

Section 1: Exchange Lines

Part 26: BT ISDN 2e (ETSI) (Integrated Services Digital Net...)

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**Subpart 1: BT ISDN 2E, Access Charges Connection and Rental**

ISDN 2e CONSISTS OF ONE LINE WITH **TWO** CHANNELS.

SINGLE CHANNELS ARE NOT AVAILABLE.

**Permanent Service**

The ISDN2e service is presented to the customer via Network Termination Equipment box (the NTE) This is the end-point of the BT service - any wiring/cabling provided in conjunction with the service, beyond the NTE, is the property of the customer and is not the responsibility of BT. It is not covered by any warranty or guarantee or otherwise implied.

Charges for infrastructure over and above standard requirements are given in Section 45 Part 1 These charges include work on internal trunking & traywork; breaking through walls; additional poles, ducts and cables; radio charges and miscellaneous non-standard or specially requested items.

If service is required at a Non-Served premises. See Section Part 5

This service is not available on PSTN split line voice service.

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**Monthly Payment Plan and Direct Debit Payment Methods**

Customers opting for Monthly Payment Plan or Direct Debit as a means of payment will have to settle their outstanding bill at the time of changing their payment method in order to receive a reduced rental. If the outstanding bill is not settled at this time, the reduced rental will be given after the standard bill roll-in period has elapsed.

**ISDN2e**

Please Note: reference to:

1 year contract means a contract with a Minimum Period of 12 months

3 year contract means a contract with a Minimum Period of 36 months

5 year contract means a contract with a Minimum Period of 60 months. 5 Year contracts have been withdrawn from new supply with effect from 1st November 2020

With effect from 1st March 2020, ISDN2e Start Up and Call Plan options will no longer be available for new customers or new installations

| Per ISDN2e Line (x) -<br>2 channels Minimum<br>Period 1 year | Connection Charge<br>(ah)    |         | Conversion Charge (ac)<br>(ah) |         | Rental (l) |         | Inclusive Call<br>Allowance (ad) |         |
|--------------------------------------------------------------|------------------------------|---------|--------------------------------|---------|------------|---------|----------------------------------|---------|
|                                                              | Exc VAT                      | Inc VAT | Exc VAT                        | Inc VAT | Exc VAT    | Inc VAT | Exc VAT                          | Inc VAT |
|                                                              | £                            | £       | £                              | £       | £(pq)      | £(pq)   | £(pq)                            | £(pq)   |
|                                                              | .                            | .       | .                              | .       | .          | .       | .                                | .       |
| Options (k)                                                  | .                            | .       | .                              | .       | .          | .       | .                                | .       |
| -Low Start                                                   | 375.00                       | 450.00  | 280.00                         | 336.00  | 196.20     | 235.44  | 0.00                             | 0.00    |
| -Start Up                                                    | Not available for new supply |         |                                |         | 298.20     | 357.84  | 60.00                            | 72.00   |
| -Call Plan (u)                                               |                              |         |                                |         | 407.40     | 488.88  | 120.00                           | 144.00  |
| -Call PlanPlus (u)                                           |                              |         |                                |         | 663.62     | 796.35  | 523.75                           | 628.50  |
| -BT Working Together<br>(ISDN 2e only) (an)                  | (ao)                         | (ao)    | (ao)                           | (ao)    | 160.73     | 192.88  | 60.00                            | 72.00   |

Minimum Period 3 Years.

| Per ISDN2e Line (x) - 2<br>channels (Minimum<br>Period 3 year, except<br>where stated) | Connection Charge<br>(ah)    |         | Conversion Charge<br>(ac)(ah) |         | Rental (l) |         | Inclusive Call<br>Allowance (ad) |         |
|----------------------------------------------------------------------------------------|------------------------------|---------|-------------------------------|---------|------------|---------|----------------------------------|---------|
|                                                                                        | Exc VAT                      | Inc VAT | Exc VAT                       | Inc VAT | Exc<br>VAT | Inc VAT | Exc VAT                          | Inc VAT |
|                                                                                        | £                            | £       | £                             | £       | £(pq)      | £(pq)   | £(pq)                            | £(pq)   |
| -Low Start                                                                             | 375.00                       | 450.00  | 280.00                        | 336.00  | 185.40     | 222.48  | 0.00                             | 0.00    |
| -Start Up                                                                              | Not available for new supply |         |                               |         | 283.80     | 340.56  | 60.00                            | 72.00   |
| -Call Plan (u)                                                                         |                              |         |                               |         | 387.60     | 465.12  | 120.00                           | 144.00  |

Minimum Period 5 Years. (5 Year contracts have been withdrawn with effect from 1st November 2020 and are no longer available for new sale)

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| Per ISDN2e Line (x) - 2 channels (Minimum Period 5 year, except where stated) | Connection Charge (ah)       |         | Conversion Charge (ac) (ah) |         | Rental (l) |         | Inclusive Call Allowance (ad) |         |
|-------------------------------------------------------------------------------|------------------------------|---------|-----------------------------|---------|------------|---------|-------------------------------|---------|
|                                                                               | Exc VAT                      | Inc VAT | Exc VAT                     | Inc VAT | Exc VAT    | Inc VAT | Exc VAT                       | Inc VAT |
|                                                                               | £                            | £       | £                           | £       | £(pq)      | £(pq)   | £(pq)                         | £(pq)   |
| -Low Start                                                                    |                              |         |                             |         | 175.80     | 210.96  | 0.00                          | 0.00    |
| -Start Up                                                                     | Not available for new supply |         |                             |         | 267.60     | 321.12  | 60.00                         | 72.00   |
| -Call Plan (u)                                                                |                              |         |                             |         | 367.20     | 440.64  | 120.00                        | 144.00  |

Where the ISDN2e line is taken with or added to BT Business Plan , BT Business Plan (CR), Customer Commitment, Premier Value, BT Business OnePlan, BT Business Complete (excluding ISDN 2e Contracts with a 12 month Minimum Period), BT Business Reward or BT Business Flex ( not including Business Plan Lite).

Please Note: reference to:

1 year contract means a contract with a Minimum Period of 12 months

3 year contract means a contract with a Minimum Period of 36 months

5 year contract means a contract with a Minimum Period of 60 months. 5 Year contracts have been withdrawn from new supply with effect from 1st November 2020 .

With effect from 1st March 2020, ISDN2e Start Up and Call Plan options will no longer be available for new customers or new installations

Minimum Period 1 Year.

| Per ISDN2e Line (x) - 2 channels (Minimum Period 1 year, except where stated) | Connection Charge (ah)       |         | Conversion Charge (ac)(ah) |         | Rental (l) |         | Inclusive Call Allowance (ad) |         |
|-------------------------------------------------------------------------------|------------------------------|---------|----------------------------|---------|------------|---------|-------------------------------|---------|
|                                                                               | Exc VAT                      | Inc VAT | Exc VAT                    | Inc VAT | Exc VAT    | Inc VAT | Exc VAT                       | Inc VAT |
|                                                                               | £                            | £       | £                          | £       | £(pq)      | £(pq)   | £(pq)                         | £(pq)   |
| -Low Start                                                                    | 375.00                       | 450.00  | 230.00                     | 276.00  | 196.20     | 235.44  | 0.00                          | 0.00    |
| -Start Up                                                                     | Not available for new supply |         |                            |         | 298.20     | 357.84  | 60.00                         | 72.00   |
| -Call Plan (u)                                                                |                              |         |                            |         | 407.40     | 488.88  | 120.00                        | 144.00  |

Minimum Period 3 Years.

| Per ISDN2e Line (x) - 2 channels (Minimum Period 3 year, except where stated) | Connection Charge (ah)       |         | Conversion Charge (ac)(ah) |         | Rental (l) |         | Inclusive Call Allowance (ad) |         |
|-------------------------------------------------------------------------------|------------------------------|---------|----------------------------|---------|------------|---------|-------------------------------|---------|
|                                                                               | Exc VAT                      | Inc VAT | Exc VAT                    | Inc VAT | Exc VAT    | Inc VAT | Exc VAT                       | Inc VAT |
|                                                                               | £                            | £       | £                          | £       | £(pq)      | £(pq)   | £(pq)                         | £(pq)   |
| -Low Start                                                                    | 190.00                       | 228.00  | 155.00                     | 186.00  | 185.40     | 222.48  | 0.00                          | 0.00    |
| -Start Up                                                                     | Not available for new supply |         |                            |         | 283.80     | 340.56  | 60.00                         | 72.00   |
| -Call Plan (u)                                                                |                              |         |                            |         | 387.60     | 465.12  | 120.00                        | 144.00  |

Minimum Period 5 Years. 5 Year contracts have been withdrawn from new supply with effect from 1st November 2020.

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|-------------------------------------------------------------------------------|------------------------------|---------|-----------------------------|---------|------------|---------|-------------------------------|---------|
|                                                                               | Exc VAT                      | Inc VAT | Exc VAT                     | Inc VAT | Exc VAT    | Inc VAT | Exc VAT                       | Inc VAT |
|                                                                               | £                            | £       | £                           | £       | £(pq)      | £(pq)   | £(pq)                         | £(pq)   |
| -Low Start                                                                    | Not available for new supply |         |                             |         | 175.80     | 210.96  | 0.00                          | 0.00    |
| -Start Up                                                                     |                              |         |                             |         | 267.60     | 321.12  | 60.00                         | 72.00   |
| -Call Plan (u)                                                                |                              |         |                             |         | 367.20     | 440.64  | 120.00                        | 144.00  |

Residential customers who take any of the above options are considered to be paying Business tariffs and any calls over such lines will be priced at the business rate.