓	✓	✓
Make informed business decisions with Performance Statistics	✓	✓	✓
Never miss a call with Divert on Busy / No Answer / Failover	✓	✓	✓
Time of Day/Day of Week routing to suit your business hours	✓	✓	✓
Deal with weekend and bank holidays using Date Routing	✗	✓	✓
Create shared schedules and calendars with Shared Values	✗	✓	✓
Load balance your calls across teams or sites with Call Distribution	✗	✓	✓
User a Hunt Group to find specific people or the first available person to answer the call	✗	✓	✓
Tailor call routing according to your caller's number with Area Based Routing	✗	✓	✓
Cope with your busy periods using scalable Call Queueing	✗	✗	✓
Provide callers with menu options for call routing using Auto Attendant (IVR)	✗	✗	✓
Play inline messages, greetings or announcements to callers using Announcements	✓	✓	✓
Use Aliasing to manage multiple numbers that have the same routing	✓	✓	✓
Use GoTo and Virtual Numbers to simplify management of complex routing scenarios	✗	✗	✓
Use Call Recording for audit trails, compliance or training purposes	Optional	Optional	Optional
Pick up, share or archive voicemail across your sites or teams with Voicemail Management. Choose to retrieve voicemails online or by email as .wav files	Optional	Optional	Optional
Personalise call answering according to inbound numbers with Call Whisper	Optional	Optional	Optional
Measure advertising ROI and productivity with Advanced Call Statistics	Optional	Optional	Optional
Add meaningful labelling and descriptions to numbers using Custom Fields (part of the Advanced Statistics package)	Optional	Optional	Optional
Receive statistics for daily, weekly and monthly periods via email with Inbound Reports	Optional	Optional	Optional
Prevent incoming calls from consuming all available lines using Limit Caller Admission (LCA)	Optional	Optional	Optional
Activate call plans on the move with the Inbound App	Optional	Optional	Optional

Feature Descriptions

Destination Control	The End User can change the termination number to which their inbound calls are routed. Termination numbers must be UK mobile or fixed line destination numbers. 08 and International termination are available on request.
Day of week Routing	The End User can set up specific call routing to be applied according to day of week from Monday to Sunday.
Time Control	The End User can set up specific call routing according to time of day.
Divert Control	The End User can divert calls according to no answer, busy or on failover.
Area Control	The End User can define the call routing or treatment of a call based on the caller's number or area code.
Distribution Control	Load balancing of incoming calls across multiple destination numbers. Routing options are percentage or serial.
Date Control	Date Control Nodes are used to define routing for calls made within a particular date range.
Hunt Groups	Hunt Group nodes are used to determine routing of calls to a specific group of users or destinations. Routing options are serial, prioritised, random or parallel.

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Call Queuing	The Call Queue control feature is used to establish a network-based call queue within a call routing plan. Various properties can be programmed to determine the queuing experience for the caller.
IVR	The IVR (Interactive Voice Response) control feature enables the creation of a personalised menu announcement with up to 12 options, enabling defined routing/action based on the caller's selection on their keypad.
Announcements	Announcements can also be used in a call plan at any stage to play audio to callers. Users can upload their own files or choose from a selection of Gamma provided announcements.
Advanced Statistics	Displays Inbound call data for all Inbound numbers active on the End User Inbound account. The End User can search for results based on call outcomes, time/date stamp, by caller's telephone number, Inbound or destination number. Results can be downloaded by the User in .CSV format.
Call Whisper	The End User can record an announcement to be played as a prompt to the call answering agent but is unheard by the caller.
Voicemail	The End User can create a call plan with options to route calls to a voicemail node, with a range of email notification options.
Call Recording	Inbound call recording may be programmed by the End User on an all calls/on demand/randomised basis. Recorded calls may be retrieved online and downloaded for storage locally or stored online. Recordings can be paused and resumed.
Inbound App	Call statistics and call plan changes can be accessed via a handheld smartphone/device application.
Inbound Reports	User can sign up for daily, weekly or monthly emails containing either a .CSV file of all the advanced statistics for the specified period, or a summary csv file with the high-level statistics for each number within the account. Up to 3 email addresses can be designated to receive the emailed reports.
Limit Caller Admission	Calls to chosen destinations in your call plan can be limited to a configured number of concurrent calls. Once the threshold has been reached excess callers can be treated as follows; diverted, played a message, queued or sent to voicemail.
Shared Values	Calendars and schedules can be shared amongst multiple numbers, allowing for easy adds/moves/changes.
Aliasing	In many large numbering estates users may have many numbers that have the exact same routing plans. Aliasing allows the user to link numbers with the same routing plans together, so changes to one are reflected on any that are linked.
Virtual Numbers	Virtual Numbers allows the user to create sub plans or routing plans that can only be accessed only from another plan, this allows for complex routing to be shared across multiple numbers, reducing the need for repetition and providing simpler complex call plan management.
GoTo	GoTo is used in conjunction with Virtual Numbers to create routing links from one plan to another (to save on repeated building), i.e. 'go to this Inbound or Virtual Number xxxx from this point in the plan.
Custom Fields	Custom Fields allows the user to add their own unlimited number of column labels or text references (names etc.) to each Inbound number. This data can then be searched and filtered within the Advance Statistic and Push Reporting.

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

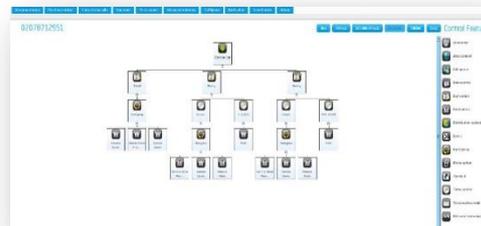
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MyInbound User Interface

Customers can access all Inbound services online at www.myinbound.com. The intuitive user interface is used to create inbound call routing plans which feed directly into our network for immediate activation. Using myinbound.com, customers have access to their subscribed features and can tailor call plans to meet their individual business requirements.

Build tailored call plans

Build call plans according to your business operating hours and modify instantly in accordance with your changing business needs. Schedule call routing in advance according to your business hours and call handling preferences and use call divert options to maximise your call handling potential and



provide improved service to your customers.

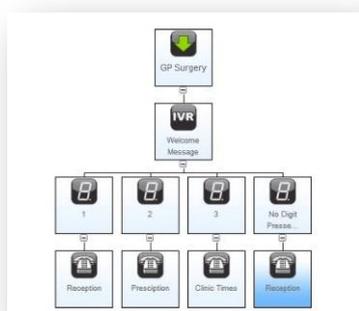
Call statistics

Easily interpreted graphs of your inbound call statistics helps you track calls and enhance your marketing. Snapshot data provides you with results of call handling efficiencies enabling you to make informed decisions.



Call queuing

Queue incoming calls on a destination number to assist with call handling during busy periods. Use live queue statistics to monitor customer service and make instant changes in terms of queue management and



size with optional queue breakout and overflow preferences to an alternative destination, announcement or voicemail service. Project onto a wallboard to give immediate feedback to call handling agents and their supervisors.

Auto attendant (IVR) / Announcements

Framework Schedule 6 (Order Form Template and Call-Off Schedules)
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Interactive Voice Response (IVR) allows you to upload file announcements to an inbound call plan as a way of communicating with callers.

Use IVR to provide callers with call routing options and announcements to inform them of details such as opening hours and website address when the office is closed.

Optional Features

Advanced call statistics

Online access to comprehensive live call statistics shows you call handling

Call ID	Call Number	Call Date	Call Time	Call Duration	Call Status	Call Type
2015-01-01-000001	0123 456789	2015-01-01	10:00:00	00:01:30	Answered	Standard
2015-01-01-000002	0123 456789	2015-01-01	10:05:00	00:02:15	Answered	Standard
2015-01-01-000003	0123 456789	2015-01-01	10:10:00	00:01:45	Answered	Standard
2015-01-01-000004	0123 456789	2015-01-01	10:15:00	00:03:00	Answered	Standard
2015-01-01-000005	0123 456789	2015-01-01	10:20:00	00:01:30	Answered	Standard
2015-01-01-000006	0123 456789	2015-01-01	10:25:00	00:02:45	Answered	Standard
2015-01-01-000007	0123 456789	2015-01-01	10:30:00	00:01:15	Answered	Standard
2015-01-01-000008	0123 456789	2015-01-01	10:35:00	00:02:30	Answered	Standard
2015-01-01-000009	0123 456789	2015-01-01	10:40:00	00:01:45	Answered	Standard
2015-01-01-000010	0123 456789	2015-01-01	10:45:00	00:03:15	Answered	Standard
2015-01-01-000011	0123 456789	2015-01-01	10:50:00	00:01:30	Answered	Standard
2015-01-01-000012	0123 456789	2015-01-01	10:55:00	00:02:45	Answered	Standard
2015-01-01-000013	0123 456789	2015-01-01	11:00:00	00:01:15	Answered	Standard
2015-01-01-000014	0123 456789	2015-01-01	11:05:00	00:02:30	Answered	Standard
2015-01-01-000015	0123 456789	2015-01-01	11:10:00	00:01:45	Answered	Standard
2015-01-01-000016	0123 456789	2015-01-01	11:15:00	00:03:15	Answered	Standard
2015-01-01-000017	0123 456789	2015-01-01	11:20:00	00:01:30	Answered	Standard
2015-01-01-000018	0123 456789	2015-01-01	11:25:00	00:02:45	Answered	Standard
2015-01-01-000019	0123 456789	2015-01-01	11:30:00	00:01:15	Answered	Standard
2015-01-01-000020	0123 456789	2015-01-01	11:35:00	00:02:30	Answered	Standard
2015-01-01-000021	0123 456789	2015-01-01	11:40:00	00:01:45	Answered	Standard
2015-01-01-000022	0123 456789	2015-01-01	11:45:00	00:03:15	Answered	Standard
2015-01-01-000023	0123 456789	2015-01-01	11:50:00	00:01:30	Answered	Standard
2015-01-01-000024	0123 456789	2015-01-01	11:55:00	00:02:45	Answered	Standard
2015-01-01-000025	0123 456789	2015-01-01	12:00:00	00:01:15	Answered	Standard

efficiencies such as productivity, call patterns and caller behaviour and enables you to make informed business decisions. Data includes time to answer, call waiting time, call outcome and caller details. You can also download this data in csv format, to allow for further analysis off of the Inbound platform.



Call Recording

Record inbound calls for compliance, customer service or audit purposes. Provides secure online access to file storage and retrieval of call details with comprehensive search filters to play, download or delete calls according to pre-defined login permissions.

Voicemail

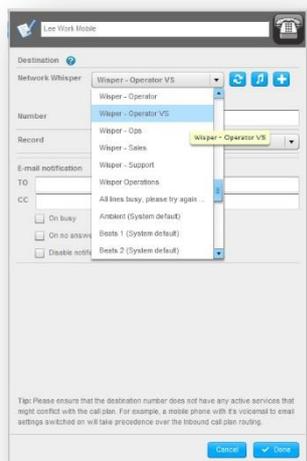
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2015-01-01-000003	0123 456789	2015-01-01	10:10:00	00:01:45	Answered	Standard
2015-01-01-000004	0123 456789	2015-01-01	10:15:00	00:03:00	Answered	Standard
2015-01-01-000005	0123 456789	2015-01-01	10:20:00	00:01:30	Answered	Standard
2015-01-01-000006	0123 456789	2015-01-01	10:25:00	00:02:45	Answered	Standard
2015-01-01-000007	0123 456789	2015-01-01	10:30:00	00:01:15	Answered	Standard
2015-01-01-000008	0123 456789	2015-01-01	10:35:00	00:02:30	Answered	Standard
2015-01-01-000009	0123 456789	2015-01-01	10:40:00	00:01:45	Answered	Standard
2015-01-01-000010	0123 456789	2015-01-01	10:45:00	00:03:15	Answered	Standard
2015-01-01-000011	0123 456789	2015-01-01	10:50:00	00:01:30	Answered	Standard
2015-01-01-000012	0123 456789	2015-01-01	10:55:00	00:02:45	Answered	Standard
2015-01-01-000013	0123 456789	2015-01-01	11:00:00	00:01:15	Answered	Standard
2015-01-01-000014	0123 456789	2015-01-01	11:05:00	00:02:30	Answered	Standard
2015-01-01-000015	0123 456789	2015-01-01	11:10:00	00:01:45	Answered	Standard
2015-01-01-000016	0123 456789	2015-01-01	11:15:00	00:03:15	Answered	Standard
2015-01-01-000017	0123 456789	2015-01-01	11:20:00	00:01:30	Answered	Standard
2015-01-01-000018	0123 456789	2015-01-01	11:25:00	00:02:45	Answered	Standard
2015-01-01-000019	0123 456789	2015-01-01	11:30:00	00:01:15	Answered	Standard
2015-01-01-000020	0123 456789	2015-01-01	11:35:00	00:02:30	Answered	Standard
2015-01-01-000021	0123 456789	2015-01-01	11:40:00	00:01:45	Answered	Standard
2015-01-01-000022	0123 456789	2015-01-01	11:45:00	00:03:15	Answered	Standard
2015-01-01-000023	0123 456789	2015-01-01	11:50:00	00:01:30	Answered	Standard
2015-01-01-000024	0123 456789	2015-01-01	11:55:00	00:02:45	Answered	Standard
2015-01-01-000025	0123 456789	2015-01-01	12:00:00	00:01:15	Answered	Standard

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Choose to retrieve voicemails online or by email with .wav file attachments. A great way to maintain records and audit trails for caller's messages.

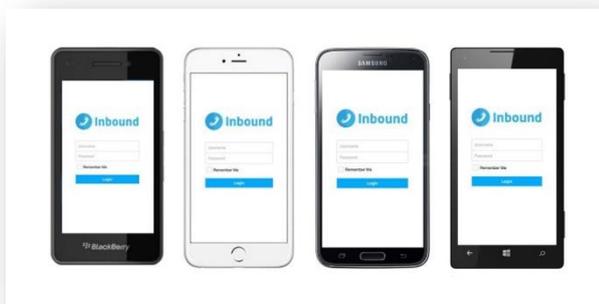
Call Whisper



Just before a call is taken by a call centre operative a message can be played giving further information on how to answer each call. So, if the operative is taking calls for various companies or departments they receive information on how best to answer each call, ensuring a more tailored response.

Inbound App

An optional facility to enable Inbound call management from your smartphone. Great for making changes whilst on the move/in a Disaster Recovery scenario, the Inbound App provides access to key Inbound functions in addition to call history and weekly call trends.



Number Availability

The service can be ordered against existing numbers ported into the Gamma Network or with a new number from the following ranges:

- 0844/0845
- 0870/0871
- 0800/0808
- 03XX
- 01/02*

**Geographic Inbound numbers can be independent of the physical location of the Customer's site – for example, a London 020 3 number can be used for an office located in Bristol.*

Directory Enquiry Registration

All Inbound numbers can be registered with the BT Directory Enquiries service.

Call Termination

All numbers provisioned on the Inbound telephony service must terminate to a valid destination from the following options:

- UK fixed line geographic number (PSTN, ISDN or SIP Trunk)
- UK Mobile number (please note that international roaming may affect the service)
- International number

Framework Ref: RM3808
Project Version: v1.1
Model Version: v3.2

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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- An NGN not already provisioned on the Gamma network
- Inbound system announcement (where applicable)
- Inbound voicemail (where applicable)

Call Plans

Gamma provides numerous call plans depending on the additional services taken and the number chosen, for example some numbers will incur charges for receiving the call whereas other numbers will provide the customer with a call rebate based on the volume of minutes they receive. In addition, service charges are applied based on the advanced routing options available as part of Contact Path, Point and Pro, including the termination number calls are delivered to. The following call plans are available for use with Gamma Number Translation Services:

- **Pay as you use** – customers are charged/rebated depending on the number translated for receiving telephone calls. Charges/rebates are billed on a per second basis and calls are tariffed to four decimal points. The final cost per call is rounded to two decimal places.
- **Terminating Bundle** – a volume of minutes is included with the monthly number rental so that the customer attracts no additional charges when receiving calls to geographic numbers.

Service Level Agreement

As standard Gamma provides the equivalent of Service Maintenance Level 4. Gamma's Inbound services offer an enhanced service level agreement, operating to a minimum availability of 99.99%.

SIP Trunk Call Manager (STCM)

STCM provides a centralised inbound call management service, managed via a web portal or App that allows the customer to manage, control and report on their Inbound Telephone calls and numbers.

STCM delivers key features including scalable call queuing; date, day and time of day call routing; hunt groups; voice mail; and access to call performance statistics.

STCM Features

STCM Feature	Description
Destination Control	The End User can change the termination number to which their inbound calls are routed. Termination numbers must be UK mobile or fixed line destination numbers. 08 and International termination are available on request.
Day of week Routing	The End User can set up specific call routing to be applied according to day of week from Monday to Sunday.
Time Control	The End User can set up specific call routing according to time of day.
Divert Control	The End User can divert calls according to no answer, busy or on failover.
Area Control	The End User can define the call routing or treatment of a call based on the caller's number or area code.
Distribution Control	Load balancing of incoming calls across multiple destination numbers. Routing options are percentage or serial.
Date Control	Date Control Nodes are used to define routing for calls made within a particular date range.
Hunt Groups	Hunt Group nodes are used to determine routing of calls to a specific group of users or destinations. Routing options are serial, prioritised, random or parallel.
Call Queuing	The Call Queue control feature is used to establish a network-based call queue within a call routing plan. Various properties can be programmed to determine the queuing experience for the caller.

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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STCM Feature	Description
IVR	The IVR (Interactive Voice Response) control feature enables the creation of a personalised menu announcement with up to 12 options, enabling defined routing/action based on the caller's selection on their keypad.
Announcements	Announcements can also be used in a call plan at any stage to play audio to callers. Users can upload their own files or choose from a selection of Gamma provided announcements.
Advanced Statistics	Displays Inbound call data for all Inbound numbers active on the End User Inbound account. The End User can search for results based on call outcomes, time/date stamp, by caller's telephone number, Inbound or destination number. Results can be downloaded by the User in .CSV format.
Call Whisper	The End User can record an announcement to be played as a prompt to the call answering agent but is unheard by the caller.
Voicemail	The End User can create a call plan with options to route calls to a voicemail node, with a range of email notification options.
STCM App	Call statistics and call plan changes can be accessed via a handheld smartphone/device application.
STCM Reports	User can sign up for daily, weekly or monthly emails containing either a .CSV file of all the advanced statistics for the specified period, or a summary csv file with the high-level statistics for each number within the account. Up to 3 email addresses can be designated to receive the emailed reports.
Limit Caller Admission	Calls to chosen destinations in your call plan can be limited to a configured number of concurrent calls. Once the threshold has been reached excess callers can be treated as follows; diverted, played a message, queued or sent to voicemail.
Shared Values	Calendars and schedules can be shared amongst multiple numbers, allowing for easy adds/moves/changes.
Aliasing	In many large numbering estates users may have many numbers that have the exact same routing plans. Aliasing allows the user to link numbers with the same routing plans together, so changes to one are reflected on any that are linked.
Virtual Numbers	Virtual Numbers allows the user to create sub plans or routing plans that can only be accessed only from another plan, this allows for complex routing to be shared across multiple numbers, reducing the need for repetition and providing simpler complex call plan management.
GoTo	GoTo is used in conjunction with Virtual Numbers to create routing links from one plan to another (to save on repeated building), i.e. 'go to this Inbound or Virtual Number xxxx from this point in the plan.
Custom Fields	Custom Fields allows the user to add their own unlimited number of column labels or text references (names etc.) to each Inbound number. This data can then be searched and filtered within the Advance Statistic and Push Reporting.

The following additional features are also available as optional, chargeable extras:

- Auto Attend (IVR)
- Announcement
- Area Based Routing
- Limit Caller Admission



SIP Trunk Pricing

Set Up	Frequency	Charge		
Per Site Connection Charge	One Off	£0.00		
Rentals	Frequency	0-199 Channels	200-499 Channels	500+ Channels
Standard Channel Rental - Pay as you use	Monthly	£3.00	£2.75	£2.50
Standard Channel Rental - with free 01/02/03 calls and Main UK Mobile	Monthly	£4.40	£4.20	£4.00
Enhanced Channel Rental - with free 01/02/03 calls and Main UK Mobile	Monthly	£4.40	£4.20	£4.00
Resilience Channel Rental - Active - with free 01/02/03 calls and Main UK Mobile	Monthly	£4.40	£4.20	£4.00
Resilience Channel Rental - Standby - with free 01/02/03 calls and Main UK Mobile	Monthly	£3.50	£3.00	£2.75
Resilience + Channel Rental - Active - with free 01/02/03 calls and Main UK Mobile	Monthly	£4.40	£4.20	£4.00
Resilience + Channel Rental - Active - with free 01/02/03 calls and Main UK Mobile	Monthly	£4.40	£4.20	£4.00
Resilience Channel Rental - Loadshare Primary - with free 01/02/03 calls and Main UK Mobile	Monthly	£4.40	£4.20	£4.00
Resilience Channel Rental - Loadshare Secondary - with free 01/02/03 calls and Main UK Mobile	Monthly	£4.40	£4.20	£4.00
SIP Trunk Call Manager	Frequency	Charge		
SIP Trunk Call Manager Rental (per active endpoint)	Monthly	£55.00		
SIP Trunk Call Manager DDI Rental (per DDI number) - 1-499	Monthly	£0.50		
SIP Trunk Call Manager DDI Rental (per DDI number) - 500-999	Monthly	£0.25		
SIP Trunk Call Manager DDI Rental (per DDI number) - 1000+	Monthly	£0.15		
Auto Attend (IVR) (per DDI number)	Monthly	£25.00		
Area Based Routing (per DDI number)	Monthly	£25.00		
Announcement (per DDI number)	Monthly	£9.99		
Limit Caller Admissions	Monthly	£75.00		
Call Divert	Frequency	Charge		
Call Divert	One Off	£12.50		
Call Divert (per DDI range or single number)	Monthly	£2.50		
Number Porting Charges	Frequency	Charge		
Number Port - Single Line	One Off	£20.00		
Number Port - Multi Line	One Off	£50.00		
Number Port - DDI Line	One Off	£135.00		

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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DMA Number Range Takeover (per block of 1,000 numbers)*****	One Off	£500.00
Number Port Out (per number)	One Off	£20.00
Additional Charge for Out of Hours Port (Mon - Fri)	One Off	£150.00
Additional Charge for Out of Hours Port (Weekend & Bank Holiday)	One Off	£250.00
Changes to or cancellation of Number Porting Orders	One Off	£15.00
Number Selection ***	One Off	£20.00
Gold Number	One Off	£1,000.00
Miscellaneous	Frequ	ency
Charge		
CallGuard (Per Endpoint)****	Monthly	£5.00
Cease Charge (Per Endpoint)	One Off	£35.00
Change of IP Address (per Occasion)	One Off	£85.00
DDI Numbers Set Up (Per Number)	One Off	£0.75
CLI Flexibility *****	One Off	£40.00
CLI Flexibility *****	Monthly	£2.00

Information

Based on a 12-60 month term

Each end point must have a minimum of 2 channels per site at all times, subject to any individual customer minimum commitment.

All channels must have the same inclusive call type.

Where a re-grade (increasing or decreasing concurrent Channels) occurs, the new billing value will become effective at the beginning of the next month.

Cease charge (£35.00) applies to any end point ceased at any time.

* SIP with inclusive UK 01/02/03 calls - the total number of inclusive calls per channel from an endpoint shall not exceed 5,000 minutes per month, with calls to 03 numbers not exceeding 15% of the total 01/02/03 calls. Where this inclusive allowance is exceeded then the excess usage will be charged at the UK rate on the Customers IP tariff applicable at the time. Standby Channels do not receive an inclusive call allowance.

** SIP with inclusive UK Mobile calls - the total number of inclusive calls per channel from an endpoint shall not exceed 2000 minutes per month. Where this inclusive allowance is exceeded then the excess usage will be charged at the UK mobile rate on the Customers IP tariff applicable at the time. Inclusive UK mobiles includes calls to the following call types only FM1- O2, FM3 - T Mobile, FM4 - Orange, FM5- Vodafone and FM6 - Three. Calls to any other 07 numbers will be charged in accordance with the Customers tariff applicable at the time. Standby Channels do not receive an inclusive call allowance.

*** 0800, 0207 and 0208 numbers will incur an additional set up charge of £1000 per number.

**** CallGuard will automatically be added to all SIP Endpoint unless otherwise specified on the Service Agreement.

SIP Trunk Call Manager is charged in addition to normal SIP rentals and is available with all types of SIP.

SIP Trunk Call Manager has the following inclusive calls:

01/02/03 numbers which terminate to a SIP number are free of charge

08 numbers which terminate to a SIP number are chargeable at standard inbound rates

01/02/03/08 numbers terminating to any other type of number are chargeable at standard inbound rates

*****A DMA Number Range Takeover is where, rather than port the numbers from the other provider to Gamma, the whole number range is moved from the other provider to Gamma due to the volume of numbers. Other providers have varying costs for this activity. This pricing is indicative only and will be confirmed on application.

SIP UK Inc IP Call Rates

UK and UK Mobile	Pence per Minute
Local	0.00
National	0.00
UK Mobile O2	0.00
UK Mobile EE	0.00
UK Mobile Vodafone	0.00
UK Mobile Three	0.00
UK Mobile Own Mobile (Gamma)	0.00
UK Mobile Other	20.00

SIP UK IP Call Rates (Out of Bundle)

UK and UK Mobile	Pence per Minute
Local	0.56
National	0.56
UK Mobile O2	1.79
UK Mobile EE	1.79
UK Mobile Vodafone	1.79
UK Mobile Three	1.79
UK Mobile Own Mobile (Gamma)	1.00
UK Mobile Other	20.00

International IP Call Rates

Continent	Country	Pence per Minute
Asia	Afghanistan	24.20
Asia	Afghanistan Mobile	32.63
Europe	Albania	14.36
Europe	Albania Mobile	35.01
Africa	Algeria	7.63
Africa	Algeria Mobile	46.05
Africa	Algeria Mobile Other	52.48
Oceania	American Samoa	19.65
Europe	Andorra	3.48
Europe	Andorra Mobile	25.94
Africa	Angola	10.85
Africa	Angola Mobile	17.03
North America	Anguilla	21.49

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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North America	Anguilla Mobile	29.22
Antartica	Antarctic	312.38
North America	Antigua & Barbuda	22.80
North America	Antigua & Barbuda Mobile	19.76
South America	Argentina	2.41
South America	Argentina Major Cities	2.26
South America	Argentina Mobile	26.40
Europe	Armenia	15.90
Europe	Armenia Mobile	24.47
South America	Aruba	9.67
South America	Aruba Mobile	25.39
Africa	Ascension Island	213.11
Oceania	Australia	2.69
Oceania	Australia Mobile	17.25
Oceania	Australia Special Services	2.85
Oceania	Australia Satellite	183.60
Europe	Austria	2.65
Europe	Austria Mobile	8.12
Europe	Austria Mobile Other	49.09
Europe	Austria Premium	25.12
Europe	Azerbaijan	24.30
Europe	Azerbaijan Mobile	43.85
North America	Bahamas	13.05
North America	Bahamas Mobile	27.88
Asia	Bahrain	11.44
Asia	Bahrain Mobile	10.18
Asia	Bangladesh	5.06
Asia	Bangladesh Mobile	6.01
North America	Barbados	20.46
North America	Barbados Mobile	28.74
Europe	Belarus	98.24
Europe	Belarus Mobile	35.95
Europe	Belarus Other	37.91
Europe	Belgium	2.37
Europe	Belgium Mobile	29.42
Europe	Belgium Mobistar Mobile	13.23
Europe	Belgium Proximus Mobile	12.52
Europe	Belgium Special Service	6.50
Europe	Belgium Premium	32.18
North America	Belize	25.66
North America	Belize Mobile	30.76
Africa	Benin	32.79
Africa	Benin Mobile	32.79
North America	Bermuda	4.67
Asia	Bhutan	11.77
South America	Bolivia	16.18
South America	Bolivia Mobile	21.26
Europe	Bosnia Herzegovina	14.58

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Europe	Bosnia Herzegovina Mobile	39.69
Africa	Botswana	10.48
Africa	Botswana Mobile	28.27
South America	Brazil	3.50
South America	Brazil Mobile	30.39
North America	British Virgin Islands	25.33
Asia	Brunei	4.33
Asia	Brunei Mobile	3.50
Europe	Bulgaria	7.48
Europe	Bulgaria Mobile	58.74
Europe	Bulgaria Mobile Other	3.37
Europe	Bulgaria Special Services	15.49
Africa	Burkina Faso	30.44
Africa	Burkina Faso Mobile	33.91
Africa	Burundi	63.80
Asia	Cambodia	7.23
Asia	Cambodia Mobile	6.65
Africa	Cameroon	33.13
Africa	Cameroon Mobile	39.59
Africa	Cameroon Special Services	20.60
North America	Canada	1.13
North America	Canada Other	7.74
Africa	Cape Verde Islands	19.82
Africa	Cape Verde Mobile	36.06
North America	Cayman Islands	9.22
North America	Cayman Islands Mobile	25.08
Africa	Central African Republic	50.91
Africa	Central African Republic Special Services	72.73
Africa	Chad	53.03
Africa	Chad Mobile	49.74
South America	Chile	57.13
South America	Chile Mobile	25.57
South America	Chile Rural	69.64
South America	Chile Santiago	1.65
Asia	China	1.91
Asia	China Mobile	2.36
South America	Colombia	3.64
South America	Colombia Mobile	12.87
South America	Colombia Bogota	3.64
South America	Colombia Cali	3.64
South America	Colombia Medellin	3.64
Africa	Comoros	45.76
Africa	Congo	46.33
Africa	Congo Democratic Republic	144.64
Africa	Congo Democratic Republic (Premium)	163.32
Africa	Congo Democratic Republic Mobile	48.40
Africa	Congo Democratic Republic Mobile Other	46.94

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Africa	Congo Mobile	48.40
Africa	Congo Mobile Other	40.36
Oceania	Cook Islands	93.42
North America	Costa Rica	4.96
North America	Costa Rica Mobile	6.82
Europe	Croatia	2.56
Europe	Croatia Mobile	29.20
Europe	Croatia Special Services	12.73
North America	Cuba	117.76
Europe	Cyprus	1.78
Europe	Cyprus Mobile	6.82
Europe	Cyprus Mobile One	10.95
Europe	Czech Republic	3.17
Europe	Czech Republic Mobile	25.85
Europe	Czech Republic Mobile Other	2.13
Europe	Czech Republic Special Services	4.06
Europe	Denmark	1.58
Europe	Denmark Mobile	15.45
Europe	Denmark Mobile Other	20.18
Africa	Diego Garcia	168.72
Africa	Djibouti	38.63
Africa	Djibouti Mobile	46.25
North America	Dominica	18.85
North America	Dominica Mobile	28.89
North America	Dominican Republic	3.67
North America	Dominican Republic Mobile	12.46
Asia	East Timor	81.96
South America	Ecuador	12.31
South America	Ecuador Mobile	29.37
Africa	Egypt	11.18
Africa	Egypt Mobile	13.56
North America	El Salvador	26.27
North America	El Salvador Mobile	30.56
Satellite	Emsat Satellite System	811.03
Africa	Equatorial Guinea	42.44
Africa	Eritrea	29.79
Europe	Estonia	42.50
Europe	Estonia (PERSONAL NUMBER)	61.61
Europe	Estonia Mobile	44.36
Europe	Estonia Mobile Other	44.36
Africa	Ethiopia	27.81
Africa	Ethiopia Mobile	38.02
South America	Falkland Islands	149.61
Europe	Faroe Islands	6.76
Europe	Faroe Islands Mobile	27.66
Oceania	Fiji	23.43
Oceania	Fiji Mobile	27.72
Europe	Finland	5.07

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Europe	Finland (PREMIUM)	7.76
Europe	Finland Mobile	12.46
Europe	France	1.45
Europe	France Mobile	9.57
Europe	France Mobile One	56.76
Europe	France Mobile Other	56.76
Europe	France Special Services	33.33
South America	French Guyana	6.37
South America	French Guyana Mobile	36.35
Oceania	French Polynesia	36.15
Africa	Gabon	42.86
Africa	Gabon Mobile	47.93
Africa	Gambia	44.90
Africa	Gambia Mobile	53.07
Africa	Gambia Mobile Other	53.07
Europe	Georgia	54.44
Europe	Georgia Mobile	27.60
Europe	Germany	1.67
Europe	Germany Mobile	14.83
Europe	Germany Mobile Other	15.91
Europe	Germany Personal Numbers	33.66
Africa	Ghana	23.63
Africa	Ghana Mobile	29.70
Europe	Gibraltar	4.98
Europe	Gibraltar Mobile	33.88
Europe	Greece	1.98
Europe	Greece Mobile	12.17
Europe	Greece Mobile Other	7.56
North America	Greenland	65.37
North America	Grenada	22.80
North America	Grenada Mobile	37.09
North America	Guadeloupe	3.08
North America	Guadeloupe Mobile	30.63
Oceania	Guam	2.59
North America	Guatemala	19.58
North America	Guatemala Mobile	18.51
Africa	Guinea	44.44
Africa	Guinea Bissau	52.41
Africa	Guinea Bissau Mobile	55.09
Africa	Guinea Mobile	54.45
South America	Guyana	29.25
South America	Guyana Mobile	36.22
North America	Haiti	26.70
North America	Haiti Mobile	33.38
North America	Honduras	19.39
North America	Honduras Mobile	25.04
Asia	Hong Kong	2.04
Asia	Hong Kong Mobile	3.15

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Europe	Hungary	1.89
Europe	Hungary Mobile	11.55
Europe	Iceland	2.61
Europe	Iceland Mobile	15.05
Asia	India	13.91
Asia	India Mobile	13.91
Asia	Indonesia	9.81
Asia	Indonesia Mobile	12.57
Satellite	Inmarsat aero	442.43
Satellite	Inmarsat b	163.12
Satellite	Inmarsat hsd	733.42
Satellite	Inmarsat m	301.79
Satellite	Inmarsat m4	826.10
Asia	Iran	16.60
Asia	Iran Mobile	15.51
Asia	Iraq	16.38
Asia	Iraq Baghdad	24.44
Asia	Iraq Mobile	17.67
Europe	Ireland	1.47
Europe	Ireland Mobile	24.97
Europe	Ireland Mobile One	24.97
Europe	Ireland Mobile Other	42.09
Europe	Ireland Personal Numbering	11.03
Europe	Ireland Premium	20.50
Satellite	Iridium Satellite System	403.75
Asia	Israel	1.67
Asia	Israel Mobile	11.84
Asia	Israel Palestine	22.28
Europe	Italy	2.08
Europe	Italy Hutchison 3G Mobile	25.85
Europe	Italy Mobile	45.06
Europe	Italy Tim Mobile	16.35
Europe	Italy Vodafone Mobile	16.42
Africa	Ivory Coast	34.63
Africa	Ivory Coast Mobile	39.65
Africa	Ivory Coast Mobile Other	30.69
Africa	Ivory Coast Other	83.85
North America	Jamaica	22.80
North America	Jamaica Mobile	31.75
Asia	Japan	3.85
Asia	Japan Mobile	18.59
Africa	Jordan	17.92
Africa	Jordan Mobile	17.93
Asia	Kazakhstan	7.68
Asia	Kazakhstan Mobile	20.53
Asia	Kazakhstan Other	7.68
Africa	Kenya	18.84
Africa	Kenya Mobile	16.33

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Africa	Kenya Mobile Other	22.56
Oceania	Kiribati	279.00
Europe	Kosovo	53.03
Asia	Kuwait	13.75
Asia	Kuwait Mobile	16.35
Asia	Kyrgyzstan	14.84
Asia	Kyrgyzstan Mobile	20.16
Asia	Laos	7.09
Europe	Latvia	7.46
Europe	Latvia Mobile	14.70
Europe	Latvia Mobile One	82.50
Europe	Latvia Mobile Other	78.98
Europe	Latvia Riga	7.46
Asia	Lebanon	10.59
Asia	Lebanon Mobile	23.96
Africa	Lesotho	34.15
Africa	Lesotho Mobile	37.83
Africa	Liberia	70.45
Africa	Liberia Mobile	47.13
Africa	Libya	25.04
Africa	Libya Mobile	43.83
Europe	Liechtenstein	8.46
Europe	Liechtenstein Mobile	70.38
Europe	Lithuania	3.82
Europe	Lithuania (PERSONAL NUMBERS)	63.46
Europe	Lithuania Mobile	13.23
Europe	Lithuania Mobile Other	8.25
Europe	Luxembourg	2.37
Europe	Luxembourg Mobile	25.99
Europe	Luxembourg Other	33.66
Asia	Macau	9.82
Europe	Macedonia	14.29
Europe	Macedonia Mobile	47.26
Africa	Madagascar	74.99
Africa	Madagascar Mobile	58.04
Africa	Malawi	40.53
Africa	Malawi Mobile	42.47
Asia	Malaysia	4.45
Asia	Malaysia Mobile	5.64
Asia	Maldives	73.84
Asia	Maldives Mobile	85.00
Africa	Mali	37.47
Africa	Mali Mobile	35.89
Europe	Malta	3.45
Europe	Malta Mobile	20.49
Oceania	Marshall Islands	27.81
North America	Martinique	3.08
North America	Martinique Mobile	25.59

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Africa	Mauritania	58.38
Africa	Mauritania Mobile	52.28
Africa	Mauritius	17.99
Africa	Mauritius Mobile	21.43
Africa	Mayotte	24.09
Africa	Mayotte Mobile	26.93
North America	Mexico	5.78
North America	Mexico Mobile	22.22
Oceania	Micronesia	47.13
Europe	Moldova	29.26
Europe	Moldova Mobile	47.96
Europe	Monaco	6.65
Europe	Monaco Mobile	44.55
Asia	Mongolia	5.06
Asia	Mongolia Mobile	7.40
Europe	Montenegro	15.84
Europe	Montenegro Mobile	41.03
North America	Montserrat	20.11
Africa	Morocco	2.74
Africa	Morocco Mobile	50.63
Africa	Morocco Mobile Other	63.68
Africa	Mozambique	9.42
Africa	Mozambique Mobile	32.17
Asia	Myanmar	34.06
Asia	Myanmar Mobile	34.06
Africa	Namibia	9.54
Africa	Namibia Mobile	24.23
Oceania	Nauru	118.61
Asia	Nepal	16.64
Asia	Nepal Mobile	19.78
Europe	Netherlands	2.11
Europe	Netherlands Antilles	12.53
Europe	Netherlands Antilles Mobile	16.94
Europe	Netherlands Mobile	14.66
Oceania	New Caledonia	25.32
Oceania	New Zealand	2.34
Oceania	New Zealand Mobile	23.24
North America	Nicaragua	22.38
North America	Nicaragua Mobile	31.40
Africa	Niger	26.63
Africa	Niger Mobile	29.29
Africa	Niger Premium Services	26.63
Africa	Nigeria	11.16
Africa	Nigeria Mobile	14.92
Africa	Nigeria Mobile Other	9.18
Africa	Nigeria Special Services	12.49
Oceania	Niue	128.44
Asia	North Korea	42.43

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Oceania	Northern Marianas	4.84
Europe	Norway	1.91
Europe	Norway Mobile	27.20
Europe	Norway Mobile Other	27.09
Asia	Oman	12.55
Asia	Oman Mobile	38.00
Asia	Pakistan	7.59
Asia	Pakistan Mobile	7.81
Oceania	Palau	27.09
Asia	Palestine	19.17
Asia	Palestine Mobile	26.40
North America	Panama	3.46
North America	Panama Mobile	20.51
Oceania	Papua New Guinea	68.01
Oceania	Papua New Guinea Mobile	161.06
South America	Paraguay	8.15
South America	Paraguay Mobile	8.56
South America	Peru	2.78
South America	Peru Mobile	21.15
South America	Peru Rural	75.19
Asia	Philippines	15.64
Asia	Philippines Mobile	23.10
Europe	Poland	2.34
Europe	Poland Mobile	11.07
Europe	Poland Mobile Centernet	38.46
Europe	Poland Mobile Other	24.75
Europe	Portugal	3.09
Europe	Portugal Mobile	21.83
North America	Puerto Rico	1.71
Asia	Qatar	17.73
Asia	Qatar Mobile	25.83
Africa	Reunion	3.08
Africa	Reunion Mobile	21.63
Europe	Romania	2.98
Europe	Romania Mobile	14.74
Europe	Romania Other	1.43
Europe	Russia	6.54
Europe	Russia Major Cities	4.65
Europe	Russia Mobile	23.70
Europe	Russia Mobile One	23.40
Europe	Russia Mobile Other	147.25
Africa	Rwanda	32.15
Africa	Rwanda Mobile	24.01
Europe	San Marino	94.51
Europe	San Marino Mobile	28.12
Africa	Sao Tome & Principe	109.69
Satellite	Satellite	11429.95
Satellite	Satelite Other	720.63

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Asia	Saudi Arabia	10.83
Asia	Saudi Arabia Mobile	19.78
Asia	Saudi Arabia Mobile Other	12.36
Africa	Senegal	36.38
Africa	Senegal Mobile	52.19
Europe	Serbia	27.55
Europe	Serbia Mobile	48.40
Africa	Seychelles	56.96
Africa	Seychelles Special Services	60.57
Africa	Sierra Leone	45.20
Africa	Sierra Leone Mobile	53.33
Asia	Singapore	6.30
Asia	Singapore Mobile	4.94
Europe	Slovakia	3.22
Europe	Slovakia Mobile	19.47
Europe	Slovenia	3.09
Europe	Slovenia Mobile	17.58
Europe	Slovenia Mobile Other	56.24
Oceania	Solomon Islands	313.48
Africa	Somalia	62.44
Africa	Somalia Mobile	61.56
Africa	South Africa	15.16
Africa	South Africa Mobile	21.70
Africa	South Africa Mobile One	14.67
Africa	South Africa Mobile Other	15.33
Africa	South Africa Special Services	78.02
Asia	South Korea	1.65
Asia	South Korea Mobile	4.78
Asia	South Korea Seoul	1.65
Africa	South Sudan	265.36
Europe	Spain	2.37
Europe	Spain Mobile	29.84
Europe	Spain Mobile One	29.84
Europe	Spain Special Services	57.60
Asia	Sri Lanka	12.67
Asia	Sri Lanka Mobile	16.24
Africa	St. Helena	142.88
North America	St. Kitts & Nevis	18.38
North America	St. Kitts & Nevis Mobile	32.19
North America	St. Lucia	19.31
North America	St. Lucia Mobile	30.65
North America	St. Martin	18.34
North America	St. Pierre & Miquelon	33.44
North America	St. Pierre & Miquelon Mobile	57.82
North America	St. Vincent & Grenadines	18.18
North America	St. Vincent & Grenadines Mobile	31.71
Africa	Sudan	18.02
Africa	Sudan Mobile	27.24

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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South America	Suriname	16.90
South America	Suriname Mobile	34.84
Africa	Swaziland	19.91
Africa	Swaziland Mobile	28.30
Europe	Sweden	1.58
Europe	Sweden Mobile	7.48
Europe	Switzerland	2.04
Europe	Switzerland Mobile	17.85
Europe	Switzerland Mobile One	33.48
Europe	Switzerland Mobile Other	54.89
Europe	Switzerland Other	44.40
Europe	Switzerland Premium	2.26
Asia	Syria	24.24
Asia	Syria Mobile	33.93
Asia	Taiwan	2.39
Asia	Taiwan Mobile	13.25
Asia	Tajikistan	14.71
Asia	Tajikistan Mobile	17.36
Africa	Tanzania	50.08
Africa	Tanzania Mobile	28.10
Asia	Thailand	4.81
Asia	Thailand Mobile	4.81
Africa	Togo	44.72
Oceania	Tokelau	162.91
Oceania	Tonga	88.62
North America	Trinidad & Tobago	20.53
North America	Trinidad & Tobago Mobile	22.80
Africa	Tunisia	74.36
Africa	Tunisia Mobile	75.61
Asia	Turkey	4.24
Asia	Turkey Mobile	17.81
Asia	Turkey Mobile Other	65.39
Asia	Turkmenistan	12.47
North America	Turks & Caicos Island Mobile	30.56
North America	Turks & Caicos Islands	18.87
Oceania	Tuvalu	110.39
Africa	Uganda	29.16
Africa	Uganda Mobile	33.71
Universal	UIFS Universal International Freephone	0.00
Europe	Ukraine	25.18
Europe	Ukraine Mobile	20.23
Asia	United Arab Emirates	16.34
Asia	United Arab Emirates Mobile	19.43
South America	Uruguay	6.22
South America	Uruguay Mobile	26.58
North America	US Virgin Islands	2.51
North America	USA	1.34

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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North America	USA Alaska	4.33
North America	USA Hawaii	4.33
Asia	Uzbekistan	10.80
Asia	Uzbekistan Mobile	10.56
Oceania	Vanuatu	88.62
South America	Venezuela	7.86
South America	Venezuela Mobile	36.90
Asia	Vietnam	7.11
Asia	Vietnam Mobile	6.12
Oceania	Wallis & Futuna	95.13
Oceania	Western Samoa	88.62
Asia	Yemen	17.45
Asia	Yemen Mobile	21.10
Africa	Zambia	44.06
Africa	Zambia Mobile	42.30
Africa	Zimbabwe	13.14
Africa	Zimbabwe Mobile	61.25

Wholesale Line Rental Pricing

Line Type	Charge Type	Product Description	Charge
PSTN	Rental	Analogue Single Line Rental (Basic Line)	£9.00
PSTN	Rental	Analogue Single Line Rental	£10.09
Analogue	Rental	Analogue Multi Line Rental	£10.09
ISDN2	Rental	ISDN2 Rental per line (2 channels per line)	£22.00
ISDN30	Rental	ISDN30 Channel Rental (per channel)	£10.50
ISDN2	Rental	ISDN2 DDI Rental (per DDI)	£0.36
ISDN30	Rental	ISDN30 DDI Rental (per DDI)	£0.20
Line Installation			
PSTN	Connection	Analogue Line Connection Fee	£99.00
ISDN2	Connection	ISDN2 Connection Fee	£249.00
ISDN30	Connection	ISDN30 Installation Fee per order	£930.00
ISDN30	Connection	ISDN30 Installation per channel (min 8 channels)	£30.00
ISDN	Connection	DDI Planning Fee (per DDI range)	£100.00
ISDN	Connection	DDI Number Connection Fee (per DDI)	£1.00
Short Duration Lines			
PSTN and ISDN2	Connection	Short Duration Lines Supplementary Provision Charge - PSTN and ISDN2 (per line) (in addition to normal install charge)	£450.00

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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ISDN30	Connect ion	Short Duration Lines Supplementary Provision Charge ISDN30 (per circuit) (in addition to normal install charge)	£552.00
Maintenance, billed per line (PSTN) billed per channel (ISDN2 & 30)			
Maintenance	Rental	Care Level 1 - Analogue Basic	INCL
Maintenance	Rental	Care Level 2 - Analogue Basic Line	£1.00
Maintenance	Rental	Care Level 2 - ISDN2 and ISDN30	INCL
Maintenance	Annual Rental	Care Level 2+ - Analogue Basic Line	£15.00
Maintenance	Rental	Care Level 2+ - Analogue Basic Line	£2.10
Maintenance	Rental	Care Level 2+ - Analogue Single and Multiline	INCL
Maintenance	Annual Rental	Care Level 2+ - ISDN2 per line	£24.00
Maintenance	Annual Rental	Care Level 2+ - ISDN30 per channel	£9.60
Maintenance	Rental	Care Level 3 – Analogue Basic	£4.50
Maintenance	Rental	Care Level 3 – Analogue Single and Multiline and ISDN2	£3.30
Maintenance	Rental	Care Level 3 – ISDN30	£2.10
Maintenance	Rental	Care Level 4 – PSTN Basic Line	£7.25
Maintenance	Rental	Care Level 4 – Analogue single and Multiline and ISDN2	£7.25
Maintenance	Rental	Care Level 4 – ISDN30	£7.25
Maintenance	Connect ion	Expedite from Level 1 to Level 2	£104.50
Maintenance	Connect ion	Expedite from Level 1 to Level 3	£654.50
Maintenance	Connect ion	Expedite from Level 1 to Level 4	£819.50
Maintenance	Connect ion	Expedite from Level 2 to Level 3	£561.00
Maintenance	Connect ion	Expedite from Level 2 to Level 4	£726.00
Maintenance	Connect ion	Expedite from Level 2+ to Level 3	£561.00
Maintenance	Connect ion	Expedite from Level 2+ to Level 4	£726.00
Maintenance	Connect ion	Expedite from Level 3 to Level 4 - Analogue and ISDN2	£290.00
Maintenance	Connect ion	Expedite from Level 3 to Level 4 - ISDN30	£1,250.00
Maintenance	Connect ion	Flexible Appointment	£35.00
Maintenance	Connect ion	Amend (per appointment)	£12.38
Maintenance	Connect ion	Expedite (per appointment)	£159.50
Maintenance	Connect ion	More Focused Appointment Late Morning	£50.00
Maintenance	Connect ion	More Focused Appointment Late Morning - Analogue Single or Multiline*	£25.00
Maintenance	Connect ion	More Focused Appointment Early Afternoon	£50.00
Maintenance	Connect ion	More Focused Appointment Early Afternoon - Analogue Single or Multiline*	£25.00
Maintenance	Connect ion	Named Engineer	£80.00
Maintenance	Connect ion	Named Engineer - Analogue Single or Multiline*	£50.00

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Directory Entries			
Directory	Rental	First Standard Entry - In ordinary type - per phone book	£0.00
Directory	Rental	First Standard Entry - In bold type - per phone book	£39.87
Directory	Rental	First Standard Entry - In super bold type - per phone book	£77.37
Directory	Rental	Additional Directory Entry - In ordinary type - per phone book	£20.26
Directory	Rental	Additional Directory Entry - In bold type - per phone book	£39.87
Directory	Rental	Additional Directory Entry - In super bold type - per phone book	£77.37
Directory	Rental	Each Additional Word - In ordinary type - per phone book	£1.54
Directory	Rental	Each Additional Word - In bold type - per phone book	£3.16
Directory	Rental	Each Additional Word - In super bold type - per phone book	£3.16
Directory	Rental	Classified Paid Line Entry	n/a
Directory	Rental	First Standard Entry - In bold type - All phone books	£2,190.05
Directory	Rental	First Standard Entry - In super bold type - All phone books	£3,564.53
Directory	Rental	Additional Directory Entry - In ordinary type - All phone books	£1,269.59
Directory	Rental	Additional Directory Entry - In bold type - All phone books	£2,649.59
Directory	Rental	Additional Directory Entry - In super bold type - All phone books	£4,312.49
Directory	Rental	Each Additional Word - In ordinary type - All phone books	£92.00
Directory	Rental	Each Additional Word - In bold type - All phone books	£184.00
Directory	Rental	Each Additional Word - In super bold type - All phone books	£184.00
Features			
Feature	Rental	Admin call forwarding - no reply	£2.15
Feature	Rental	Admin call forwarding - on busy	£2.15
Feature	Rental	Admin call forwarding - unconditional	£2.15
Feature	Connection	Anonymous Call Rejection - ISDN2	£90.00
Feature	Rental	Anonymous Call Rejection - ISDN2 - rental	£3.50
Feature	Connection	Anonymous Call Rejection - ISDN30	£90.00
Feature	Rental	Anonymous Call Rejection - ISDN30 - rental	£3.50
Feature	Connection	Anonymous Call Rejection - Multi Analogue Line	£90.00
Feature	Rental	Anonymous Call Rejection - Multi Analogue Line - rental	£3.50
Feature	Rental	Anonymous Call Rejection - Single Analogue Line	£3.50
Feature	Connection	Busy Out Line	£2.00
Feature	Rental	Bypass Number	£2.00
Feature	Connection	Call Barring - Admin Control - 118	£2.00
Feature	Connection	Call Barring - Admin Control - International and PRS	£2.00
Feature	Connection	Call Barring - Admin Control - PRS	£2.00

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Feature	Rental	Call Barring (Incoming and Outgoing)	£2.00
Feature	Rental	Call Barring and Bypass Number (incoming and Outgoing)	£3.00
Feature	Rental	Call Deflection	£2.00
Feature	Rental	Call Diversion	£2.00
Feature	Connect ion	Call Diversion - Admin Controlled	£2.00
Feature	Rental	Call Diversion and Bypass Number	£2.00
Feature	Rental	Call Minder Standard	£2.75
Feature	Rental	Call Minder Extensions	£3.15
Feature	Rental	Call Minder Premier 5	£4.05
Feature	Rental	Call Minder Premier 5+2	£4.50
Feature	Rental	Call Minder Basic	£3.15
Feature	Rental	Call Minder Custom	£4.05
Feature	Rental	Call Minder Extns	£4.45
Feature	Rental	Call Minder Premium 5 Custom	£4.75
Feature	Rental	Call Sign	£2.00
Feature	Rental	Call Waiting	£2.00
Feature	Rental	Call Waiting with Call Hold	£2.00
Feature	Rental	Called Party Answer	£3.50
Feature	Rental	Caller Display	£2.00
Feature	Rental	Caller Redirect PSTN - Monthly Service	£5.00
Feature	Rental	Caller Redirect PSTN - Quarterly Service	£10.00
Feature	Rental	Caller Redirect ISDN2 - Monthly Service	£5.00
Feature	Rental	Caller Redirect ISDN2 - Quarterly Service	£10.00
Feature	Connect ion	Caller Redirect ISDN2 - DDI	£315.00
Feature	Rental	Caller Redirect ISDN2 - DDI - rental	£13.00
Feature	Rental	Caller Redirect ISDN30 - Monthly Service	£5.00
Feature	Rental	Caller Redirect ISDN30 - Quarterly Service	£10.00
Feature	Connect ion	Caller Redirect ISDN30 - DDI	£315.00
Feature	Rental	Caller Redirect ISDN30 - DDI - rental	£13.00
Feature	Rental	Calling Line Identity Presentation (CLIP)	£2.00
Feature	Rental	Calling Line Identity Restriction	£0.00
Feature	Connect ion	Change of Divert to Number	£5.00
Feature	Rental	Choose to refuse	£3.50
Feature	Rental	Connected Line Identity Presentation	£2.00
Feature	Rental	Connected Line Identity Restriction	£0.00
Feature	Rental	Customer controlled call forwarding	£2.15
Feature	Rental	Incoming Calls Barred - 1st Line	£2.00
Feature	Rental	Incoming Calls Barred - Additional Line	£2.00
Feature	Rental	Incoming Calls Barred ISDN2 and ISDN30	£2.00
Feature	Connect ion	MSN Connection	£20.00
Feature	Rental	MSN Rental per number	£0.65
Feature	Connect ion	Nuisance Call Service	£185.00
Feature	Rental	Number Preservation	£2.00
Feature	Connect ion	Number Selection	£20.00

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Feature	Connect ion	Number Selection via Dialgoue Services per request	£2.00
Feature	Connect ion	Outbound Call Barring - 1st Line	£2.00
Feature	Connect ion	Outbound Call Barring - Additional Line	£2.00
Feature	Rental	Permanent Outgoing Calls Barred	£2.00
Feature	Connect ion	Presentation Number PSTN	£60.00
Feature	Rental	Presentation Number PSTN - rental	£2.25
Feature	Connect ion	Presentation Number ISDN2 and ISDN30	£60.00
Feature	Rental	Presentation Number ISDN2 and ISDN30 - rental	£2.25
Feature	Rental	Reminder Call	£2.50
Feature	Connect ion	Reminder Call Pay per Use	£0.20
Feature	Rental	Remote Call Forwarding - rental	£21.45
Feature	Connect ion	Remote Call Forwarding	£50.00
Feature	Rental	Ring Back	£2.00
Feature	Connect ion	Ring Back Pay Per Use	£0.20
Feature	Rental	Selective Outbound Call Barring - all calls	£2.15
Feature	Rental	Selective Outbound Call Barring - int + operator + prs calls	£2.15
Feature	Rental	Selective Outbound Call Barring - int + prs calls	£2.15
Feature	Rental	Selective Outbound Call Barring - nat, int + prs calls	£2.15
Feature	Rental	Selective Outbound Call Barring - operator calls	£2.15
Feature	Rental	Smart Divert	£4.00
Feature	Connect ion	Smart Divert	£4.90
Feature	Rental	Smart Divert - Analogue Single and Multiline*	£0.00
Feature	Connect ion	Smart Divert - Analogue Single and Multiline*	£0.00
Feature	Rental	Smart Divert with Bypass number - rental	£5.00
Feature	Connect ion	Smart Divert with Bypass number	£4.90
Feature	Rental	Sub Addressing	£2.00
Feature	Connect ion	Temporary Call Divert (use Anytime)	£5.00
Feature	Connect ion	Temporary Call Divert (use during fault)	£5.00
Feature	Connect ion	Temporary Out Of Service	£10.00
Feature	Rental	Three Way Calling	£2.50
Feature	Connect ion	Three Way Calling Pay per Use	£0.20
Feature	Rental	Wholesale 1571	£1.00
Conversions			
PSTN	Connect ion	Conversion of ISDN2 to Analogue	£99.00
PSTN	Connect ion	Conversion of Residential to Business or Business to Residential	£10.00
PSTN	Connect ion	Conversion from Single Line to Main Multi Line	£35.50
PSTN	Connect ion	Conversion from Single Line to Auxiliary Multi Line	£35.50

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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PSTN	Connect ion	Conversion from Auxiliary Line to Single Line	£35.50
PSTN	Connect ion	ADSL Number Port	£42.00
ISDN2	Connect ion	Conversion of Analogue to ISDN2	£199.00
ISDN2	Connect ion	Transfer of Analogue line and conversion to ISDN2	£210.00
ISDN2	Connect ion	Transfer of ISDN2 DASS and conversion to ISDN2	£75.00
ISDN2	Connect ion	Conversion of ISDN2 Standard to ISDN2 System	£34.50
ISDN2	Connect ion	Conversion of ISDN2 System to ISDN2 Standard	£34.50
ISDN2	Connect ion	Transfer of ISDN2 Standard and conversion to ISDN2 System	£30.00
ISDN2	Connect ion	Transfer of ISDN2 System and conversion to ISDN2 Standard	£30.00
ISDN30	Connect ion	Conversion of ISDN30 DASS to ISDN30 (per channel)	£16.00
ISDN30	Connect ion	Conversion of ISDN30 DASS to ISDN30 (61 or more channels)	£755.00
Reconfiguration			
PSTN	Connect ion	Analogue Renumber	£33.00
PSTN	Connect ion	Restart of stopped Analogue Line	£50.00
All	Connect ion	Change of Network Terminating Equipment, Conversion of hard-wired/master socket to Linebox	Withd rawn
ISDN2	Connect ion	Reconfiguration or Renumber of ISDN2 System - per channel	£14.50
All	Connect ion	Reconfiguration of MSN	£17.50
ISDN30	Connect ion	ISDN30 Reconfiguration or Renumber - 0 to 15 channels	£61.75
ISDN30	Connect ion	ISDN30 Reconfiguration or Renumber - 16 to 30 channels	£153.50
ISDN30	Connect ion	ISDN30 Reconfiguration or Renumber - 31 to 60 channels	£305.25
ISDN30	Connect ion	ISDN30 Reconfigure or Renumber 61+ channels	£357.00
Standby Power			
ISDN30	Connect ion	ISDN30 Standby Power Option 1a	£101.75
ISDN30	Connect ion	ISDN30 Standby Power Option 1b	£195.50
ISDN30	Connect ion	ISDN30 Standby Power Option 2	£546.00
ISDN30	Rental	ISDN30 Standby Power Option 2	£41.99
Business Continuity Services			
ISDN30	Rental	ISDN30 Out of Area (per bearer)	£35.00
ISDN30	Rental	ISDN30 Out of Area (per km)	£12.00
ISDN30	Rental	Site Assurance Option 1 - per channel	£2.25
ISDN30	Rental	Site Assurance Option 2	£6.99
ISDN30	Connect ion	DDI Dual Parenting	£459.00

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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ISDN30	Rental	DDI Dual Parenting	£20.50
Visit and Time Related Charges			
Engineering	Connection	All Work Standard Chargeable Visit (Visit plus up to 1 hours work) - Normal working day	£137.00
Engineering	Connection	All Work Standard Chargeable Visit (Visit plus up to 1 hours work) - All other times	£173.00
Engineering	Connection	All Work Standard Chargeable Visit (Visit plus up to 1 hours work) - Sundays and Bank Holidays	£204.50
Engineering	Connection	All Work Additional Hours - Normal working day	£69.00
Engineering	Connection	All Work Additional Hours - All other times	£103.50
Engineering	Connection	All Work Additional Hours - Sundays and Bank Holidays	£138.00
Engineering	Connection	Supplementary charges (Per Visit) - Normal working day	n/a
Engineering	Connection	Supplementary charges (Per Visit) - All other times	£34.50
Engineering	Connection	Supplementary charges (Per Visit) - Sundays and Bank Holidays	£69.00
Engineering	Connection	Supplementary charges (Per Hour or Part thereof) - Normal working day	n/a
Engineering	Connection	Supplementary charges (Per Hour or Part thereof) - All other times	£34.50
Engineering	Connection	Supplementary charges (Per Hour or Part thereof) - Sundays and Bank Holidays	£69.00
Engineering	Connection	Abortive Visit	£94.05
Excess Construction Charges			
Engineering	Connection	Survey Fee / Planning Charge	£350.00
Engineering	Connection	Breaking/Drilling through each external wall	£330.00
Engineering	Connection	Breaking/Drilling through each internal concrete wall	£200.00
Engineering	Connection	Breaking/Drilling through each internal non-concrete wall	£60.00
Engineering	Connection	Provision of each Pole	£550.00
Engineering	Connection	Provision of a new footway box (Surface area up to 0.5 sqm)	£750.00
Engineering	Connection	Provision of a new medium size footway box (Surface area between 0.5 sqm and 1 sqm)	£1,650.00
Engineering	Connection	Provision of a new large size footway box (Surface area greater than 1 sqm)	£2,850.00
Engineering	Connection	Provision of a new small carriageway box (Surface area up to 1 sqm)	£3,150.00
Engineering	Connection	Provision of a new medium size carriageway box (Surface area between 1 sqm and 1.25 sqm)	£3,850.00
Engineering	Connection	Provision of a new large size carriageway box (Surface area greater than 1.25 sqm)	£4,400.00
Engineering	Connection	Cable (fibre or copper) including any jointing required - per metre	£10.00
Engineering	Connection	Copper cable supplied for the customer to lay to agreed entry and termination points - per metre (min 20m)	£4.00
Engineering	Connection	Directly buried cable (including any cable and wayleave costs) - per metre	£30.00
Engineering	Connection	Moleploughing cable or fibre in subduct (includes any cable and wayleave costs) - per metre	£25.00

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Engineering	Connect ion	Blown Fibre - per metre	£4.00
Engineering	Connect ion	Blown Fibre Tubing in Duct - per metre	£5.00
Engineering	Connect ion	Internal cabling (including Internal Blown Fibre Tubing) - per metre	£8.00
Engineering	Connect ion	New Ductwork - Softsurface (includes wayleave costs) - per metre	£35.00
Engineering	Connect ion	New Ductwork - Footway (includes wayleave costs) - per metre	£80.00
Engineering	Connect ion	New Ductwork - Carriageway (includes wayleave costs) - per metre	£140.00
Engineering	Connect ion	Trunking and traywork within enduser's curtilage - per metre	£40.00

Wholesale Line Rental Visit and Time Related Charges

Visit and Time Related Charges			Charge
Engineering	Connect ion	All Work Standard Chargeable Visit (Visit plus up to 1 hours work) - Normal working day	£137.00
Engineering	Connect ion	All Work Standard Chargeable Visit (Visit plus up to 1 hours work) - All other times	£173.00
Engineering	Connect ion	All Work Standard Chargeable Visit (Visit plus up to 1 hours work) - Sundays and Bank Holidays	£204.50
Engineering	Connect ion	All Work Additional Hours - Normal working day	£69.00
Engineering	Connect ion	All Work Additional Hours - All other times	£103.50
Engineering	Connect ion	All Work Additional Hours - Sundays and Bank Holidays	£138.00
Engineering	Connect ion	Supplementary charges (Per Visit) - Normal working day	n/a
Engineering	Connect ion	Supplementary charges (Per Visit) - All other times	£34.50
Engineering	Connect ion	Supplementary charges (Per Visit) - Sundays and Bank Holidays	£69.00
Engineering	Connect ion	Supplementary charges (Per Hour or Part thereof) - Normal working day	n/a
Engineering	Connect ion	Supplementary charges (Per Hour or Part thereof) - All other times	£34.50
Engineering	Connect ion	Supplementary charges (Per Hour or Part thereof) - Sundays and Bank Holidays	£69.00
Engineering	Connect ion	Abortive Visit	£99.00

Time related charges - any part hours are rounded up to the next whole hour. Time related charges will not apply if the customer cancels the appointment before the Openreach engineer has arrived at the premises.

The call out element of the charge does not apply if the Openreach engineer is already visiting the premises to carry out other work, the standard charge for which includes the cost of the visit. If for operational reasons Openreach chooses to spread the job over several visits which in normal circumstances could have been carried out in a single visit, a single call-out charge will apply per engineer. Otherwise, a Visit Charge applies per engineer visit. There may be separate charges for additional infrastructure covered by Excess Construction Charges.

Charges for network infrastructure over and above standard requirements are charged as excess construction. Excess Construction Charges will be due and payable (in addition to normal connection charges) where:

- (a) additional infrastructure is provided to give new or an extended service at an end user's site or;
- (b) an alternate location requested by the Communications Provider (where there is no regulatory obligation to provide) except in the circumstances where Openreach has decided in its reasonable discretion to extend its network for commercial reasons.

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Information

Where ISDN2 prices quoted are £ per line this consists of 2 channels of basic rate ISDN2.

For line conversions, retention of numbers is not guaranteed.

When Excess Construction is required, a survey will be carried out and charges will be individually assessed. Any excess construction charges are in addition to the standard connection charges which apply for the applicable service.

The Excess Construction Charge Survey Fee / Planning Charge will only be charged if Excess Construction Charges are accepted by a customer. It will be included as an item within the excess charges calculation and each survey additional to the first survey will increment the cost by a further £350.

Provision of other building entry points (eg underground through floors) will be individually priced against customer requirements.

Short duration lines are for site offices or events - The line is charged as an ordinary line but with a supplementary Short Duration Line installation charge as detailed in the price card above.

DDI Caller Redirect - Connection charges per installation, Rental is per SNDDI or per consecutive 10 number DDI block (or part thereof).

Indirect Access & CPS Calls

UK and UK Mobile	Pence per Minute
Local	0.67
National	0.67
UK Mobile O2	1.90
UK Mobile T Mobile	1.90
UK Mobile Orange	1.90
UK Mobile Vodafone	1.90
UK Mobile Hutchison 3G	1.90
UK Mobile Own Mobile (Gamma)	1.00
UK Mobile Other	20.00

International Call Rates

Continent	Country	Pence per Minute
Asia	Afghanistan	24.20
Asia	Afghanistan Mobile	32.63
Europe	Albania	14.36
Europe	Albania Mobile	35.01
Africa	Algeria	7.63
Africa	Algeria Mobile	46.05
Africa	Algeria Mobile Other	65.48
Oceania	American Samoa	19.65
Europe	Andorra	3.48
Europe	Andorra Mobile	25.94
Africa	Angola	10.85
Africa	Angola Mobile	17.03
North America	Anguilla	21.49
North America	Anguilla Mobile	29.22
Antarctica	Antarctic	312.38
North America	Antigua & Barbuda	22.80
North America	Antigua & Barbuda Mobile	26.76
South America	Argentina	2.41

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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South America	Argentina Major Cities	2.26
South America	Argentina Mobile	26.40
Europe	Armenia	15.90
Europe	Armenia Mobile	24.47
South America	Aruba	9.67
South America	Aruba Mobile	25.39
Africa	Ascension Island	213.11
Oceania	Australia	2.69
Oceania	Australia Mobile	17.25
Oceania	Australia Special Services	2.85
Oceania	Australia Satellite	183.60
Europe	Austria	2.65
Europe	Austria Mobile	8.12
Europe	Austria Mobile Other	49.09
Europe	Austria Premium	25.12
Europe	Azerbaijan	112.30
Europe	Azerbaijan Mobile	43.85
North America	Bahamas	19.05
North America	Bahamas Mobile	27.88
Asia	Bahrain	11.44
Asia	Bahrain Mobile	10.18
Asia	Bangladesh	5.06
Asia	Bangladesh Mobile	6.01
North America	Barbados	20.46
North America	Barbados Mobile	28.74
Europe	Belarus	98.24
Europe	Belarus Mobile	35.95
Europe	Belarus Other	37.91
Europe	Belgium	3.37
Europe	Belgium Mobile	29.42
Europe	Belgium Mobistar Mobile	13.23
Europe	Belgium Proximus Mobile	12.52
Europe	Belgium Special Service	23.50
Europe	Belgium Premium	32.18
North America	Belize	25.66
North America	Belize Mobile	30.76
Africa	Benin	32.79
Africa	Benin Mobile	32.79
North America	Bermuda	4.67
Asia	Bhutan	11.77
South America	Bolivia	16.18
South America	Bolivia Mobile	21.26
Europe	Bosnia Herzegovina	14.58
Europe	Bosnia Herzegovina Mobile	39.69
Africa	Botswana	16.48
Africa	Botswana Mobile	48.00
South America	Brazil	3.50
South America	Brazil Mobile	30.39
North America	British Virgin Islands	25.33
Asia	Brunei	4.33

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Asia	Brunei Mobile	3.50
Europe	Bulgaria	13.48
Europe	Bulgaria Mobile	58.74
Europe	Bulgaria Mobile Other	3.37
Europe	Bulgaria Special Services	15.49
Africa	Burkina Faso	30.44
Africa	Burkina Faso Mobile	33.91
Africa	Burundi	63.80
Asia	Cambodia	7.23
Asia	Cambodia Mobile	6.65
Africa	Cameroon	67.13
Africa	Cameroon Mobile	39.59
Africa	Cameroon Special Services	20.60
North America	Canada	1.13
North America	Canada Other	11.74
Africa	Cape Verde Islands	19.82
Africa	Cape Verde Mobile	36.06
North America	Cayman Islands	9.22
North America	Cayman Islands Mobile	25.08
Africa	Central African Republic	50.91
Africa	Central African Republic Special Services	72.73
Africa	Chad	53.03
Africa	Chad Mobile	63.74
South America	Chile	57.13
South America	Chile Mobile	25.57
South America	Chile Rural	69.64
South America	Chile Santiago	1.65
Asia	China	2.91
Asia	China Mobile	2.36
South America	Colombia	3.64
South America	Colombia Mobile	12.87
South America	Colombia Bogota	3.64
South America	Colombia Cali	3.64
South America	Colombia Medellin	3.64
Africa	Comoros	45.76
Africa	Congo	72.33
Africa	Congo Democratic Republic	144.64
Africa	Congo Democratic Republic (Premium)	163.32
Africa	Congo Democratic Republic Mobile	48.40
Africa	Congo Democratic Republic Mobile Other	115.94
Africa	Congo Mobile	48.40
Africa	Congo Mobile Other	40.36
Oceania	Cook Islands	111.42
North America	Costa Rica	4.96
North America	Costa Rica Mobile	6.82
Europe	Croatia	5.56
Europe	Croatia Mobile	29.20
Europe	Croatia Special Services	12.73
North America	Cuba	117.76

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Europe	Cyprus	1.78
Europe	Cyprus Mobile	6.82
Europe	Cyprus Mobile One	10.95
Europe	Czech Republic	3.17
Europe	Czech Republic Mobile	25.85
Europe	Czech Republic Mobile Other	2.13
Europe	Czech Republic Special Services	7.06
Europe	Denmark	1.58
Europe	Denmark Mobile	15.45
Europe	Denmark Mobile Other	20.18
Africa	Diego Garcia	168.72
Africa	Djibouti	38.63
Africa	Djibouti Mobile	46.25
North America	Dominica	18.85
North America	Dominica Mobile	28.89
North America	Dominican Republic	9.67
North America	Dominican Republic Mobile	12.46
Asia	East Timor	81.96
South America	Ecuador	19.31
South America	Ecuador Mobile	29.37
Africa	Egypt	11.18
Africa	Egypt Mobile	13.56
North America	El Salvador	26.27
North America	El Salvador Mobile	30.56
Satellite	Emsat Satellite System	954.03
Africa	Equatorial Guinea	42.44
Africa	Eritrea	29.79
Europe	Estonia	42.50
Europe	Estonia (PERSONAL NUMBER)	61.61
Europe	Estonia Mobile	44.36
Europe	Estonia Mobile Other	44.36
Africa	Ethiopia	27.81
Africa	Ethiopia Mobile	38.02
South America	Falkland Islands	149.61
Europe	Faroe Islands	6.76
Europe	Faroe Islands Mobile	27.66
Oceania	Fiji	28.43
Oceania	Fiji Mobile	27.72
Europe	Finland	5.07
Europe	Finland (PREMIUM)	7.76
Europe	Finland Mobile	12.46
Europe	France	1.45
Europe	France Mobile	9.57
Europe	France Mobile One	56.76
Europe	France Mobile Other	56.76
Europe	France Special Services	33.33
South America	French Guyana	6.37
South America	French Guyana Mobile	36.35
Oceania	French Polynesia	36.15
Africa	Gabon	42.86

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Africa	Gabon Mobile	47.93
Africa	Gambia	44.90
Africa	Gambia Mobile	53.07
Africa	Gambia Mobile Other	53.07
Europe	Georgia	54.44
Europe	Georgia Mobile	27.60
Europe	Germany	1.67
Europe	Germany Mobile	14.83
Europe	Germany Mobile Other	15.91
Europe	Germany Personal Numbers	33.66
Africa	Ghana	23.63
Africa	Ghana Mobile	29.70
Europe	Gibraltar	4.98
Europe	Gibraltar Mobile	33.88
Europe	Greece	1.98
Europe	Greece Mobile	12.17
Europe	Greece Mobile Other	26.56
North America	Greenland	65.37
North America	Grenada	22.80
North America	Grenada Mobile	96.09
North America	Guadeloupe	3.08
North America	Guadeloupe Mobile	30.63
Oceania	Guam	2.59
North America	Guatemala	19.58
North America	Guatemala Mobile	18.51
Africa	Guinea	44.44
Africa	Guinea Bissau	52.41
Africa	Guinea Bissau Mobile	55.09
Africa	Guinea Mobile	54.45
South America	Guyana	29.25
South America	Guyana Mobile	36.22
North America	Haiti	40.70
North America	Haiti Mobile	33.38
North America	Honduras	19.39
North America	Honduras Mobile	25.04
Asia	Hong Kong	4.51
Asia	Hong Kong Mobile	3.15
Europe	Hungary	1.89
Europe	Hungary Mobile	11.55
Europe	Iceland	2.61
Europe	Iceland Mobile	15.05
Asia	India	13.91
Asia	India Mobile	13.91
Asia	Indonesia	9.81
Asia	Indonesia Mobile	12.57
Satellite	Inmarsat aero	442.43
Satellite	Inmarsat b	215.12
Satellite	Inmarsat hsd	733.42
Satellite	Inmarsat m	301.79
Satellite	Inmarsat m4	826.10

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Asia	Iran	16.60
Asia	Iran Mobile	15.51
Asia	Iraq	16.38
Asia	Iraq Baghdad	24.44
Asia	Iraq Mobile	17.67
Europe	Ireland	1.47
Europe	Ireland Mobile	24.97
Europe	Ireland Mobile One	24.97
Europe	Ireland Mobile Other	42.09
Europe	Ireland Personal Numbering	11.03
Europe	Ireland Premium	20.50
Satellite	Iridium Satellite System	403.75
Asia	Israel	3.67
Asia	Israel Mobile	11.84
Asia	Israel Palestine	22.28
Europe	Italy	2.08
Europe	Italy Hutchison 3G Mobile	25.85
Europe	Italy Mobile	45.06
Europe	Italy Tim Mobile	16.35
Europe	Italy Vodafone Mobile	16.42
Africa	Ivory Coast	34.63
Africa	Ivory Coast Mobile	39.65
Africa	Ivory Coast Mobile Other	30.69
Africa	Ivory Coast Other	97.85
North America	Jamaica	22.80
North America	Jamaica Mobile	31.75
Asia	Japan	3.85
Asia	Japan Mobile	18.59
Africa	Jordan	17.92
Africa	Jordan Mobile	17.93
Asia	Kazakhstan	52.68
Asia	Kazakhstan Mobile	20.53
Asia	Kazakhstan Other	7.68
Africa	Kenya	18.84
Africa	Kenya Mobile	16.33
Africa	Kenya Mobile Other	22.56
Oceania	Kiribati	279.00
Europe	Kosovo	53.03
Asia	Kuwait	13.75
Asia	Kuwait Mobile	16.35
Asia	Kyrgyzstan	51.84
Asia	Kyrgyzstan Mobile	20.16
Asia	Laos	7.09
Europe	Latvia	7.46
Europe	Latvia Mobile	14.70
Europe	Latvia Mobile One	82.50
Europe	Latvia Mobile Other	78.98
Europe	Latvia Riga	7.46
Asia	Lebanon	10.59
Asia	Lebanon Mobile	23.96

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Africa	Lesotho	34.15
Africa	Lesotho Mobile	37.83
Africa	Liberia	70.45
Africa	Liberia Mobile	47.13
Africa	Libya	25.04
Africa	Libya Mobile	43.83
Europe	Liechtenstein	8.46
Europe	Liechtenstein Mobile	70.38
Europe	Lithuania	3.82
Europe	Lithuania (PERSONAL NUMBERS)	63.46
Europe	Lithuania Mobile	13.23
Europe	Lithuania Mobile Other	8.25
Europe	Luxembourg	2.37
Europe	Luxembourg Mobile	25.99
Europe	Luxembourg Other	33.66
Asia	Macau	9.82
Europe	Macedonia	29.29
Europe	Macedonia Mobile	47.26
Africa	Madagascar	74.99
Africa	Madagascar Mobile	120.04
Africa	Malawi	40.53
Africa	Malawi Mobile	42.47
Asia	Malaysia	4.45
Asia	Malaysia Mobile	5.64
Asia	Maldives	92.84
Asia	Maldives Mobile	85.00
Africa	Mali	37.47
Africa	Mali Mobile	35.89
Europe	Malta	3.45
Europe	Malta Mobile	20.49
Oceania	Marshall Islands	27.81
North America	Martinique	3.08
North America	Martinique Mobile	25.59
Africa	Mauritania	58.38
Africa	Mauritania Mobile	86.57
Africa	Mauritius	17.99
Africa	Mauritius Mobile	21.43
Africa	Mayotte	24.09
Africa	Mayotte Mobile	26.93
North America	Mexico	5.78
North America	Mexico Mobile	22.22
Oceania	Micronesia	47.13
Europe	Moldova	29.26
Europe	Moldova Mobile	47.96
Europe	Monaco	6.65
Europe	Monaco Mobile	62.55
Asia	Mongolia	5.06
Asia	Mongolia Mobile	7.40
Europe	Montenegro	35.85
Europe	Montenegro Mobile	41.03

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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North America	Montserrat	20.11
Africa	Morocco	2.74
Africa	Morocco Mobile	50.63
Africa	Morocco Mobile Other	63.68
Africa	Mozambique	19.42
Africa	Mozambique Mobile	32.17
Asia	Myanmar	34.06
Asia	Myanmar Mobile	34.06
Africa	Namibia	26.54
Africa	Namibia Mobile	24.23
Oceania	Nauru	156.61
Asia	Nepal	16.64
Asia	Nepal Mobile	19.78
Europe	Netherlands	2.11
Europe	Netherlands Antilles	12.53
Europe	Netherlands Antilles Mobile	16.94
Europe	Netherlands Mobile	14.66
Oceania	New Caledonia	32.32
Oceania	New Zealand	2.34
Oceania	New Zealand Mobile	23.24
North America	Nicaragua	22.38
North America	Nicaragua Mobile	31.40
Africa	Niger	26.63
Africa	Niger Mobile	29.29
Africa	Niger Premium Services	26.63
Africa	Nigeria	11.16
Africa	Nigeria Mobile	14.92
Africa	Nigeria Mobile Other	9.18
Africa	Nigeria Special Services	12.49
Oceania	Niue	163.44
Asia	North Korea	42.43
Oceania	Northern Marianas	4.84
Europe	Norway	1.91
Europe	Norway Mobile	27.20
Europe	Norway Mobile Other	27.09
Asia	Oman	19.55
Asia	Oman Mobile	38.00
Asia	Pakistan	7.59
Asia	Pakistan Mobile	7.81
Oceania	Palau	27.09
Asia	Palestine	19.17
Asia	Palestine Mobile	26.40
North America	Panama	3.46
North America	Panama Mobile	20.51
Oceania	Papua New Guinea	105.01
Oceania	Papua New Guinea Mobile	161.06
South America	Paraguay	8.15
South America	Paraguay Mobile	8.56
South America	Peru	2.78
South America	Peru Mobile	21.15

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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South America	Peru Rural	75.19
Asia	Philippines	15.64
Asia	Philippines Mobile	23.10
Europe	Poland	2.34
Europe	Poland Mobile	11.07
Europe	Poland Mobile Centernet	38.46
Europe	Poland Mobile Other	24.75
Europe	Portugal	3.09
Europe	Portugal Mobile	21.83
North America	Puerto Rico	1.71
Asia	Qatar	17.73
Asia	Qatar Mobile	25.83
Africa	Reunion	3.08
Africa	Reunion Mobile	21.63
Europe	Romania	2.98
Europe	Romania Mobile	14.74
Europe	Romania Other	21.43
Europe	Russia	6.54
Europe	Russia Major Cities	4.65
Europe	Russia Mobile	23.70
Europe	Russia Mobile One	23.40
Europe	Russia Mobile Other	173.25
Africa	Rwanda	32.15
Africa	Rwanda Mobile	24.01
Europe	San Marino	94.51
Europe	San Marino Mobile	28.12
Africa	Sao Tome & Principe	109.69
Satellite	Satellite	11429.95
Satellite	Satellite Other	859.63
Asia	Saudi Arabia	10.83
Asia	Saudi Arabia Mobile	19.78
Asia	Saudi Arabia Mobile Other	12.36
Africa	Senegal	36.38
Africa	Senegal Mobile	52.19
Europe	Serbia	33.55
Europe	Serbia Mobile	48.40
Africa	Seychelles	56.96
Africa	Seychelles Special Services	60.57
Africa	Sierra Leone	45.20
Africa	Sierra Leone Mobile	53.33
Asia	Singapore	6.30
Asia	Singapore Mobile	4.94
Europe	Slovakia	3.22
Europe	Slovakia Mobile	19.47
Europe	Slovenia	9.09
Europe	Slovenia Mobile	17.58
Europe	Slovenia Mobile Other	56.24
Oceania	Solomon Islands	313.48
Africa	Somalia	62.44
Africa	Somalia Mobile	61.56

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Africa	South Africa	15.16
Africa	South Africa Mobile	33.70
Africa	South Africa Mobile One	14.67
Africa	South Africa Mobile Other	15.33
Africa	South Africa Special Services	78.02
Asia	South Korea	1.65
Asia	South Korea Mobile	4.78
Asia	South Korea Seoul	1.65
Africa	South Sudan	265.36
Europe	Spain	2.37
Europe	Spain Mobile	29.84
Europe	Spain Mobile One	36.84
Europe	Spain Special Services	57.60
Asia	Sri Lanka	12.67
Asia	Sri Lanka Mobile	16.24
Africa	St. Helena	142.88
North America	St. Kitts & Nevis	18.38
North America	St. Kitts & Nevis Mobile	32.19
North America	St. Lucia	19.31
North America	St. Lucia Mobile	30.65
North America	St. Martin	18.34
North America	St. Pierre & Miquelon	33.44
North America	St. Pierre & Miquelon Mobile	57.82
North America	St. Vincent & Grenadines	18.18
North America	St. Vincent & Grenadines Mobile	31.71
Africa	Sudan	18.02
Africa	Sudan Mobile	27.24
South America	Suriname	24.90
South America	Suriname Mobile	34.84
Africa	Swaziland	19.91
Africa	Swaziland Mobile	28.30
Europe	Sweden	1.58
Europe	Sweden Mobile	7.48
Europe	Switzerland	2.04
Europe	Switzerland Mobile	17.85
Europe	Switzerland Mobile One	33.48
Europe	Switzerland Mobile Other	54.89
Europe	Switzerland Other	44.40
Europe	Switzerland Premium	2.26
Asia	Syria	24.24
Asia	Syria Mobile	33.93
Asia	Taiwan	2.39
Asia	Taiwan Mobile	13.25
Asia	Tajikistan	14.71
Asia	Tajikistan Mobile	43.36
Africa	Tanzania	50.08
Africa	Tanzania Mobile	28.10
Asia	Thailand	4.81
Asia	Thailand Mobile	4.81
Africa	Togo	44.72

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Oceania	Tokelau	162.91
Oceania	Tonga	88.62
North America	Trinidad & Tobago	20.53
North America	Trinidad & Tobago Mobile	22.80
Africa	Tunisia	74.36
Africa	Tunisia Mobile	75.61
Asia	Turkey	4.24
Asia	Turkey Mobile	24.81
Asia	Turkey Mobile Other	65.39
Asia	Turkmenistan	12.47
North America	Turks & Caicos Island Mobile	30.56
North America	Turks & Caicos Islands	18.87
Oceania	Tuvalu	216.39
Africa	Uganda	39.16
Africa	Uganda Mobile	33.71
Universal	UIFS Universal International Freephone	0.00
Europe	Ukraine	25.18
Europe	Ukraine Mobile	20.23
Asia	United Arab Emirates	16.34
Asia	United Arab Emirates Mobile	19.43
South America	Uruguay	6.22
South America	Uruguay Mobile	26.58
North America	US Virgin Islands	2.51
North America	USA	1.34
North America	USA Alaska	4.33
North America	USA Hawaii	4.33
Asia	Uzbekistan	10.80
Asia	Uzbekistan Mobile	10.56
Oceania	Vanuatu	88.62
South America	Venezuela	10.86
South America	Venezuela Mobile	36.90
Asia	Vietnam	7.11
Asia	Vietnam Mobile	8.12
Oceania	Wallis & Futuna	95.13
Oceania	Western Samoa	88.62
Asia	Yemen	17.45
Asia	Yemen Mobile	21.10
Africa	Zambia	44.06
Africa	Zambia Mobile	42.30
Africa	Zimbabwe	39.14
Africa	Zimbabwe Mobile	61.25

UK NGN Call Rates

Country Code	City Code	Description	Access Charge	Service Charge	PPM effective				
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Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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			e PP M	e Pe ak	e Off Pe ak	ken d	e Per Cal l	e Min Ch arg e	on sec ond *
UKN	C Rate	UK Messaging Services C	n/a	12.54	7.26	3.83	0.00	3.00	1
UKN	D Rate	UK Personal Numbering D	n/a	16.66	9.82	9.82	0.00	3.00	1
UKN	E Rate	UK Personal Numbering E	n/a	3.08	3.08	3.08	0.00	3.00	1
UKN	Emergency	UK Emergency Services	n/a	0.00	0.00	0.00	0.00	0.00	1
UKN	F Rate	UK Personal Numbering F	n/a	29.91	19.94	9.97	0.00	3.00	1
UKN	Ff0 Rate	UK Fixed Fee 0	n/a	0.00	0.00	0.00	10.78	0.00	1
UKN	Ff1 Rate	UK Fixed Fee 1	n/a	0.00	0.00	0.00	26.95	0.00	1
UKN	Ff10 Rate	UK Fixed Fee 10	n/a	0.00	0.00	0.00	25.42	0.00	1
UKN	Ff2 Rate	UK Fixed Fee 2	n/a	0.00	0.00	0.00	57.41	0.00	1
UKN	Ff3 Rate	UK Fixed Fee 3	n/a	0.00	0.00	0.00	26.13	0.00	1
UKN	Ff31 Rate	UK Fixed Fee 31	n/a	0.00	0.00	0.00	17.75	0.00	1
UKN	Ff6 Rate	UK Fixed Fee 6	n/a	0.00	0.00	0.00	33.04	0.00	1
UKN	Ff8 Rate	UK Fixed Fee 8	n/a	0.00	0.00	0.00	70.29	0.00	1
UKN	Ff9 Rate	UK Fixed Fee 9	n/a	0.00	0.00	0.00	42.41	0.00	1
UKN	G21 Rate	UK Special Services g21	n/a	15.50	15.50	15.50	18.28	0.00	1
UKN	G6 Rate	UK Premium Rate g6	n/a	8.95	8.95	8.95	0.00	3.00	1
UKN	J Rate	UK Personal Numbering j	n/a	31.90	21.93	10.46	0.00	3.00	1
UKN	K Rate	UK Personal Numbering k	n/a	37.38	24.92	12.45	0.00	3.00	1
UKN	M Rate	UK Premium Rate M	n/a	47.33	44.52	44.52	0.00	3.00	1
UKN	N Rate	UK Information Services	n/a	18.68	18.68	20.34	0.00	3.00	1
UKN	P0 Rate	UK Premium Rate P0	n/a	168.59	169.17	169.17	0.00	3.00	1
UKN	Pagers & Voice Messaging	UK Pagers & Voice Messaging	n/a	7.88	7.88	7.88	0.00	3.00	1
UKN	Pn1 Rate	UK Personal Numbering pn1	n/a	25.77	25.77	25.77	0.00	3.00	1
UKN	Pn10 Rate	UK Personal Numbering pn10	n/a	36.08	37.84	38.31	0.00	3.00	1
UKN	Pn11 Rate	UK Personal Numbering pn11	n/a	41.00	41.00	41.00	0.00	3.00	1

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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UKN	Pn12 Rate	UK Personal Numbering pn12	n/a	26.92	28.23	28.70	0.00	3.00	1
UKN	Pn13 Rate	UK Personal Numbering pn13	n/a	39.83	41.47	41.94	0.00	3.00	1
UKN	Pn14 Rate	UK Personal Numbering pn14	n/a	29.42	31.05	31.51	0.00	3.00	1
UKN	Pn15 Rate	UK Personal Numbering pn15	n/a	15.00	15.00	15.00	0.00	3.00	1
UKN	Pn16 Rate	UK Personal Numbering pn16	n/a	16.17	16.17	16.17	0.00	3.00	1
UKN	Pn17 Rate	UK Personal Numbering pn17	n/a	14.06	15.23	16.40	0.00	3.00	1
UKN	Pn18 Rate	UK Personal Numbering pn18	n/a	17.57	17.57	17.57	0.00	3.00	1
UKN	Pn19 Rate	UK Personal Numbering pn19	n/a	11.72	11.72	11.72	0.00	3.00	1
UKN	Pn2 Rate	UK Personal Numbering pn2	n/a	52.49	53.42	53.54	0.00	3.00	1
UKN	Pn20 Rate	UK Personal Numbering pn20	n/a	23.48	25.21	25.68	0.00	3.00	1
UKN	Pn21 Rate	UK Personal Numbering pn21	n/a	42.44	41.67	42.15	0.00	3.00	1
UKN	Pn22 Rate	UK Personal Numbering pn22	n/a	4.11	1.63	1.04	0.00	3.00	1
UKN	Pn3 Rate	UK Personal Numbering pn3	n/a	50.85	41.47	41.94	0.00	3.00	1
UKN	Pn4 Rate	UK Personal Numbering pn4	n/a	53.88	25.93	39.35	0.00	3.00	1
UKN	Pn5 Rate	UK Personal Numbering pn5	n/a	17.57	17.57	17.57	0.00	3.00	1
UKN	Pn6 Rate	UK Personal Numbering pn6	n/a	19.94	19.94	21.44	0.00	3.00	1
UKN	Pn7 Rate	UK Personal Numbering pn7	n/a	3.91	1.48	1.48	55.26	3.00	1
UKN	Pn8 Rate	UK Personal Numbering pn8	n/a	19.94	20.50	20.97	0.00	3.00	1
UKN	Pn9 Rate	UK Personal Numbering pn9	n/a	25.93	25.93	25.93	0.00	3.00	1
UKN	Timeline	UK Timeline	n/a	2.49	2.49	2.49	44.21	3.00	1
UKN	UK International Operator	UK International Operator	n/a	141.27	141.27	141.27	0.00	3.00	1
UKN	UK National Operator	UK National Operator	n/a	16.58	16.58	16.58	82.89	3.00	1

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UKN	WiFi Services (fw1)	UK Wi Fi Services 1	n/a	23.43	23.43	23.43	0.00	3.00	1
UKN	WiFi Services (fw10)	UK Wi Fi Services 10	n/a	4.97	4.97	4.97	0.00	3.00	1
UKN	WiFi Services (fw12)	UK Wi Fi Services 12	n/a	8.20	7.03	7.03	0.00	3.00	1
UKN	WiFi Services (fw2)	UK Wi Fi Services 2	n/a	14.64	12.18	6.21	0.00	3.00	1
UKN	WiFi Services (fw3)	UK Wi Fi Services 3	n/a	16.28	13.00	8.84	0.00	3.00	1
UKN	WiFi Services (fw4)	UK Wi Fi Services 4	n/a	15.82	9.67	4.84	0.00	3.00	1
UKN	WiFi Services (fw5)	UK Wi Fi Services 5	n/a	14.76	11.95	5.00	0.00	3.00	1
UKN	WiFi Services (fw6)	UK Wi Fi Services 6	n/a	12.89	10.31	9.02	0.00	3.00	1
UKN	WiFi Services (fw7)	UK Wi Fi Services 7	n/a	16.64	12.30	12.30	0.00	3.00	1
UKN	WiFi Services (fw8)	UK FW8 Rate - Voice & Data	n/a	18.74	18.74	18.74	0.00	3.00	1
UKN	WiFi Services (fw9)	UK Wi Fi Services 9	n/a	18.74	18.74	18.74	0.00	3.00	1
UKN	UKNSC001	UK NGCS SC001	7.00	0.00	0.00	0.00	0.00	n/a	1
UKN	UKNSC002	UK NGCS SC002	7.00	0.83	0.83	0.83	0.00	n/a	1
UKN	UKNSC003	UK NGCS SC003	7.00	1.67	1.67	1.67	0.00	n/a	1
UKN	UKNSC004	UK NGCS SC004	7.00	2.50	2.50	2.50	0.00	n/a	1
UKN	UKNSC005	UK NGCS SC005	7.00	3.33	3.33	3.33	0.00	n/a	1
UKN	UKNSC006	UK NGCS SC006	7.00	4.17	4.17	4.17	0.00	n/a	1
UKN	UKNSC007	UK NGCS SC007	7.00	5.00	5.00	5.00	0.00	n/a	1
UKN	UKNSC008	UK NGCS SC008	7.00	5.83	5.83	5.83	0.00	n/a	1
UKN	UKNSC009	UK NGCS SC009	7.00	6.67	6.67	6.67	0.00	n/a	1
UKN	UKNSC010	UK NGCS SC010	7.00	7.50	7.50	7.50	0.00	n/a	1
UKN	UKNSC011	UK NGCS SC011	7.00	8.33	8.33	8.33	0.00	n/a	1
UKN	UKNSC012	UK NGCS SC012	7.00	9.17	9.17	9.17	0.00	n/a	1
UKN	UKNSC013	UK NGCS SC013	7.00	10.00	10.00	10.00	0.00	n/a	1
UKN	UKNSC014	UK NGCS SC014	7.00	10.83	10.83	10.83	0.00	n/a	1
UKN	UKNSC015	UK NGCS SC015	7.00	12.50	12.50	12.50	0.00	n/a	1
UKN	UKNSC016	UK NGCS SC016	7.00	16.67	16.67	16.67	0.00	n/a	1
UKN	UKNSC017	UK NGCS SC017	7.00	20.83	20.83	20.83	0.00	n/a	1
UKN	UKNSC018	UK NGCS SC018	7.00	25.00	25.00	25.00	0.00	n/a	1
UKN	UKNSC019	UK NGCS SC019	7.00	29.17	29.17	29.17	0.00	n/a	1
UKN	UKNSC020	UK NGCS SC020	7.00	30.00	30.00	30.00	0.00	n/a	1

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UKN	UKNSC021	UK NGCS SC021	7.0 0	33. 33	33. 33	33.3 3	0.0 0	n/a	1
UKN	UKNSC022	UK NGCS SC022	7.0 0	37. 50	37. 50	37.5 0	0.0 0	n/a	1
UKN	UKNSC023	UK NGCS SC023	7.0 0	38. 33	38. 33	38.3 3	0.0 0	n/a	1
UKN	UKNSC024	UK NGCS SC024	7.0 0	41. 67	41. 67	41.6 7	0.0 0	n/a	1
UKN	UKNSC025	UK NGCS SC025	7.0 0	45. 83	45. 83	45.8 3	0.0 0	n/a	1
UKN	UKNSC026	UK NGCS SC026	7.0 0	50. 00	50. 00	50.0 0	0.0 0	n/a	1
UKN	UKNSC027	UK NGCS SC027	7.0 0	54. 17	54. 17	54.1 7	0.0 0	n/a	1
UKN	UKNSC028	UK NGCS SC028	7.0 0	58. 33	58. 33	58.3 3	0.0 0	n/a	1
UKN	UKNSC029	UK NGCS SC029	7.0 0	62. 50	62. 50	62.5 0	0.0 0	n/a	1
UKN	UKNSC030	UK NGCS SC030	7.0 0	66. 67	66. 67	66.6 7	0.0 0	n/a	1
UKN	UKNSC031	UK NGCS SC031	7.0 0	75. 00	75. 00	75.0 0	0.0 0	n/a	1
UKN	UKNSC032	UK NGCS SC032	7.0 0	79. 17	79. 17	79.1 7	0.0 0	n/a	1
UKN	UKNSC033	UK NGCS SC033	7.0 0	82. 50	82. 50	82.5 0	0.0 0	n/a	1
UKN	UKNSC034	UK NGCS SC034	7.0 0	83. 33	83. 33	83.3 3	0.0 0	n/a	1
UKN	UKNSC035	UK NGCS SC035	7.0 0	91. 67	91. 67	91.6 7	0.0 0	n/a	1
UKN	UKNSC036	UK NGCS SC036	7.0 0	100 .00	100 .00	100. 00	0.0 0	n/a	1
UKN	UKNSC037	UK NGCS SC037	7.0 0	120 .83	120 .83	120. 83	0.0 0	n/a	1
UKN	UKNSC038	UK NGCS SC038	7.0 0	125 .00	125 .00	125. 00	0.0 0	n/a	1
UKN	UKNSC039	UK NGCS SC039	7.0 0	129 .17	129 .17	129. 17	0.0 0	n/a	1
UKN	UKNSC040	UK NGCS SC040	7.0 0	150 .00	150 .00	150. 00	0.0 0	n/a	1
UKN	UKNSC041	UK NGCS SC041	7.0 0	166 .67	166 .67	166. 67	0.0 0	n/a	1
UKN	UKNSC042	UK NGCS SC042	7.0 0	183 .33	183 .33	183. 33	0.0 0	n/a	1
UKN	UKNSC043	UK NGCS SC043	7.0 0	208 .33	208 .33	208. 33	0.0 0	n/a	1
UKN	UKNSC044	UK NGCS SC044	7.0 0	250 .00	250 .00	250. 00	0.0 0	n/a	1
UKN	UKNSC045	UK NGCS SC045	7.0 0	300 .00	300 .00	300. 00	0.0 0	n/a	1
UKN	UKNSC046	UK NGCS SC046	7.0 0	0.0 0	0.0 0	0.00 0.00	4.1 7	n/a	1
UKN	UKNSC047	UK NGCS SC047	7.0 0	0.0 0	0.0 0	0.00 0.00	8.3 3	n/a	1
UKN	UKNSC048	UK NGCS SC048	7.0 0	0.0 0	0.0 0	0.00 0.00	12. 50	n/a	1
UKN	UKNSC049	UK NGCS SC049	7.0 0	0.0 0	0.0 0	0.00 0.00	20. 83	n/a	1
UKN	UKNSC050	UK NGCS SC050	7.0 0	0.0 0	0.0 0	0.00 0.00	25. 00	n/a	1
UKN	UKNSC051	UK NGCS SC051	7.0 0	0.0 0	0.0 0	0.00 0.00	29. 17	n/a	1
UKN	UKNSC052	UK NGCS SC052	7.0 0	0.0 0	0.0 0	0.00 0.00	33. 33	n/a	1

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UKN	UKNSC053	UK NGCS SC053	7.0 0	0.0 0	0.0 0	0.00	40. 00	n/a	1
UKN	UKNSC054	UK NGCS SC054	7.0 0	0.0 0	0.0 0	0.00	41. 67	n/a	1
UKN	UKNSC055	UK NGCS SC055	7.0 0	0.0 0	0.0 0	0.00	58. 33	n/a	1
UKN	UKNSC056	UK NGCS SC056	7.0 0	0.0 0	0.0 0	0.00	62. 50	n/a	1
UKN	UKNSC057	UK NGCS SC057	7.0 0	0.0 0	0.0 0	0.00	83. 33	n/a	1
UKN	UKNSC058	UK NGCS SC058	7.0 0	0.0 0	0.0 0	0.00	120 .83	n/a	1
UKN	UKNSC059	UK NGCS SC059	7.0 0	0.0 0	0.0 0	0.00	125 .00	n/a	1
UKN	UKNSC060	UK NGCS SC060	7.0 0	0.0 0	0.0 0	0.00	166 .67	n/a	1
UKN	UKNSC061	UK NGCS SC061	7.0 0	0.0 0	0.0 0	0.00	208 .33	n/a	1
UKN	UKNSC062	UK NGCS SC062	7.0 0	0.0 0	0.0 0	0.00	250 .00	n/a	1
UKN	UKNSC063	UK NGCS SC063	7.0 0	0.0 0	0.0 0	0.00	333 .33	n/a	1
UKN	UKNSC064	UK NGCS SC064	7.0 0	0.0 0	0.0 0	0.00	416 .67	n/a	1
UKN	UKNSC065	UK NGCS SC065	7.0 0	0.0 0	0.0 0	0.00	500 .00	n/a	1
UKN	UKNSC066	UK NGCS SC066	7.0 0	129 .17	129 .17	129. 17	64. 17	n/a	1
UKN	UKNSC067	UK NGCS SC067	7.0 0	20. 83	20. 83	20.8 3	66. 67	n/a	1
UKN	UKNSC068	UK NGCS SC068	7.0 0	202 .50	202 .50	202. 50	0.0 0	n/a	1
UKN	UKNSC069	UK NGCS SC069	7.0 0	8.3 3	8.3 3	8.33	291 .67	n/a	1
UKN	UKNSC070	UK NGCS SC070	7.0 0	202 .50	202 .50	202. 50	202 .50	n/a	61
UKN	UKNSC071	UK NGCS SC071	7.0 0	175 .00	175 .00	175. 00	216 .67	n/a	61
UKN	UKNSC072	UK NGCS SC072	7.0 0	147 .50	147 .50	147. 50	230 .00	n/a	61
UKN	UKNSC073	UK NGCS SC073	7.0 0	208 .33	208 .33	208. 33	0.0 0	n/a	61
UKN	UKNSC074	UK NGCS SC074	7.0 0	4.1 7	4.1 7	4.17	4.1 7	n/a	61
UKN	UKNSC075	UK NGCS SC075	7.0 0	8.3 3	8.3 3	8.33	8.3 3	n/a	61
UKN	UKNSC076	UK NGCS SC076	7.0 0	33. 33	33. 33	33.3 3	33. 33	n/a	61
UKN	UKNSC077	UK NGCS SC077	7.0 0	58. 33	58. 33	58.3 3	58. 33	n/a	61
UKN	UKNSC078	UK NGCS SC078	7.0 0	125 .00	125 .00	125. 00	125 .00	n/a	61
UKN	UKNSC079	UK NGCS SC079	7.0 0	166 .67	166 .67	166. 67	166 .67	n/a	61
UKN	UKNSC081	UK NGCS SC081	7.0 0	15. 00	15. 00	15.0 0	0.0 0	n/a	1
UKN	UKNSC082	UK NGCS SC082	7.0 0	18. 33	18. 33	18.3 3	0.0 0	n/a	1
UKN	UKNSC083	UK NGCS SC083	7.0 0	291 .67	291 .67	291. 67	0.0 0	n/a	1
UKN	UKNSC084	UK NGCS SC084	7.0 0	62. 50	62. 50	62.5 0	208 .30	n/a	1
UKN	UKNSC085	UK NGCS SC085	7.0 0	82. 50	82. 50	82.5 0	216 .60	n/a	1

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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UKN	UKNSC086	UK NGCS SC086	7.0 0	65. 00	65. 00	65.0 0	229 .10	n/a	1
UKN	UKNSC087	UK NGCS SC087	7.0 0	108 .33	108 .33	108. 33	250 .00	n/a	61
UKN	UKNSC088	UK NGCS SC088	7.0 0	0.0 0	0.0 0	0.00 0.00	304 .17	n/a	61
UKN	UKNSC092	UK NGCS SC092	7.0 0	5.8 3	5.8 3	5.83 0	5.8 0	n/a	61
UKN	UKNSC093	UK NGCS SC093	7.0 0	10. 83	10. 83	10.8 3	10. 80	n/a	61
UKN	UKNSC094	UK NGCS SC094	7.0 0	66. 67	66. 67	66.6 7	66. 60	n/a	61
UKN	UKNSC095	UK NGCS SC095	7.0 0	83. 33	83. 33	83.3 3	83. 30	n/a	61
UKN	UKNSC096	UK NGCS SC096	7.0 0	250 .00	250 .00	250. 00	250 .00	n/a	61
UKN	UKNSC097	UK NGCS SC097	7.0 0	41. 66	41. 66	41.6 6	300 .00	n/a	61
UKN	UKNSC098	UK NGCS SC098	7.0 0	125 .00	125 .00	125. 00	300 .00	n/a	61
UKN	UKNSC099	UK NGCS SC099	7.0 0	166 .67	166 .67	166. 67	300 .00	n/a	61
UKN	UKNSC100	UK NGCS SC100	7.0 0	300 .00	300 .00	300. 00	300 .00	n/a	61

All rates apply to peak, off peak and weekend unless otherwise specified.

All rates exclude VAT.

For all UKNGCS call types, the cost of calls to numbers in these charge bands will be the Access Charge plus the Service Charge as per the price card above.

The above rates apply to all CPS and IP call tariffs.

* If the call types has both a PPM and a PPC rate, then where the duration is 1 second the PPM rate will apply from the start of the call in addition to the PPC rate. Where the duration is 61 seconds the PPM rate will apply after the first 60 seconds in addition to the PPC rate. Call costs will be rounded to 2 decimal places.

CPS Fixed Charges

Where a CLI has CPS only and the associated line is not transferred to Gamma then the CPS Access Levy will apply per CLI as a monthly rental.

CPS Access Levy	Monthly
Per CLI	£5.00

Ethernet Access

Service	Setup	Monthly	Notes
Fibre Ethernet 100Mbps tail 10Mbps bandwidth	£ -	£ 323.33	Pricing is based on a single access circuit to site address EC3A 5AW into the Gamma PoP with Bronze monitoring and a One Access router; Ethernet services are location/postcode/carrier dependent & subject to survey so costs may increase.

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Fibre Ethernet 100Mbps tail 20Mbps bandwidth	£ -	£ 323.33	Pricing is based on a single access circuit to site address EC3A 5AW into the Gamma PoP with Bronze monitoring and a One Access router; Ethernet services are location/postcode/carrier dependent & subject to survey so costs may increase.
Fibre Ethernet 100Mbps tail 30Mbps bandwidth	£ -	£ 325.00	Pricing is based on a single access circuit to site address EC3A 5AW into the Gamma PoP with Bronze monitoring and a One Access router; Ethernet services are location/postcode/carrier dependent & subject to survey so costs may increase.
Fibre Ethernet 100Mbps tail 40Mbps bandwidth	£ -	£ 325.00	Pricing is based on a single access circuit to site address EC3A 5AW into the Gamma PoP with Bronze monitoring and a One Access router; Ethernet services are location/postcode/carrier dependent & subject to survey so costs may increase.
Fibre Ethernet 100Mbps tail 50Mbps bandwidth	£ -	£ 326.67	Pricing is based on a single access circuit to site address EC3A 5AW into the Gamma PoP with Bronze monitoring and a One Access router; Ethernet services are location/postcode/carrier dependent & subject to survey so costs may increase.
Fibre Ethernet 100Mbps tail 60Mbps bandwidth	£ -	£ 326.67	Pricing is based on a single access circuit to site address EC3A 5AW into the Gamma PoP with Bronze monitoring and a One Access router; Ethernet services are location/postcode/carrier dependent & subject to survey so costs may increase.
Fibre Ethernet 100Mbps tail 70Mbps bandwidth	£ -	£ 328.33	Pricing is based on a single access circuit to site address EC3A 5AW into the Gamma PoP with Bronze monitoring and a One Access router; Ethernet services are location/postcode/carrier dependent & subject to survey so costs may increase.
Fibre Ethernet 100Mbps tail 80Mbps bandwidth	£ -	£ 328.33	Pricing is based on a single access circuit to site address EC3A 5AW into the Gamma PoP with Bronze monitoring and a One Access router; Ethernet services are location/postcode/carrier dependent & subject to survey so costs may increase.

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Fibre Ethernet 100Mbps tail 90Mbps bandwidth	£ -	£ 330.00	Pricing is based on a single access circuit to site address EC3A 5AW into the Gamma PoP with Bronze monitoring and a One Access router; Ethernet services are location/postcode/carrier dependent & subject to survey so costs may increase.
Fibre Ethernet 100Mbps tail 100Mbps bandwidth	£ -	£ 330.00	Pricing is based on a single access circuit to site address EC3A 5AW into the Gamma PoP with Bronze monitoring and a One Access router; Ethernet services are location/postcode/carrier dependent & subject to survey so costs may increase.
Fibre Ethernet 1000Mbps tail 100Mbps bandwidth	£ -	£ 330.00	Pricing is based on a single access circuit to site address EC3A 5AW into the Gamma PoP with Bronze monitoring and a One Access router; Ethernet services are location/postcode/carrier dependent & subject to survey so costs may increase.
Fibre Ethernet 1000Mbps tail 200Mbps bandwidth	£ -	£ 338.33	Pricing is based on a single access circuit to site address EC3A 5AW into the Gamma PoP with Bronze monitoring and a One Access router; Ethernet services are location/postcode/carrier dependent & subject to survey so costs may increase.
Fibre Ethernet 1000Mbps tail 300Mbps bandwidth	£ -	£ 346.67	Pricing is based on a single access circuit to site address EC3A 5AW into the Gamma PoP with Bronze monitoring and a One Access router; Ethernet services are location/postcode/carrier dependent & subject to survey so costs may increase.
Fibre Ethernet 1000Mbps tail 400Mbps bandwidth	£ -	£ 355.00	Pricing is based on a single access circuit to site address EC3A 5AW into the Gamma PoP with Bronze monitoring and a One Access router; Ethernet services are location/postcode/carrier dependent & subject to survey so costs may increase.
Fibre Ethernet 1000Mbps tail 500Mbps bandwidth	£ -	£ 363.33	Pricing is based on a single access circuit to site address EC3A 5AW into the Gamma PoP with Bronze monitoring and a One Access router; Ethernet services are location/postcode/carrier dependent & subject to survey so costs may increase.

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Fibre Ethernet 1000Mbps tail 1000Mbps bandwidth	£ -	£ 415.00	Pricing is based on a single access circuit to site address EC3A 5AW into the Gamma PoP with Bronze monitoring and a One Access router; Ethernet services are location/postcode/carrier dependent & subject to survey so costs may increase.
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Information

Based on a 36 month term

ECCs may apply

Includes CPE self-install - alternatively customer can elect to pay for an engineer to attend site and install the CPE; see professional services

Managed Public Broadband & Superfast Fibre

Service	Billing Frequency	12 months		36 months		60 months	
		One-off (activation + managed router)	Monthly Rental	One-off (activation + managed router)	Monthly Rental	One-off (activation + managed router)	Monthly Rental
ADSL 2+ (WiFi enabled router)	Monthly	£94.00	£16.99	£0.00	£14.99	£0.00	£11.99
Annex M (WiFi enabled router)	Monthly	£94.00	£22.99	£0.00	£20.99	£0.00	£18.99
FTTC 40:10 (WiFi enabled router)	Monthly	£54.00	£24.99	£0.00	£24.99	£0.00	£24.99
FTTC 80:20 (WiFi enabled router)	Monthly	£54.00	£32.99	£0.00	£32.99	£0.00	£32.99
FTTC 160:30 (GFast)	Monthly	£220.00	£38.99	£0.00	£36.99	£0.00	£34.99
FTTC 330:50 (GFast)	Monthly	£220.00	£47.99	£0.00	£45.99	£0.00	£43.99
FTTP 40:10	Monthly	£145.00	£36.99	£0.00	£34.99	£0.00	£32.99
FTTP 80:20	Monthly	£145.00	£39.99	£0.00	£37.99	£0.00	£35.99
FTTP 160:30	Monthly	£220.00	£45.99	£0.00	£43.99	£0.00	£41.99
FTTP 330:50	Monthly	£220.00	£65.99	£0.00	£63.99	£0.00	£61.99
FTTP 500:165	Monthly	£220.00	£207.99	£0.00	£205.99	£0.00	£203.99
FTTP 1G:220	Monthly	£220.00	£289.99	£0.00	£287.99	£0.00	£285.99
Converged 2+	Monthly	£94.00	£37.99	£0.00	£35.99	£0.00	£33.99
Converged 2+ WiFi Router	Monthly	£94.00	£39.99	£0.00	£37.99	£0.00	£35.99
Converged FTTC	Monthly	£220.00	£58.99	£0.00	£56.99	£0.00	£54.99
Converged FTTC WiFi Router	Monthly	£220.00	£59.99	£0.00	£57.99	£0.00	£55.99
Converged FTTC 160:30 (GFast)	Monthly	£220.00	£65.99	£0.00	£63.99	£0.00	£61.99
Converged FTTC 330:50 (GFast)	Monthly	£220.00	£71.99	£0.00	£69.99	£0.00	£67.99
Converged FTTP 40:10	Monthly	£145.00	£71.99	£0.00	£69.99	£0.00	£67.99

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Converged FTTP 80:20	Monthly	£145.00	£73.99	£0.00	£71.99	£0.00	£73.99
Converged FTTP 160:30	Monthly	£220.00	£81.99	£0.00	£79.99	£0.00	£77.99
Converged FTTP 330:50	Monthly	£220.00	£93.99	£0.00	£91.99	£0.00	£89.99
Converged FTTP 500:165	Monthly	£220.00	£238.99	£0.00	£236.99	£0.00	£234.99
Converged FTTP 1G:220	Monthly	£220.00	£313.99	£0.00	£311.99	£0.00	£309.99
SoGEA 80:20	Monthly	£99.00	£34.99	£0.00	£32.99	£0.00	£29.99

Broadband with a copper line will be effected by the PSTN switch off

Miscellaneous Charges (All Products)	Billing Frequency	Charge
Excess Usage		
Excess Usage Charge (per GB)	One Off	£2.50
Equipment and Delivery		
Micro Filter (additional)	One Off	£4.00
IP Addresses		
2xRouted IP	Monthly	£5.00
6xRouted IP	Monthly	£10.00
14xRouted IP	Monthly	£15.00
Regrades and Ceases		
Migration	One Off	£0.00
Migration from LLU	One Off	£40.00
Migration - Fibre	One Off	£99.00
Migration from LLU - Fibre	One Off	£99.00
Expedite Connection (excluding Fibre)	One Off	£125.00
FTTC Expedite Connection	One Off	£225.00
Upgrade	One Off	£0.00
Downgrade	One Off	£10.00
Cease	One Off	£35.00
Order Cancellation	One Off	£35.00
Maintenance and Repair		
Business Care	Monthly	£12.00
Business Care Expedite	One Off	£245.00
Additional Repair Appointment - AM	One Off	£20.00
Additional Repair Appointment - PM	One Off	£20.00
Abortive Engineer Charge	One Off	£95.00
Abortive Engineer Charge - Fibre	One Off	£100.00
Engineer Visit Reschedule Charge - Fibre	One Off	£25.00
Return Router - No Fault Found	One Off	£30.00

Information

The above pricing is based on product availability, where individual products are not available then an alternative product may be offered

Cease charge only applies to ceased connections and not to migrations away from Gamma as per price card above.

Broadband speed is subject to a line test and factors including but not limited to local availability and distance from the exchange. Actual speed is not guaranteed.

Framework Schedule 6 (Order Form Template and Call-Off Schedules)
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A Legacy product can only be regraded to a Legacy product - please check any existing circuits before offering new pricing.

Session Border Controllers

Service	Frequency	Charge	Notes
Session Border Controllers to connect SIP Trunking	One-off and monthly	From £5,000 - £50,000 depending on specification	Package based on range of virtual and on-site SBCs. Design to be agreed during technical discussions with the customer.

Inbound Number Rentals

Connection Charges	Frequency	Charge
Connection Contact Point (per account)	One Off	£10.00
Connection Contact Path (per account)	One Off	£30.00
Connection Contact Pro (per account)	One Off	£55.00

Monthly Rentals	Frequency	Charge
Contact Point (per number) 1 - 10 numbers	Monthly	£6.99
Contact Point (per number) 11 - 100 numbers	Monthly	£4.99
Contact Point (per number) 101 - 500 numbers	Monthly	£1.99
Contact Point (per number) 501+ numbers	Monthly	£1.00
Contact Path (per number) 1 - 10 numbers	Monthly	£12.99
Contact Path (per number) 11 - 100 numbers	Monthly	£9.99
Contact Path (per number) 101 - 500 numbers	Monthly	£6.99
Contact Path (per number) 501+ numbers	Monthly	£3.99
Contact Pro (per number) 1 - 10 numbers	Monthly	£32.99
Contact Pro (per number) 11 - 100 numbers	Monthly	£25.99
Contact Pro (per number) 101 - 500 numbers	Monthly	£9.99
Contact Pro (per number) 501+ numbers	Monthly	£5.99

Bundles with Inclusive Minutes	Frequency	Charge
Contact Point Geo 01/02 Number Unlimited Bundle (per number) 1 - 10 numbers *	Monthly	£10.99
Contact Point Geo 01/02 Number Unlimited Bundle (per number) 11 - 100 numbers *	Monthly	£8.99

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Contact Point Geo 01/02 Number Unlimited Bundle (per number) 101 - 500 numbers *	Monthly	£5.99
Contact Point Geo 01/02 Number Unlimited Bundle (per number) 501+ numbers *	Monthly	£3.99
Contact Path Geo 01/02 Number Unlimited Bundle (per number) 1 - 10 numbers *	Monthly	£15.99
Contact Path Geo 01/02 Number Unlimited Bundle (per number) 11 - 100 numbers *	Monthly	£13.99
Contact Path Geo 01/02 Number Unlimited Bundle (per number) 101 - 500 numbers *	Monthly	£9.99
Contact Path Geo 01/02 Number Unlimited Bundle (per number) 501+ numbers *	Monthly	£6.99
Contact Pro Geo 01/02 Number Unlimited Bundle (per number) 1 - 10 numbers *	Monthly	£35.99
Contact Pro Geo 01/02 Number Unlimited Bundle (per number) 11 - 100 numbers *	Monthly	£28.99
Contact Pro Geo 01/02 Number Unlimited Bundle (per number) 101 - 500 numbers *	Monthly	£12.99
Contact Pro Geo 01/02 Number Unlimited Bundle (per number) 501+ numbers *	Monthly	£8.99

Optional Features	Frequency	Charge
Voicemail Set Up (per account)	One Off	£10.00
Voicemail (per account)	Monthly	£4.99
Advanced Statistics Set Up (per account)	One Off	£10.00
Advanced Statistics (per account)	Monthly	£6.99
Inbound Push Reports	Monthly	£7.50
Call Record Connection(per account)	One Off	£75.00
Call Record (per account)	Monthly	£44.99
Call Whisper Connection (per account)	One Off	£40.00
Call Whisper (per account)	Monthly	£19.99
Inbound App** (per Account)	Monthly	£1.50
Limit Caller Admission	Monthly	£75.00
Gold Numbers	Frequency	Charge
Gold Number Selection	One Off	£1,000.00
Gold Number Selection	Monthly	£10.00
Number Porting	Frequency	Charge
Number Port - Single Line	One Off	£20.00
Number Port - Multi Line	One Off	£35.00
Number Port - DDI Line	One Off	£135.00
Number Port Out	One Off	£20.00
Changes to or cancellation of Number Porting Orders	One Off	£15.00
Additional Charge for Out of Hours Port (Mon - Fri)	One Off	£150.00
Additional Charge for Out of Hours Port (Weekend & Bank Holiday)	One Off	£250.00

Framework Schedule 6 (Order Form Template and Call-Off Schedules)
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Regrades	Frequency	Charge
Upgrade from Point to Path (per account)	One Off	£15.00
Upgrade from Path to Pro (per account)	One Off	£15.00
Downgrade from Path to Point (per account)	One Off	£10.00
Downgrade from Pro to Path (per account)	One Off	£10.00
Storage	Frequency	Charge
Call Record Storage: 0.0001Mb to 50Mb	Variable Monthly	£12.00
Call Record Storage: up to 500Mb	Variable Monthly	£24.00
Call Record Storage: up to 1Gb	Variable Monthly	£42.00
Call Record Storage: up to 2Gb	Variable Monthly	£72.00
Call Record Storage: up to 5Gb	Variable Monthly	£120.00
Call Record Storage: up to 10Gb	Variable Monthly	£204.00
Call Record Storage: up to 20Gb	Variable Monthly	£360.00
Call Record Storage: up to 50Gb	Variable Monthly	£600.00
Voicemail Storage: 0.0001Mb to 50Mb	Variable Monthly	£12.00
Voicemail Storage: up to 500Mb	Variable Monthly	£24.00
Voicemail Storage: up to 1Gb	Variable Monthly	£42.00
Voicemail Storage: up to 2Gb	Variable Monthly	£72.00
Voicemail Storage: up to 5Gb	Variable Monthly	£120.00
Voicemail Storage: up to 10Gb	Variable Monthly	£204.00
Voicemail Storage: up to 20Gb	Variable Monthly	£360.00
Voicemail Storage: up to 50Gb	Variable Monthly	£600.00
Announcement Storage: 0.0001Mb to 50Mb	Variable Monthly	£12.00
Announcement Storage: up to 500Mb	Variable Monthly	£24.00
Announcement Storage: up to 1Gb	Variable Monthly	£42.00
Announcement Storage: up to 2Gb	Variable Monthly	£72.00
Announcement Storage: up to 5Gb	Variable Monthly	£120.00
Announcement Storage: up to 10Gb	Variable Monthly	£204.00
Announcement Storage: up to 20Gb	Variable Monthly	£360.00
Announcement Storage: up to 50Gb	Variable Monthly	£600.00

Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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Directory Entries - Non Geo Numbers	Frequency	Charge
INB/IP Directory Entry in ordinary type	Monthly	£23.92
INB/IP Directory Entry in bold type	Monthly	£47.89
INB/IP Directory Entry in s/bold type	Monthly	£76.64

Information

Based on a 12-60 month term

All Inbound numbers are subject to availability and some number ranges may have limited supply availability due to Ofcom allocations.

Memorable numbers may incur an additional set up charge of £1000 and £10 per month rental charges. 0800, 0207 and 0208 new numbers will incur an additional set up charge of £1000. 0808 and 0203 numbers are available as alternatives.

Cancellation of, or changes to, number porting orders will incur a £15 one off administration charge per occasion.

Storage charges relate to peak monthly utilisation per Inbound End User account as shown on the relevant page at www.myinbound.com. The storage charge will apply to each category of Call Recording, Announcements and Voicemail and there will be a storage charge per category.

*Geographic Numbers with inclusive minute bundles include calls to landline termination only and have a fair usage policy of 10,000 minutes per number. Termination to any other number will not be included in the bundle and will be charged at standard pricing.

** Advanced stats and voicemail required

***Business Continuity includes up to 10,000 minutes per month for calls terminating to the following destinations:

UK 01/02 Geographic Numbers

UK 03 Numbers

UK Mobile Numbers (07 Numbers in the following bands: FM1- 02, FM3 - T Mobile, FM4 - Orange, FM5- Vodafone and FM6 - Three)

Belgium, Canada, Canada (NWT), Canada Northwestel, Croatia, Cyprus, Denmark, France, Germany, Greece, Hungary, Ireland, Ireland Special Services, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland, USA, USA Alaska and USA Hawaii

**** 0800, 0207 and 0208 numbers will incur additional set up charge of £1000 per number.

Inbound Calls

Number Type	Termination Type	Mobile Access Levy	PPM	PPC
NTS GEO (01 / 02)	Gamma IP Number*	0.00	0.00	0.00
NTS GEO (01 / 02)	UK Geographic	0.00	1.00	0.00
NTS GEO (01 / 02)	UK Mobile Main Mobiles	0.00	8.50	0.00
NTS GEO (01 / 02)	UK Mobile Other	0.00	34.00	0.00
NTS 03	UK Geographic	0.00	1.20	0.00
NTS 03	UK Mobile Main Mobiles	0.00	15.50	0.00
NTS 03	UK Mobile Other	0.00	18.00	0.00
NTS 0800 / 0808 **	UK Geographic	2.50	1.29	0.00
NTS 0800 / 0808 **	UK Mobile Main Mobiles	2.50	16.56	0.00
NTS 0800 / 0808 **	UK Mobile Other	2.50	34.00	0.00
NGCS SC001 (0ppm)	UK Geographic	0.00	4.00	0.00
NGCS SC001 (0ppm)	UK Mobile Main Mobiles	0.00	15.00	0.00
NGCS SC001 (0ppm)	UK Mobile Other	0.00	20.00	0.00
NGCS SC002 (1ppm)	UK Geographic	0.00	3.00	0.00
NGCS SC002 (1ppm)	UK Mobile Main Mobiles	0.00	15.00	0.00
NGCS SC002 (1ppm)	UK Mobile Other	0.00	28.00	0.00
NGCS SC003 (2ppm)	UK Geographic	0.00	2.00	0.00

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Project Version: v1.1

Model Version: v3.2

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NGCS SC003 (2ppm)	UK Mobile Main Mobiles	0.00	15.00	0.00
NGCS SC003 (2ppm)	UK Mobile Other	0.00	28.00	0.00
NGCS SC004 (3ppm)	UK Geographic	0.00	-0.33	0.00
NGCS SC004 (3ppm)	UK Mobile Main Mobiles	0.00	15.00	0.00
NGCS SC004 (3ppm)	UK Mobile Other	0.00	28.00	0.00
NGCS SC005 (4ppm)	UK Geographic	0.00	-0.50	0.00
NGCS SC005 (4ppm)	UK Mobile Main Mobiles	0.00	15.00	0.00
NGCS SC005 (4ppm)	UK Mobile Other	0.00	28.00	0.00
NGCS SC006 (5ppm)	UK Geographic	0.00	-0.65	0.00
NGCS SC006 (5ppm)	UK Mobile Main Mobiles	0.00	15.00	0.00
NGCS SC006 (5ppm)	UK Mobile Other	0.00	28.00	0.00
NGCS SC007 (6ppm)	UK Geographic	0.00	-0.70	0.00
NGCS SC007 (6ppm)	UK Mobile Main Mobiles	0.00	15.00	0.00
NGCS SC007 (6ppm)	UK Mobile Other	0.00	28.00	0.00
NGCS SC008 (7ppm)	UK Geographic	0.00	-1.30	0.00
NGCS SC008 (7ppm)	UK Mobile Main Mobiles	0.00	15.00	0.00
NGCS SC008 (7ppm)	UK Mobile Other	0.00	28.00	0.00
NGCS SC009 (8ppm)	UK Geographic	0.00	-1.80	0.00
NGCS SC009 (8ppm)	UK Mobile Main Mobiles	0.00	15.00	0.00
NGCS SC009 (8ppm)	UK Mobile Other	0.00	28.00	0.00
NGCS SC010 (9ppm)	UK Geographic	0.00	-2.00	0.00
NGCS SC010 (9ppm)	UK Mobile Main Mobiles	0.00	15.00	0.00
NGCS SC010 (9ppm)	UK Mobile Other	0.00	28.00	0.00
NGCS SC011 (10ppm)	UK Geographic	0.00	-3.10	0.00
NGCS SC011 (10ppm)	UK Mobile Main Mobiles	0.00	15.00	0.00
NGCS SC011 (10ppm)	UK Mobile Other	0.00	28.00	0.00
NGCS SC012 (11ppm)	UK Geographic	0.00	-2.80	0.00
NGCS SC012 (11ppm)	UK Mobile Main Mobiles	0.00	15.00	0.00
NGCS SC012 (11ppm)	UK Mobile Other	0.00	28.00	0.00
NGCS SC013 (12ppm)	UK Geographic	0.00	-3.10	0.00
NGCS SC013 (12ppm)	UK Mobile Main Mobiles	0.00	15.00	0.00
NGCS SC013 (12ppm)	UK Mobile Other	0.00	28.00	0.00
NGCS SC014 (13ppm)	UK Geographic	0.00	-3.50	0.00
NGCS SC014 (13ppm)	UK Mobile Main Mobiles	0.00	15.00	0.00
NGCS SC014 (13ppm)	UK Mobile Other	0.00	28.00	0.00
NGCS SC046 (5ppc)	UK Geographic	0.00	4.50	-0.50
NGCS SC046 (5ppc)	UK Mobile Main Mobiles	0.00	15.00	15.00
NGCS SC047 (10ppc)	UK Geographic	0.00	4.50	-0.50
NGCS SC047 (10ppc)	UK Mobile Other	0.00	15.00	28.00
NGCS SC074 (5ppc + 5ppm)	UK Geographic	0.00	-0.80	0.00
NGCS SC074 (5ppc + 5ppm)	UK Mobile Main Mobiles	0.00	15.00	15.00
NGCS SC075 (10ppc + 10ppm)	UK Geographic	0.00	-2.00	0.00
NGCS SC075 (10ppc + 10ppm)	UK Mobile Main Mobiles	0.00	15.00	28.00

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NGCS SC092 (7ppc + 7ppm)	UK Geographic	0.00	-0.03	0.00
NGCS SC092 (7ppc + 7ppm)	UK Mobile Main Mobiles	0.00	7.00	0.00

Information

Negative values indicates a rebate is payable rather than a charge.

UK Mobile Main Networks includes Gamma, O2, Vodafone, Three and EE, UK Mobile. Other covers all other mobile networks.

Where an Inbound call is 'answered' by Inbound call queue/announcement/IVR a chargeable call will be produced with 'Inbound Platform' as the destination and charged at the standard fixed rate according to the Inbound number type. This will be generated in addition to any further applicable charges if the call is subsequently answered by a destination number.

* Inbound Geographic calls which terminate to a Gamma IP number are free of charge, including where a call is "answered" by the platform, the same call subsequently going into the Inbound Platform (ie an IVR or Call Queue etc) will then incur call charges.

** Where calls to 0800/ 0808 numbers ORIGINATE from a mobile, an additional 2.5ppm Mobile Access Levy will apply in addition to the standard rate.

Professional Services

Product Charges	Billing Frequency	Charge
PRINCE 2 Project Manager	Per day	£750.00
Solutions Consultant for SIP Design	Per day	£750.00
Solutions Consultant for SBC Design	Per day	£750.00
SIP Trunk Call Manager Training	Per day	£750.00
Site installation for Ethernet CPE	Per day	£500.00
Router Installation		
In Hours up to 3.75 hours on site	Per event	£300.00
In Hours up to 4.75 hours on site	Per event	£384.00
In Hours over 4.75 hours on site	Per event	£600.00
Out of Hours Installation after 17.30 M-F & all day Saturday, up to 3.75 hours on site	Per event	£450.00
Out of Hours Installation after 17.30 M-F & all day Saturday, up to 4.75 hours on site	Per event	£576.00
Out of Hours Installation after 17.30 M-F & all day Saturday, over 4.75 hours on site	Per event	£900.00
Out of Hours Installation all day Sunday, up to 3.75 hours on site	Per event	£600.00
Out of Hours Installation all day Sunday, up to 4.75 hours on site	Per event	£768.00
Out of Hours Installation all day Sunday, over 4.75 hours on site	Per event	£1,200.00