

Standard Product Description	Product Price
Calling Line Identity Presentation	£1.50
3 Way Calling	£1.50
Admin Control Call Diversion	£6.00
Anonymous Call Rejection	£1.50
Answering Service 1571	£1.50
Call Barring	£1.50
Call Diversion	£1.50
Call Diversion No Ann	£1.50
Call Minder	£3.00
Call Sign	£1.50
Call Waiting	£1.50
Caller Display	£1.50
Choose To Refuse	£1.50
ISDN2 Anon Call Reject	£1.50
Outgoing Call Bar PRate	£9.00
Reminder Call	£1.50
Ring Back	£1.50
Smart Divert	£1.50
Call Party Answer	£1.50
Caller Redirect	£3.00
Call Minder Custom	£6.00
Temporary Call Diversion	£6.00
Admin Call Forwarding On No Reply	£6.00
ISDN2e Renumber Charge Per Number	£30.00
Service Pack (Paper billing & Care Level 2)	£2.50
Care Level 2	£2.00
Care Level 3	£6.00
Care Level 4	£8.00

*Only services highlighted with yellow are applicable for the "3 for £3" bundle

Standard Product Description	Product Price
Single Number DDI Rental	£0.50
DDI Number Rental	£0.50
Single Number DDI Connection fee	£1.50
Per DDI Number Connection Fee	£1.50
Outgoing Calls Barred (PRS)	£9.00
Analogue Line Remote Call Forward	£25.00
Remote Call Forward - Divert Amendment	£3.00
Remote Call Forward Connection	£3.00
ISDN2e Sub Addressing	£3.00
WLR Call Sign Number Change	£4.00
Renumber	£30.00
Static IP Addresses (1 Free of charge)	£2.00
Static IP Address Bundle (3 IP Addresses)	£5.00

All these prices are the same for WLR3 and for ISDN2/30

Think Telecoms Business Packages*			
Breakdown	Standard	500 min	Unlimited N&L
Line Rental	£12.50	£12.50	£12.50
Call Package	£0.00	£5.00	£9.00
Calls in Bundle			
Local	1p	Included	Included
National	1p	Included	Included
Mobile	10p	10p	10p
Total	£12.50	£17.50	£21.50

*Connection charges may apply.

A 4p connection fee applies to all non-inclusive UK landline and international calls. An 8p connection fee applies to all non-inclusive UK Mobile and International Mobile calls.

Product	ADSL2+	Standard Fibre	Unlimited Fibre
Download Speed (Mbps)	18	78	78
Upload Speed (Mbps)	1.2	18	18
Download Limit (GB)	Unlimited	40*	Unlimited
Over usage (£) per GB	N/A	£1.50	N/A
Install/Activation Cost	£0.00	£40.00	£40.00
Migration Cost	£0.00	£0.00	£0.00
Router Cost	£0.00**	£0.00**	£0.00**
Postage & Packaging	£7.99	£7.99	£7.99
Monthly Cost	£10.00	£22.50	£27.50

Download and Upload speeds are best case scenarios. Your individual speed may differ from these.

*In some exchanges this download limit may be increased to 100GB

** Router RRP is £49.99 and is provided free of charge for customers on 24/36 month contracts.

Think Telecom BUSINESS CRITERIA FOR MEASURING CALL CHARGES

- Calls are measured in per second units depending on Customer's tariff and individual call charges are calculated to 0.0001 pence. Charges are presented on the Customer's VAT invoice in two decimal places and are rounded to the nearest whole penny before VAT is applied. All call charges are pence per minute, correct as at 01 June 2015, exclude VAT and are rounded up to the nearest penny (1p).
- Calls are charged based on 1 minute rounding. The total duration of the call is rounded up to the next full minute for billing purposes.
- Think Telecom Business will bill Customer Recurring Charges a month in advance on a pro rata basis. This means that on the Connection date the Customer will be charged 2 month's line rental on the 1st invoice. When the Contract expires the Customer will receive a month's line rental as a credit. The pro rata period can be from 1 month and 1 day long to 2 months in length.
- Time and duration of calls is as recorded on the Think Telecom Business Equipment.
- Think Telecom charge call connection fees for all calls made. A full list of these can be found in the calls price list on our website www.thinkitsimple.com.

CALL BUNDLING

- There can be delays between calls completing and being presented on an invoice caused by a number of technical reasons. This can cause problems when a Customer is charged on the basis of a bundle of calls. Whilst every effort will be made to overcome this situation, calls can appear on an invoice not in call start time order and hence may not necessarily be included in the appropriate bundle if calls are made towards the end of a bundle period.
- Bundles may include Local, National or Mobile Destinations Depending on the Bundle package issued onto the account.
- Unlimited Bundle has a fair usage policy of 1000min of Local and National calls
- Unlimited and 500 Min bundles include standard Local and National numbers

BROADBAND

- Think Telecom offer unlimited broadband connectivity as standard. However, if a package is provided to a customer that has a fair usage policy or a download limit additional data will be billed at £1.50 per GB (Gigabyte).
- Think Telecom reserve the right to charge a premium fee for any accounts that are broadband only. Any accounts that have broadband as the only billable service be charged at a rate of £30 per month ex VAT.

MOBILE CALLS

Prices quoted are only for the providers of: 02, T-Mobile, Orange, and Vodafone and for 3. Customer will be charged for the call on the network that provided the Service, even if this was not the Customer's intended Communications Provider. To prevent a situation where the network used is not the network of choice Customer should turn off automatic network selection and manually select the preferred network. This ensures that the call is not inadvertently routed over another network at a different cost. This is particularly important in areas close to national borders and when travelling outside the UK where the preferred Communications Provider may have preferential rates with only one of the available networks.

TERMINATION OF MOBILE CALLS

Where a call originating by a mobile device (e.g. handset) is terminated other than by the caller pressing the specific button for that purpose, the network will initially assume that contact between the base station(s) and the handset has been temporarily lost - as when passing under a bridge or through a tunnel connection will be maintained and charged for during the first "n" seconds after contact is lost. Should contact be re-established, the call will continue as before. If however, the caller has switched off the phone, run out of battery capacity or moved permanently out of range of any base station etc, the charges for that call will include the "n" seconds. In order to minimise the risk of unnecessary charges, users should be careful to end each call as set out in the user instructions for the handset - e.g. pressing the "End" button.

PAYING YOUR BILL

- Payment will be by Direct Debit only.
- Payments will be collected 14 days after the date stipulated on the Invoice.
- If a Direct Debit is dishonoured or cancelled, we shall charge a **£5.00** monthly administration charge until your Direct Debit payment is reinstated.
- There is a **£5.00** monthly surcharge for not paying by Direct Debit.
- Late payment charges of **£14.95** will be applied to accounts that have failed to make payment by the due date stipulated on the invoice.
- E-bill are Free: (**£2.00** per month for a paper bill sent by Royal Mail)
- Copy of bill are charged at **£2.50** per bill
- Payments or credits (if applicable) posted to Customers' account 72 hours prior to the invoice date, will not show on that invoice but will show on the following invoice.

OCB, TOS & Ceasing lines Charges

If for any reason the invoice has not been honoured, we shall place suspensions on the account, along with additional charges that maybe incurred from these suspensions.

- If an invoice has not been paid at 30 days, and there has been no arrangement put in place between the customer and Think Telecom, the line may be outbound call barred or OCB'd. (Outbound Call Barring) This carries an additional charge of £9.00 + VAT.
- If an invoice continues to have not been paid after 40+ days, and there has been no arrangement put in place between the customer and Think Telecom, the line may have placed a TOS. (Temporary Out of Service) This carries an additional charge of £20.00 + VAT.
- If an invoice continues not to be paid after 60+ days, and there has been no arrangement put in place between the customer and Think Telecom, the line may be ceased and services cancelled. This carries an additional charge of £129.00 and the Early Termination Fee required for the cancellation of your contract.
- The account will be liable for all charges occurred
- If the account is settled after line has been ceased then the line can be reconnected for at a cost of £125 but the original number cannot be guaranteed to be reconnected

ENGINEERING CHARGES

- If an engineer is booked to visit the premises, and cannot gain access, this will be classified as an Aborted Visit. Aborted visits are charged at £190.
- If an order is cancelled after 3pm on the working day before it is due, an aborted visit charge may still apply
- If we send an engineer to your Premises and a fault or failure is on your own equipment, and not in Think Telecom Ltd Equipment or Services, or is caused by accidental damage and if an engineering appointment is missed, an engineering call out charge of £190 will be added. Additional time related charges and replacement equipment costs may also be added. A £15 charge will be added to reduce ISDN channels (per channel)

INSTALLATION CHARGES

- Installation charges apply for the installation of a telephone line
- The standard installation price is £125.00 per PSTN line.
- An ISDN installation is charged at £150.00 per channel
- Conversion of ISDN to Analogue or vice versa will be charged at £150 per channel/line connected

ROUTER RETURN CHARGES

Customers are required to return any unwanted equipment to Think Telecom. This includes but is not exclusive to:

- Routers received after cancelling a transfer
- Replacement routers supplied in cases of faulty hardware
- Early termination of a broadband contract

If a router is not returned within 30 days of either a cancellation of transfer, receipt of replacement equipment, or the cancellation of your agreement, Think Telecom reserve the right to apply the following charges to your invoice:

- Router RRP is £49.99 + VAT
- Initial postage charge to customer is £7.99 + VAT
- Pre-Paid postage bag is £9 + VAT

DISPUTES OF INVOICE CHARGES

- If the Customer disputes any charge on a bill the Customer will notify Think Telecom in writing within 14 days of the date of the bill with all relevant information. Where the disputed amount is:
 - Less than 5% of the total bill, the Customer will pay the full amount of the bill; or
 - More than 5% of the total bill, the Customer must pay the amount not in dispute. Any disputes will be resolved promptly and the resolved amount if any is payable immediately.

ANCILLARY CHARGES

- Ancillary Charges (also known as **timescale charges**) are raised to cover time spent repairing faults where this work is not covered under the terms of the Contract. They apply where Customer requests work to be carried out on Site involving the provision or rearrangement of equipment, wiring, network or services (including work on PSTN and Private Networks) and standard Charges are not available.
- Additional charges may be applicable on the day the works are carried out. These too are also the responsibility of Customers.
- Charges may apply for any changes to WLR3 open orders or planned engineer appointments.

CANCELLATION CHARGES

- If Customer terminates the Contract within the Contract Term without cause, Customer will be responsible for paying the following Cancellation Charges. (whichever is greatest)
- The Customers last 3 (three) invoices are taken from the customer's account
- Line rental, packages and call information are added together and averaged over the 3 months and then multiplied by remainder of the contract term

OR;

- £299 for each telephone line
- £199 for each ADSL broadband
- Fibre broadband requires the customer to indemnify all losses incurred to Think Telecom as a result of terminating the contract before the end of the minimum term.

GENERAL

- All Builders and Business Broadband Bundles are subject additional terms and conditions (please refer to <http://www.thinkitsimple.com/>)
- Application is subject to status, availability and acceptance by Think Telecom.
- All prices quoted are subject to VAT.
- Timescale charges will not apply if Customer cancels the appointment before the engineer has arrived at the premises. Once the engineer has arrived at the premises, the Timescale call out charge only will apply if work is cancelled or postponed by the Customer, or if the appointment is not kept by the Customer. Additional charges may be applicable on the day the works are carried out; these too are also the responsibility of the Customer.

