

These charges apply from 1st April 2020

Single Analogue line	£28.75 per month
Multi-analogue line	£28.75 per month per line
ISDN2	£30.00 per channel
ISDN30e	£27.75 per channel

Transfer of line from another provider	£17.50 per line/channel
Single analogue line Install	£145.00
ISDN2 (2 channels) Install	£380.00
ISDN30e Install	£180.00 per channel

Change of Telephone Number (re-number)	£19.95
DDI Planning charge	£275.00
DDI rental (per DDI min 10)	£0.54
Service Level 4	£6.75 per line per month
Service Level 3	£5.20 per line per month

Call Barring	£3.20 per line per month
CalGuard Fraud Alert	£1.50 per line per month
Call Waiting	£3.20 per line per month
Caller Display	£3.20 per line per month
Call Sign	£3.20 per line per month
Ring Back	£3.20 per line per month
1471 Call Minder	£5.50 per line per month
Removal of Ring Back	Free

Note: All select services and network features have a one off charge of £10.80 for connection and then the rental charge above will apply each month. All other services available on request.

Note: as per the terms and conditions termination notice of 90 days is required on all lines, Hosted services, SIP services, NGN numbers, Mobile services and ADSL services. Termination can be arranged sooner than this subject to a one-off termination charge which can be obtained from customers services on 0808 146 7000.

Porting of numbers

All numbers that are ported away from Calteq to another provider will incur a one-off charge of £25.00 per number.

This will apply to the following numbers

- SIP Numbers
- Number Translation Numbers (such as 0800 and 0844 services)
- Hosted phone numbers
- NGN Virtual numbers (01, 02 and 03)

It will not apply to services with an associated WLR3 rental (phone lines) or mobile numbers.

Broadband Services

All broadband services will attract a one-off termination charge of £35 which is a passthrough charge made by Openreach. This applies to all broadband services upon cessation of the product.

Fixed Line Call Tariff

Destination	Price per minute	Set up charge (per call)
UK Local	£0.20	£0.07
UK National	£0.20	£0.07
UK Mobiles	£0.20	£0.07
B4 Charge code (03 numbers)	£0.10	£0.07
Access Charge (applied to all SC charge code numbers)	£0.18	N/A

Note: All calls are rounded up to the nearest penny

Note: All international calls are now charged at a standard rate of 75ppm and billed in 1 min increments with a 3p call set up.

RPI Price Increase

Each year we have an annual price rise in line with our suppliers and other networks/operators.

Mobile, broadband and landline customers will receive their RPI price rise in April. The increase will also be on calling plans and calling features.

Each year we will adjust the amount you pay per month for your plan(s) according to the Retail Price Index (RPI) rate of inflation. This rate is announced in January each year and we will adjust your bill by this amount in April of the same year.

This reflects the increase in the costs to Calteq from carriers/networks to run and invest in their network and services that we provide.

If a router has been provided as part of the service this must be returned to Calteq in working order or a one-off charge of £52.00 will be made.

Leased Line Services

These will always be provided on a minimum term which is agreed at the beginning of the contract. The monthly rental will apply for either 12 or 36 months depending on the agreement.

If a service is ceased prior to the end of the contract a termination charge equal to the remaining term will be made.

If a router/hardware is provided this must be returned to Calteq in working order within 30 days or a charge of £500 will be made.

The minimum notice after the agreed initial term is 90 days in line with our providers.

Special Number Pricing – Note minimum charge 2p

SC002	£0.0083	SC02 Chargeband	£0.0200
SC003	£0.0167	SC03 Chargeband	£0.0200
SC004	£0.0250	SC04 Chargeband	£0.0200
SC004INB	£0.0200	SC04 Inbound Chargeband	£0.0200
SC005	£0.0333	SC05 Chargeband	£0.0200
SC006	£0.1000	SC06 Chargeband	£0.0200
SC007	£0.0500	SC07 Chargeband	£0.0200
SC008	£0.0583	SC08 Chargeband	£0.0200
SC009	£0.0667	SC09 Chargeband	£0.0200
SC010	£0.0750	SC10 Chargeband	£0.0200
SC011	£0.0833	SC11 Chargeband	£0.0200
SC012	£0.0917	SC12 Chargeband	£0.0200
SC013	£0.1000	SC13 Chargeband	£0.0200
SC014	£0.1083	SC14 Chargeband	£0.0200
SC014INB	£0.0350	SC14 Inbound Chargeband	£0.0200
SC015	£0.1250	SC15 Chargeband	£0.0200
SC016	£0.1667	SC16 Chargeband	£0.0200
SC017	£0.2083	SC17 Chargeband	£0.0200
SC018	£0.2500	SC18 Chargeband	£0.0200
SC019	£0.2917	SC19 Chargeband	£0.0200
SC020	£0.3000	SC20 Chargeband	£0.0200
SC021	£0.3333	SC21 Chargeband	£0.0200
SC022	£0.3750	SC22 Chargeband	£0.0200
SC023	£0.3833	SC23 Chargeband	£0.0200
SC024	£0.4167	SC24 Chargeband	£0.0200
SC025	£0.4583	SC25 Chargeband	£0.0200
SC026	£0.5000	SC26 Chargeband	£0.0200
SC027	£0.5417	SC27 Chargeband	£0.0200
SC028	£0.5833	SC28 Chargeband	£0.0200
SC029	£0.6250	SC29 Chargeband	£0.0200
SC030	£0.6667	SC30 Chargeband	£0.0200
SC031	£0.7500	SC31 Chargeband	£0.0200
SC032	£0.7917	SC32 Chargeband	£0.0200
SC033	£0.8250	SC33 Chargeband	£0.0200
SC034	£0.8333	SC34 Chargeband	£0.0200
SC035	£0.9167	SC35 Chargeband	£0.0200

SC036	£1.0000	SC36 Chargeband	£0.0200
SC037	£1.2083	SC37 Chargeband	£0.0200
SC038	£1.2500	SC38 Chargeband	£0.0200
SC039	£1.2917	SC39 Chargeband	£0.0200
SC040	£1.5000	SC40 Chargeband	£0.0200
SC041	£1.6667	SC41 Chargeband	£0.0200
SC042	£1.8333	SC42 Chargeband	£0.0200
SC043	£2.0833	SC43 Chargeband	£0.0200
SC044	£2.5000	SC44 Chargeband	£0.0200
SC045	£3.0000	SC45 Chargeband	£0.0200
SC046	£0.0417	SC46 Chargeband	£0.0200
SC047	£0.0833	SC47 Chargeband	£0.0200
SC048	£0.1250	SC48 Chargeband	£0.0200
SC049	£0.2083	SC49 Chargeband	£0.0200
SC050	£0.2500	SC50 Chargeband	£0.0200
SC051	£0.2917	SC51 Chargeband	£0.0200
SC052	£0.3333	SC52 Chargeband	£0.0200
SC053	£0.4000	SC53 Chargeband	£0.0200
SC054	£0.4167	SC54 Chargeband	£0.0200
SC055	£0.5833	SC55 Chargeband	£0.0200
SC056	£0.6250	SC56 Chargeband	£0.0200
SC057	£0.8333	SC57 Chargeband	£0.0200
SC058	£1.2083	SC58 Chargeband	£0.0200
SC059	£1.2500	SC59 Chargeband	£0.0200
SC060	£1.6667	SC60 Chargeband	£0.0200
SC061	£2.0833	SC61 Chargeband	£0.0200
SC062	£2.5000	SC62 Chargeband	£0.0200
SC063	£3.3333	SC63 Chargeband	£0.0200
SC064	£4.1667	SC64 Chargeband	£0.0200
SC066	£1.2917	SC66 Chargeband	£0.0200
SC067	£0.2083	SC67 Chargeband	£0.0200
SC068	£1.1583	SC68 Chargeband	£0.0200
SC069	£1.1250	SC69 Chargeband	£0.0200
SC070	£2.2917	SC70 Chargeband	£0.0200
SC071	£2.4917	SC71 Chargeband	£0.0200
SC072	£2.9083	SC72 Chargeband	£0.0200

SC073	£2.0833	SC73 Chargeband	£0.0200
SC074	£0.0417	SC74 Chargeband	£0.0200
SC075	£0.0833	SC75 Chargeband	£0.0200
SC076	£0.3333	SC76 Chargeband	£0.0200
SC077	£0.5833	SC77 Chargeband	£0.0200
SC078	£1.2500	SC78 Chargeband	£0.0200
SC079	£1.6667	SC79 Chargeband	£0.0200
SC080	£2.1417	SC80 Chargeband	£0.0200



How to contact us

Please contact our Customer Service Team (From 8am until 5pm Monday-Friday)

☎ 0808 146 7000 ✉ customerservices@calteq.co.uk

Calteq Limited, 7 The Lanterns, Melbourn Street, Royston, Herts, SG8 7BX

🌐 www.calteq.co.uk