

Section 1: Exchange Lines  
Part 20: Featureline & Embark

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**Subpart 2: Embark & Featureline Corporate**

**Product Description and Product Features**

**Product Description**

Embark and Featureline Corporate enable a Customer with both large and small sites to link these together into a corporate telephone network. Key benefits are efficiency through a consistent dial plan and company network-wide call discounts.

Both products provide a Virtual Private Network (VPN), via Digital Access Lines and Centrex Access Lines (analogue).

The Digital Access Lines are delivered via 2 Megabit bearer circuit/s, connected to Customers PBX's, using Digital Private Network Signalling System (DPNSS). The Centrex Service is delivered to the Customer's Site, using the same access and mechanisms as PSTN technology and provides Customers with Centrex based services, predominantly to replicate the features provided by small PBX's.

A Customer can utilise a Digital Access site to form a 'Retail Connection' gateway to Other License Operators (including Mobile Network Operators to consume BT's Mobex solution). For both a standard Digital Site and Retail Connection site, the Embark network boundary/ demarcation point is the Network Terminating Point at either the Customer's or Other License Operator's (for Mobex ) point of presence normally in the property .

**Digital Access Lines**

Embark Digital Access Lines (DALs) rental charges are applied per site and per channel according to the number of channels at that site.

Featureline Corporate Digital Access Lines rental charges are applied per channel.

No reduction to connection charges is available where a Customer is transferring to Embark Digital Access from any similar network service.

**Digital Access Lines - Direct Dialling In (DDI)**

Direct Dialling In Numbers work with Digital Access Lines only. A maximum of 5 DDI ranges and/or single numbers, including the site main billing number, are permitted per site to handle incoming public network calls to an Embark Digital Access Site. The initial connection and rental of these DDI numbers is included in the standard connection and rental charges applied to the Digital Access Lines, subject to a limit of 10 DDI numbers per channel ( i.e., if a Customer has 10 Digital Access lines, they can have 100 DDI numbers within tariff ). Connection and rental charges apply for DDI numbers over this limit.

Customers will normally be able to retain any existing DDI numbers, when transferring from ISDN30 service to Embark, where the existing serving exchange is capable of supporting the Embark service. DDI numbers may not always be available from exchanges where Embark service is available.

**Centrex Lines**

Centrex Services (Embark Centrex Access Lines and Featureline Corporate Centrex Access Lines) may be classed as either Standard lines or Auxiliary lines. Standard lines are where no Hunt Group working is required. Auxiliary lines are where Hunt Group working is required. All Centrex Access Lines or Featureline Corporate Access Lines may form part of a call Pick-up Group.

**Service Care Levels**

For details of the Service Care Levels available, see Section 14.

**Product Features**

**The following features come within tariff for Embark and Featureline Corporate:**

Call Diversion

Call Pick Up

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Call Transfer  
Call Waiting (1.)  
Call Offer  
Ring Back (1.)  
Three Way Call  
General Interrogation  
Reminder Call  
Withholding Your Number  
Code Calling  
Repeat Last Call  
Call Return

**The following optional features are also available at no extra charge as requested by the customer:**

Call Barring  
Caller Display  
Direct Call  
Hunt Group (2.)  
Hunt Group Diversion  
Hunt Group Do Not Disturb  
Hunt Group Queuing  
Remote Call Diversion

BT's Call Minder service is available to Embark and Featureline Corporate Centrex Access Lines at an additional charge - see Section 2 Part 21.

**Feature Usage Charges**

Set-up charges or call charges, may apply to some Embark and Featureline Corporate features - see Section 21 Part 2 Subpart .

Normal Embark/ Featureline Corporate call charges will apply for the following types of call:

- Additional calls resulting from Three Way Call
- Each diverted leg of calls resulting from Call Diversion
- Each transferred part of calls resulting from Call Transfer

**Forced OnNet**

Forced OnNet (FON) provides the capability for the customers VPN to identify calls dialled from the FON registered Site, using a standard public network Directory Number (DN), that is part of the Customer's dial plan and if that dialled number is destined for another site within that VPN then the call will be routed and charged as an OnNet call.

Where Embark and Featureline Corporate Customers have a retail connection to another network, whether operated by BT or another operator, Customers will be responsible for informing their BT Hosted Voice representative of a list of public destination numbers, hosted on the other network, for which they wish FON identification and functionality to be applied to. Customers will also be responsible for identifying to their BT Hosted Voice representative any changes to

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those destination numbers hosted on the other network. Registration of such numbers as Forced OnNet destinations will be charged in addition to any other per Site or per network charges payable for the Service.

**NOTES:**

1. Call Waiting and Ring Back are not available on Auxiliary Centrex Access Lines (i.e. they are not available to lines configured with Hunt Group working).
2. Hunt Groups allow Customers to publish a single number and have calls to that number distributed across the lines acting as members of the associated Hunt Group. A Queuing facility is also available, at additional charge, for queuing incoming calls against a Hunt Group, if all extensions are busy.
3. Call Recording is not available on any Embark or Featureline Corporate Lines.

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**Eligibility**

Only available to business customers.

BT does not guarantee that these products will be available to all customers. Customers should check availability of service with their Customer Service Centre before ordering.

**Centrex Access Lines**

Centrex Access Lines are available from BT's System-X local exchanges and BT's AXE-10 local exchanges.

**Digital Access Lines**

Digital Access Lines are available from BT's System-X local exchanges.

Digital Embark or Digital Featureline Corporate Access Lines are only available from BT's System-X nearest local exchanges.

A minimum of 8 Digital Access Lines (channels) must be ordered and retained in service at each site requiring Embark Digital Access.

Neither the Embark nor Featureline Corporate Service is available from UXD5 local exchanges (for any line type).

Some Customers may require a change of number to enable provision of Embark and Featureline Corporate Centrex and Digital Access Lines.

**NOTES:**

Customers who have Featureline Corporate Access Lines, can not have Embark Centrex Access Lines or Embark Digital Access Lines, as part of their network.

**Call Pricing Scheme**

**Embark**

Three Embark call pricing schemes are available for selection by the Customer - Option A, B and C, which are set out in Section 21 Part 2 Subpart . The pricing scheme selected will determine the call price discounts applicable to all chargeable calls made from a Customers Embark Access Lines. Pricing schemes B and C have an associated rental charge which is applied quarterly to a single Customer nominated billing account. No additional site fees are chargeable.

**Featureline Corporate**

Customers taking Featureline Corporate can choose to take the Featureline Corporate Call Package as detailed in Section 21 Part 2 Subpart .

**NOTES:**

Embark and Featureline Corporate Customers may choose to take another BT Call Package (where those products are shown as eligible within that package) - see Section 56 for more information.

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**Pricing Information****Embark Centrex Access Lines****Order Cancellation Charges**

Charges will be raised where a Customer cancels a Contract or the provision of a line before Service is provided, the charges are as follows:

- (a) £15.00 charge per cancellation call (this charge is VAT exempt); and
- (b). BT's reasonable costs incurred in getting ready to provide the Service.

This charge will apply to new provisions, takeovers and conversions.

**Connection Charges**

	Price per Line	
	Exc VAT	Inc VAT
	£	£
New Standard Centrex Access Line	69.00	82.80
New or Additional Auxiliary Centrex Access Line(s)	69.00	82.80

The above connection charges will not be charged for Embark Centrex Access Lines, excluding Featureline Corporate, installed on new sites that are signed up on any of the long term Contracts (with a Minimum Period of 36 months) that are available.

The following CSS codes are applicable only for new connections where the Customer requires the Centrex Access Line(s), excluding Featureline Corporate, to be terminated on a PBX or multi-line terminating connection (ie not delivered to the desk).

The above connection charges will not be charged for Embark Centrex Access Lines, excluding Featureline Corporate, installed on new sites that are signed up on any of the three year long term contracts that are available.

**Conversion Charges**

NB: Embark Centrex Access Lines, excluding Featureline Corporate, may be provided by converting an existing ordinary BT Direct Exchange Line or converting an existing BT Featureline.

	Price per Line	
	Exc VAT	Inc VAT
	£	£
Conversion from ordinary BT Direct Exchange Line to Embark Standard Centrex Access Line	27.50	33.00
Conversion from ordinary BT Direct Exchange Line to Embark Auxiliary Centrex Access Line	27.50	33.00
Conversion from Featureline to Embark Standard Centrex Access Line	16.50	19.80
Conversion from Featureline to Embark Auxiliary Centrex Access Line	16.50	19.80
Conversion from Embark Auxiliary Centrex Access Line to Featureline	30.00	36.00
Conversion from Embark Auxiliary Centrex Access Line to Standard BT Direct Exchange Line	30.00	36.00

If an engineer is required to visit a site to complete this work then a visit charge as shown in Section 15 Part 7 will apply.

Standard shift charges in Section 1 Part 12, will apply if a new position of the line socket is required in addition to the conversion.

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NB: The following CSS codes are applicable only for new connections, provided by converting existing BT lines, where the Customer requires the Centrex Access Line(s) to be terminated on a PBX or multi-line terminating connection (ie not delivered to the desk).

If an engineer is required to visit a site to complete this work then a visit charge as shown in Section 15 Part 7 will apply.

Standard shift charges in Section 1 Part 12, will apply if a new position of the line socket is required in addition to the conversion.

**Rental Charges**

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

**1 Year (12 month Minimum Period)**

	Rental per Line	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
Centrex Access Line Rental (per Line)	62.00	74.40

**3 Year Long Term Contracts (36 month Minimum Period)**

	Rental per Line	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
Centrex Access Line Rental (per Line)	57.66	69.20

**Enhanced Long Term Contract - 3 Year Minimum Term (36 month Minimum Period)**

	Rental per Line	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
Centrex Access Line Rental (per Line)	54.25	65.10

**Long Service Contract - 3 Year Minimum Term (36 month Minimum Period)**

	Rental per Line	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
Centrex Access Line Rental (per line)	52.70	63.25

**Long Service Contract (2) - 3 Year Minimum Term (36 month Minimum Period)**

	Rental per Line	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
Centrex Access Line Rental (per line)	49.60	59.53

**Embark Digital Access Lines**

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**Connection and Rental Charges - 1 Year Contract (12 month Minimum Period)**

	Connection		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)
Site Rental (per site) - 30 or fewer Digital Access Lines	-	-	841.56	1009.88
Line Rental - Main Line (per line) - 30 or fewer Digital Access Lines	88.00	105.60	49.50	59.40
Line Rental - Aux. Line (per line) - 30 or fewer Digital Access Lines	88.00	105.60	49.50	59.40
Site Rental (per site) - 31 or more Digital Access Lines	-	-	964.85	1157.83
Line Rental - Main Line (per line) - 31 or more Digital Access Lines	88.00	105.60	49.50	59.40
Line Rental - Aux. Line (per line) - 31 or more Digital Access Lines	88.00	105.60	49.50	59.40

**Connection and Rental Charges - 3 Year Minimum Term Contract (36 month Minimum Period)**

	Connection		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)
Site Rental (per site) - 30 or fewer Digital Access Lines	-	-	783.11	939.74
Line Rental - Main Line (per line) - 30 or fewer Digital Access Lines	88.00	105.60	46.04	55.25
Line Rental - Aux. Line (per line) - 30 or fewer Digital Access Lines	88.00	105.60	46.04	55.25
Site Rental (per site) - 31 or more Digital Access Lines	-	-	897.31	1076.78
Line Rental - Main Line (per line) - 31 or more Digital Access Lines	88.00	105.60	46.04	55.25
Line Rental - Aux. Line (per line) - 31 or more Digital Access Lines	88.00	105.60	46.04	55.25

**Enhanced Long Term Contract Connection and Rental Charges - 3 Year Minimum Term Contract (36 month Minimum Period)**

	Connection		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)
Site Rental (per Site) - 30 or fewer Digital Access Lines	-	-	735.43	882.52
Line Rental - Main Line (per Line) - 30 or fewer Digital Access Lines	88.00	105.60	43.31	51.98
Line Rental - Aux. Line (per Line) - 30 or fewer Digital Access Lines	88.00	105.60	43.31	51.98
Site Rental (per Site) - 31 or more Digital Access Lines	-	-	844.37	1013.25
Line Rental - Main Line (per Line) - 31 or more Digital Access Lines	88.00	105.60	43.31	51.98
Line Rental - Aux. Line (per Line) - 31 or more Digital Access Lines	88.00	105.60	43.31	51.98

For the purposes of Part 3 'Enhanced Long Term Contract' means a Contract that is available to existing Customers who have a current Contract for Embark service, excluding Featureline Corporate, which has been in place for no less than three continuous years and who are extending the duration of that Contract for a further Minimum Period of 36 months.

**Long Service Contract Connection and Rental Charges - 3 Year Minimum Contract (36 month Minimum Period)**

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	Connection		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£	£
Site Rental (per Site) - 30 or fewer Digital Access Lines	-	-	715.32	858.39
Line Rental - Main Line (per Line) - 30 or fewer Digital Access Lines	88.00	105.60	42.08	50.50
Line Rental - Aux. Line (per Line) - 30 or fewer Digital Access Lines	88.00	105.60	42.08	50.50
Site Rental (per Site) - 31 or more Digital Access Lines	-	-	820.10	984.13
Line Rental - Main Line (per Line) - 31 or more Digital Access Lines	88.00	105.60	42.08	50.50
Line Rental - Aux. Line (per Line) - 31 or more Digital Access Lines	88.00	105.60	42.08	50.50

For the purposes of Part 3 'Enhanced Long Term Contract' means a Contract that is available to existing Customers who have a current Contract for Embark service, excluding Featureline Corporate, which has been in place for no less than five continuous years and who are extending the duration of that Contract for a further Minimum Period of 36 months.

**Long Service Contract (2) Connection and Rental Charges - 3 Year Minimum Contract (36 month Minimum Period)**

	Connection		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£	£
Site Rental (per Site) - 30 or fewer Digital Access Lines	0.00	0.00	673.25	807.90
Line Rental - Main Line (per Line) - 30 or fewer Digital Access Lines	88.00	105.60	39.60	47.53
Line Rental - Aux. Line (per Line) - 30 or fewer Digital Access Lines	88.00	105.60	39.60	47.53
Site Rental (per Site) - 31 or more Digital Access Lines	0.00	0.00	771.88	926.26
Line Rental - Main Line (per Line) - 31 or more Digital Access Lines	88.00	105.60	39.60	47.53
Line Rental - Aux. Line (per Line) - 31 or more Digital Access Lines	88.00	105.60	39.60	47.53

**Featureline Corporate Centrex Access Lines**

**Centrex Access Lines Connection Charges**

	Price per Line	
	Exc VAT	Inc VAT
	£	£
New Featureline Corporate Centrex Access Line - 1 year contract	140.00	168.00
New Auxiliary Featureline Corporate Centrex Access Line(s) - 1 year contract	140.00	168.00
New Featureline Corporate Centrex Access Line - 3 year contract	75.00	90.00
New Auxiliary Featureline Corporate Centrex Access Line(s) - 3 year contract	75.00	90.00
New Featureline Corporate Centrex Access Line(s) - 5 year contract	40.00	48.00
New Auxiliary Featureline Corporate Centrex Access Line(s) - 5 year contract	40.00	48.00

The following CSS codes are applicable only for new connections where the Customer requires the Centrex Access Line(s) to be terminated on a PBX or multi-line terminating connection (ie not delivered to the desk).



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	Price per Line	
	Exc VAT	Inc VAT
	£	£
New Featureline Corporate Centrex Access Line terminated on Customer's PBX - 1 Year Contract	140.00	168.00
New Auxiliary Featureline Corporate Centrex Access Line(s) terminated on Customer's PBX - 1 Year Contract	140.00	168.00
New Featureline Corporate Centrex Access Line terminated on Customer's PBX - 3 Year Contract	75.00	90.00
New Auxiliary Featureline Corporate Centrex Access Line(s) terminated on Customer's PBX - 3 Year Contract	75.00	90.00
New Featureline Corporate Centrex Access Line terminated on Customer's PBX - 5 Year Contract	40.00	48.00
New Auxiliary Featureline Corporate Centrex Access Line(s) terminated on Customer's PBX - 5 Year Contract	40.00	48.00

### Conversion Charges

NB: Featureline Corporate Centrex Access Lines may be provided by converting an existing ordinary BT Direct Exchange Line, or converting an existing BT Featureline, or by converting an existing Embark Centrex Access Line.

	Price per Line	
	Exc VAT	Inc VAT
	£	£
Conversion from ordinary BT Direct Exchange Line to Featureline Corporate Centrex Access Line on a 1 or 3 year contract	15.00	18.00
Conversion from ordinary BT Direct Exchange Line to Featureline Corporate Centrex Auxiliary Access Line on a 1 or 3 year contract	15.00	18.00
Conversion from Featureline or Featureline Compact to Featureline Corporate Centrex Access Line on a 1 or 3 year contract	15.00	18.00
Conversion from Featureline or Featureline Compact to Featureline Corporate Centrex Auxiliary Access Line on a 1 or 3 year contract	15.00	18.00
Conversion from PSTN, Featureline, Featureline Compact or Embark Centrex to Featureline Corporate Centrex Access Line on a 5 year contract	0.00	0.00
Conversion from PSTN, Featureline, Featureline Compact or Embark Centrex to Featureline Corporate Centrex Auxiliary Access Line on a 5 year contract	0.00	0.00
Conversion from Embark Standard Centrex Access Line to Featureline Corporate Centrex Access Line on a 1 or 3 year contract	30.00	36.00
Conversion from Embark Standard Centrex Access Line to Featureline Corporate Centrex Auxiliary Access Line on a 1 or 3 year contract	30.00	36.00
Conversion from Featureline Corporate Centrex Access Line to Featureline or Featureline Compact	30.00	36.00
Conversion from Featureline Centrex Corporate Access Line to Embark Centrex Access Line on a 1 or 3 year contract	30.00	36.00
Conversion from Featureline Corporate Centrex Access Line to Standard BT Direct Exchange Line	31.50	37.80

NB: As well as using the above codes, the following also need to be used on initial provision.

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Standard shift charges, will apply if a new position of the line socket is required in addition to the conversion.

The following CSS codes are applicable only for new connections, provided by converting existing BT Lines, where the Customer requires the Featureline Corporate Centrex Access Line(s) to be terminated on a PBX or multi-line terminating connection (ie not delivered to the desk).

	Price per Line	
	Exc VAT	Inc VAT
	£	£
Conversion from ordinary BT Direct Exchange Line to Featureline Corporate Centrex Access Line terminated on Customer's PBX on a 1 or 3 year contract	15.00	18.00
Conversion from ordinary BT Direct Exchange Line to Featureline Corporate Centrex Auxiliary Access Line terminated on Customer's PBX on a 1 or 3 year contract	15.00	18.00
Conversion from Embark Standard Centrex Access Line to Featureline Corporate Centrex Access Line terminated on Customer's PBX on a 1 or 3 year contract	30.00	36.00
Conversion from Embark Centrex Access Line to a Featureline Corporate Centrex Auxiliary Access Line terminated on Customer's PBX V	30.00	36.00
Conversion from Featureline or Featureline Compact to Featureline Corporate Centrex Access Line terminated on Customer's PBX on a 1 or 3 year contract	15.00	18.00
Conversion from PSTN, Featureline, Featureline Compact or Embark Centrex to Featureline Corporate Centrex Access Line terminated on Customer's PBX on a 5 Year contract	0.00	0.00
Conversion from PSTN, Featureline, Featureline Compact or Embark Centrex to Featureline Corporate Centrex Auxiliary Access Line terminating on a Customer's PBX on a 5 Year contract	0.00	0.00
Conversion from Featureline or Featureline compact to Featureline Corporate Centrex Auxiliary Access Line terminated on Customer's PBX on a 1 or 3 year contract	15.00	18.00

Standard shift charges, will apply if a new position of the line socket is required in addition to the conversion.

If an engineer is required to visit a site to complete this work then a visit charge as shown in Section 15 Part 7 will apply.

### Rental Charges

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

### Standard Prices

	Rental per Line	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
Featureline Corporate Centrex Access Line Rental (per Line)	114.60	137.52

NB The above rental charge includes the provision of Forced on-Net CSS code - B05061.

### 3-Year Long Term Contracts

	Rental per Line	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
Featureline Corporate Centrex Access Line Rental (per Line)	108.90	130.69

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NB The above rental charge includes the provision of Forced on-Net CSS code - B05061.

**5-Year Long Term Contracts**

	Rental per Line	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
Featureline Corporate Centrex Access Line Rental (per Line)	103.20	123.85

NB The above rental charge includes the provision of Forced on-Net CSS code - B05061.

**Featureline Corporate Digital Access Lines**

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

**Connection and Rental Charges**

Description	Connection		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)
Line Rental - Main Line (per line) - Digital Access Lines on a 1 Year contract	135.00	162.00	169.50	203.40
Line Rental - Aux. Line (per line) - Digital Access Lines on a 1 Year contract	135.00	162.00	169.50	203.40
Line Rental - Main Line (per line) - Digital Access Lines on a 3 Year contract	105.00	126.00	161.40	193.69
Line Rental - Aux. Line (per line) - Digital Access Lines on a 3 Year contract	105.00	126.00	161.40	193.69
Line Rental - Main Line (per line) - Digital Access Lines on a 5 Year contract	75.00	90.00	148.80	178.57
Line Rental - Aux. Line (per line) - Digital Access Lines on a 5 Year contract	75.00	90.00	148.80	178.57

**Conversion Charges**

NB: Featureline Corporate Digital Access Lines may be provided by converting an Embark Digital Access Line only.

Description	Connection		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)
Conversion from Embark Digital Access to Featureline Corporate Digital Access Main Line on a 1 year contract	30.00	36.00	129.00	154.80
Conversion from Embark Digital Access to Featureline Corporate Digital Access Aux Line on a 1 year contract	30.00	36.00	129.00	154.80
Conversion from Embark Digital Access to Featureline Corporate Digital Access Main Line on a 3 year contract	30.00	36.00	122.58	147.10
Conversion from Embark Digital Access to Featureline Corporate Digital Access Aux Line on a 3 year contract	30.00	36.00	122.58	147.10
Conversion from Embark Digital Access to Featureline Corporate Digital Access Main Line on a 5 year contract	30.00	36.00	109.50	131.40

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Description	Connection		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)
Conversion from Embark Digital Access to Featureline Corporate Digital Access Aux Line on a 5 year contract	30.00	36.00	109.50	131.40

The Featureline Corporate Access Line Rental charge on the Standard, the 3-Year and the 5-Year Fixed Term Contracts, will automatically entitle Customers to the following call discounts off the base PSTN rates. Alternatively, customers can opt to take BT Business Plan for all OffNet calls and receive the 100% discount on all OnNet calls.

#### Embark Centrex Low Loss Exchange Lines

Product withdrawn from new supply with effect from 1st October 2006 and subject to full withdrawal from 31st May 2008.

A Low Loss Line is an exchange line which provides the Customer with a service that effectively has a higher level of signal strength. This is achieved by reducing the amount of signal loss between the local exchange and the Customer's premises with amplifiers at the serving exchange. The signal must be measured, for which a fee is charged. NB: These exclude Featureline Corporate Centrex Access Lines.

#### Eligibility

Product withdrawn from new supply with effect from 1st October 2006 and subject to full withdrawal from 31st May 2008.

This service is available to all Customers, except those using PSTN split line voice service.

#### Connection Charges

Product withdrawn from new supply with effect from 1st October 2006 and subject to full withdrawal from 31st May 2008.

	Price per Line	
	Exc VAT	Inc VAT
	£	£
New Low Loss exchange line (3dB)	(c)	(c)
Ordinary exchange line changed to (3dB)	(c)	(c)
Low Loss exchange line (6dB) changed to (3dB)	(c)	(c)
Low Loss exchange line (6dB) or (3dB) changed to ordinary line	(c)	(c)
Exchange lines to the same installation signal measured at the same time - up to 30 lines	(c)	(c)
Exchange lines to the same installation signal measured at the same time - Each additional 10 lines or less	(c)	(c)

The measurement fee charged for each additional 10 lines or less is the same whether the Customer Site is visited or not.

#### Rental Charges

Product withdrawn from new supply with effect from 1st October 2006 and subject to full withdrawal from 31st May 2008.

#### Standard Prices

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	Rental per Line	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
New Low Loss exchange line (3dB)	76.66	92.00

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	Rental per Line	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
New Low Loss exchange line (3dB)	67.08	80.50

NB: This excludes Featureline Corporate Centrex Access Lines.

**Conditions**

Low loss exchange line service is provided under BT's Contract for Access Services.

6db is no longer available for new supply.

NB: This excludes Featureline Corporate Centrex Access Lines.

**Embark Call Pricing Scheme**

Please note: These Call Pricing Schemes apply to Embark only and not Featureline Corporate.

It is the Customer's responsibility to select the call-pricing scheme appropriate to their Embark network. Once selected, the chosen call-pricing scheme will apply for the duration of the Contract period.

No other BT line or Site-based call price discount packages are available on the Customer's Embark network

Minimum call charges apply to all Embark OnNet and OffNet calls. The minimum call charge applies once the call has been connected. Where the charge for the call exceeds the minimum call charge the charge for the call is applied rather than the minimum call charge.

OnNet Call means a Local or National call that is generated from a Customer Site connected to the Embark service that it is terminated at a another customer site or business group site using the customer's private network number plan for routing purposes. An OnNet Call can be made either by using the Site Location Code + Extension Number or using the full PSTN Number if Forced OnNet has been requested.

OffNet Call means a call that is generated from a Customer Site connected to the Embark service that is not routed using the Customer's private network number plan. An OffNet call is made when the full PSTN Number is dialled.

Please see [General Notes](#) for details of Call Duration Rounding and Call Charge Rounding.

Any call types not detailed in this section are charged at BT Business Base Rate, See [Section 2](#): for further information.

**Network Fees**

	Rental	
	Exc VAT	Inc VAT
	£ (Per Quarter)	£ (Per Quarter)
Option A Network Rental Fee (per customer network)	0.00	0.00
Option B Network Rental Fee (per customer network)	1250.00	1500.00
Option C Network Rental Fee (per customer network)	37500.00	45000.00

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## Call Charges

Table A - OnNet Local Calls

Call Package	Price in pence per minute						Minimum Call Charge	
	Daytime		Evenings & night-time		Weekend			
	Mon - Fri 7am - 7pm		Mon - Fri before 7am & after 7pm		All Day Sat & Sun			
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	Pence	Pence	Pence	Pence	Pence	Pence	Pence	Pence
Call Pricing Scheme A	1.70	2.05	0.40	0.49	0.40	0.49	2.10	2.53
Call Pricing Scheme B	1.50	1.80	0.40	0.49	0.40	0.49	1.90	2.28
Call Pricing Scheme C	1.10	1.32	0.30	0.37	0.30	0.37	1.30	1.56

Table B - OnNet National Calls

Call Package	Price in pence per minute						Minimum Call Charge	
	Daytime		Evenings & night-time		Weekend			
	Mon - Fri 7am - 7pm		Mon - Fri before 7am & after 7pm		All Day Sat & Sun			
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	Pence	Pence	Pence	Pence	Pence	Pence	Pence	Pence
Call Pricing Scheme A	3.00	3.60	1.50	1.80	0.60	0.73	1.90	2.28
Call Pricing Scheme B	2.50	3.01	1.30	1.56	0.50	0.61	1.60	1.93
Call Pricing Scheme C	1.70	2.05	0.90	1.08	0.30	0.37	1.10	1.32

Table C - Offnet Local Calls

Call Package	Price in pence per minute						Minimum Call Charge	
	Daytime		Evenings & night-time		Weekend			
	Mon - Fri 7am - 7pm		Mon - Fri before 7am & after 7pm		All Day Sat & Sun			
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	Pence	Pence	Pence	Pence	Pence	Pence	Pence	Pence
Call Pricing Scheme A	2.40	2.89	0.60	0.73	0.60	0.73	3.00	3.60
Call Pricing Scheme B	2.20	2.64	0.60	0.73	0.60	0.73	2.80	3.37
Call Pricing Scheme C	1.70	2.05	0.40	0.49	0.40	0.49	2.10	2.53

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Table D - OffNet National Calls (See Note 1)

Call Package	Price in pence per minute						Minimum Call Charge	
	Daytime		Evenings & night-time		Weekend			
	Mon - Fri 7am - 7pm		Mon - Fri before 7am & after 7pm		All Day Sat & Sun			
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
Pence	Pence	Pence	Pence	Pence	Pence	Pence	Pence	
Call Pricing Scheme A	3.10	3.72	1.60	1.93	0.60	0.73	1.90	2.28
Call Pricing Scheme B	2.90	3.49	1.40	1.69	0.50	0.61	1.80	2.16
Call Pricing Scheme C	2.00	2.41	1.00	1.21	0.40	0.49	1.30	1.56

1. Includes calls charged at g21 rate in Section 2Part 10 and g21 calls shown as 11 under Categorisation for Customer Options in Section 2Part 11

Table E - International Direct Dialed (IDD) Calls

International Direct Dialed Chargebands	Price in pence per minute						Minimum Call Charge	
	Daytime		Evenings & night-time		Weekend			
	Mon - Fri 7am - 7pm		Mon - Fri before 7am & after 7pm		All Day Sat & Sun			
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
Pence	Pence	Pence	Pence	Pence	Pence	Pence	Pence	
<b>Embark Call pricing scheme A</b>								
IR (Republic of Ireland)	13.00	15.61	13.00	15.61	13.00	15.61	3.30	3.97
1	19.50	23.41	19.50	23.41	19.50	23.41	3.30	3.97
2	26.00	31.21	26.00	31.21	26.00	31.21	3.30	3.97
3	32.50	39.01	32.50	39.01	32.50	39.01	3.30	3.97
4	16.30	19.57	16.30	19.57	16.30	19.57	3.30	3.97
5	39.00	46.81	39.00	46.81	39.00	46.81	3.30	3.97
6	52.00	62.41	52.00	62.41	52.00	62.41	3.30	3.97
7	65.00	78.01	65.00	78.01	65.00	78.01	3.30	3.97
8	78.00	93.61	78.00	93.61	78.00	93.61	3.30	3.97
9	97.50	117.00	97.50	117.00	97.50	117.00	3.30	3.97
10	130.00	156.01	130.00	156.01	130.00	156.01	3.30	3.97
<b>Embark Call pricing scheme B</b>								
IR (Republic of Ireland)	12.00	14.40	12.00	14.40	12.00	14.40	3.00	3.60
1	18.00	21.60	18.00	21.60	18.00	21.60	3.00	3.60
2	24.00	28.80	24.00	28.80	24.00	28.80	3.00	3.60
3	30.00	36.00	30.00	36.00	30.00	36.00	3.00	3.60
4	15.00	18.00	15.00	18.00	15.00	18.00	3.00	3.60
5	36.00	43.20	36.00	43.20	36.00	43.20	3.00	3.60

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International Direct Dialled Chargebands	Price in pence per minute						Minimum Call Charge	
	Daytime		Evenings & night-time		Weekend			
	Mon - Fri 7am - 7pm		Mon - Fri before 7am & after 7pm		All Day Sat & Sun		Exc VAT	Inc VAT
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT		
Pence	Pence	Pence	Pence	Pence	Pence	Pence	Pence	
6	48.00	57.60	48.00	57.60	48.00	57.60	3.00	3.60
7	60.00	72.00	60.00	72.00	60.00	72.00	3.00	3.60
8	72.00	86.40	72.00	86.40	72.00	86.40	3.00	3.60
9	90.00	108.01	90.00	108.01	90.00	108.01	3.00	3.60
10	120.00	144.00	120.00	144.00	120.00	144.00	3.00	3.60
<b>Embark Call Pricing scheme C</b>								
IR (Republic of Ireland)	10.00	12.01	10.00	12.01	10.00	12.01	2.50	3.01
1	15.00	18.00	15.00	18.00	15.00	18.00	2.50	3.01
2	20.00	24.01	20.00	24.01	20.00	24.01	2.50	3.01
3	25.00	30.00	25.00	30.00	25.00	30.00	2.50	3.01
4	12.50	15.00	12.50	15.00	12.50	15.00	2.50	3.01
5	30.00	36.00	30.00	36.00	30.00	36.00	2.50	3.01
6	40.00	48.01	40.00	48.01	40.00	48.01	2.50	3.01
7	50.00	60.00	50.00	60.00	50.00	60.00	2.50	3.01
8	60.00	72.00	60.00	72.00	60.00	72.00	2.50	3.01
9	75.00	90.00	75.00	90.00	75.00	90.00	2.50	3.01
10	100.00	120.00	100.00	120.00	100.00	120.00	2.50	3.01

The following tables apply to Embark call pricing schemes A, B, and C

Table F - Calls to mobile (from a fixed line)

Fixed to Mobile chargebands	Price in pence per minute						Minimum Call Charge	
	Daytime		Evenings & night-time		Weekend			
	Mon - Fri 7am - 7pm		Mon - Fri before 7am & after 7pm		All Day Sat & Sun		Exc VAT	Inc VAT
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT		
Pence	Pence	Pence	Pence	Pence	Pence	Pence	Pence	
fm 1	9.49	11.39	9.49	11.39	9.49	11.39	4.80	5.77
fm 2	21.10	25.32	15.10	18.12	7.10	8.52	4.80	5.77
fm 3	9.49	11.39	9.49	11.39	9.49	11.39	4.80	5.77
fm 4	9.49	11.39	9.49	11.39	9.49	11.39	4.80	5.77
fm 5	9.49	11.39	9.49	11.39	9.49	11.39	4.80	5.77
fm 6	9.49	11.39	9.49	11.39	9.49	11.39	4.80	5.77
fm 7	12.50	15.00	6.80	8.17	6.10	7.32	4.80	5.77
fm 8	11.90	14.28	9.70	11.65	5.40	6.48	4.80	5.77
fm 9	10.10	12.13	8.60	10.32	5.00	6.01	4.80	5.77
fm 10	15.20	18.24	11.90	14.28	5.00	6.01	4.80	5.77



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Fixed to Mobile chargebands	Price in pence per minute						Minimum Call Charge	
	Daytime		Evenings & night-time		Weekend			
	Mon - Fri 7am - 7pm		Mon - Fri before 7am & after 7pm		All Day Sat & Sun			
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	Pence	Pence	Pence	Pence	Pence	Pence	Pence	Pence
fm 11	13.30	15.97	13.30	15.97	13.30	15.97	4.80	5.77
fm 12	10.70	12.84	10.70	12.84	10.70	12.84	4.80	5.77
fm 13	14.20	17.04	12.10	14.52	6.80	8.17	4.80	5.77
fm14	9.60	11.53	9.60	11.53	9.60	11.53	4.80	5.77
fm15	10.07	12.08	10.07	12.08	10.07	12.08	4.80	5.77
fm16	8.55	10.26	8.55	10.26	8.55	10.26	4.80	5.77
fm17	9.03	10.83	9.03	10.83	9.03	10.83	4.80	5.77

**Access Charge for calls to 084, 087, 09 & 118 numbers**

Non geographic call services – see [Notices 2015 - 10/15 - Changes to charges for non-geographic call...](#)

Calls to Non geographic numbers – 084, 087, 09, & 118 - will be set at the same rate as the national geographic call.

**Table G - Calls to Information Services**

The rates in the following table applies to Embark Call pricing schemes A, B and C

	Price in pence per minute						Minimum Call Charge	
	Daytime		Evenings & night-time		Weekend			
	Mon - Fri 7am - 7pm		Mon - Fri before 7am & after 7pm		All Day Sat & Sun			
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	Pence	Pence	Pence	Pence	Pence	Pence	Pence	Pence
r-Calls to Pagers and Voice Messaging Services	4.60	5.52	2.30	2.76	1.70	2.05	3.50	4.21

	Price in Pence per Call					
	Daytime		Evenings & night-time		Weekend	
	Mon - Fri 7am - 7pm		Mon - Fri before 7am & after 7pm		All Day Sat & Sun	
	ExcVAT	IncVAT	ExcVAT	IncVAT	ExcVAT	IncVAT
	Pence	Pence	Pence	Pence	Pence	Pence
FF8	10.90	13.08	10.90	13.08	10.90	13.08
FF9	25.00	30.00	25.00	30.00	25.00	30.00
FF10	15.00	18.00	15.00	18.00	15.00	18.00

**Table H - Premium Rate calls**

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Part 20: Featureline & Embark

Type of call	Price in pence per minute						Minimum Call Charge	
	Daytime		Evenings & night-time		Weekend			
	Mon - Fri 7am - 7pm		Mon - Fri before 7am & after 7pm		All Day Sat & Sun			
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	Pence	Pence	Pence	Pence	Pence	Pence	Pence	Pence
<b>Embark Call pricing scheme A</b>								
M-Sat	430.00	516.00	430.00	516.00	430.00	516.00	3.30	3.97
M4 High Speed Data	670.00	804.01	670.00	804.01	670.00	804.01	3.30	3.97
<b>Embark Call pricing scheme B</b>								
M-Sat	430.00	516.00	430.00	516.00	430.00	516.00	3.00	3.60
M4 High Speed Data	670.00	804.01	670.00	804.01	670.00	804.01	3.00	3.60
<b>Embark Call pricing scheme C</b>								
M-Sat	430.00	516.00	430.00	516.00	430.00	516.00	2.50	3.01
M4 High Speed Data	670.00	804.01	670.00	804.01	670.00	804.01	2.50	3.01

#### Basic International Call Charges to Mobile Telephones

IDD calls to some mobile telephones and other special and higher rate services registered in foreign countries will be charged at 30.00p (ex VAT) / 36.00p (inc VAT) per minute more than the equivalent pence per minute price shown in Table E above for an IDD call to a fixed telephone in that country. Full details of the destinations and number ranges to which this applies are shown at Section 2 Part 17

**Please see Section 2: , Part 8: for further information relating to the International Charge Band Allocated to Each Country for Business Lines**

#### Featureline Corporate Call Pricing Package

Please note: These Call Pricing Packages apply to Featureline Corporate only and not Embark.

No other BT line or Site-based call price discount packages are available on the Customer's Featureline Corporate network.

Minimum call charges apply to all Featureline Corporate OnNet and OffNet calls. The minimum call charge applies once the call has been connected. Where the charge for the call exceeds the minimum call charge the charge for the call is applied rather than the minimum call charge.

OnNet Call means a Local or National call that is generated from a Customer Site connected to the Featureline Corporate service that it is terminated at a another customer site or business group site using the customer's private network number plan for routing purposes. An OnNet Call can be made either by using the Site Location Code + Extension Number or using the full PSTN Number if Forced OnNet has been requested.

OffNet Call means a call that is generated from a Customer Site connected to the Featureline Corporate service that is not routed using the Customer's private network number plan. An OffNet call is made when the full PSTN Number is dialled.

Please see [General Notes](#) for details of Call Duration Rounding and Call Charge Rounding.

Any call types not detailed in this section are charged at BT Base Rate, see Section 2 for further information.

#### OnNet Calls

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All Featureline Corporate OnNet Local and National calls are included within tariff.

**Table A - OffNet Calls**

Call Type	Price in pence per minute						Minimum Call Charge	
	Daytime		Evenings & night-time		Weekend			
	Mon - Fri 7am - 7pm		Mon - Fri before 7am & after 7pm		All Day Sat & Sun			
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
Pence	Pence	Pence	Pence	Pence	Pence	Pence	Pence	
Local	2.40	2.89	0.60	0.73	0.60	0.73	2.90	3.49
National	3.10	3.72	1.60	1.93	0.60	0.73	1.90	2.28
(See Note 1)								
Mobile Calls								
fm1	9.49	11.39	9.49	11.39	9.49	11.39	4.80	5.77
fm2	21.10	25.32	15.10	18.12	7.10	8.52	4.80	5.77
fm3	9.49	11.39	9.49	11.39	9.49	11.39	4.80	5.77
fm4	9.49	11.39	9.49	11.39	9.49	11.39	4.80	5.77
fm5	9.49	11.39	9.49	11.39	9.49	11.39	4.80	5.77
fm6	9.49	11.39	9.49	11.39	9.49	11.39	4.80	5.77
fm7	12.50	15.00	6.80	8.17	6.10	7.32	4.80	5.77
fm8	11.90	14.28	9.70	11.65	5.40	6.48	4.80	5.77
fm9	10.10	12.13	8.60	10.32	5.00	6.01	4.80	5.77
fm10	15.20	18.24	11.90	14.28	5.00	6.01	4.80	5.77
fm11	13.30	15.97	13.30	15.97	13.30	15.97	4.80	5.77
fm12	10.70	12.84	10.70	12.84	10.70	12.84	4.80	5.77
fm13	14.97	17.97	12.73	15.29	7.11	8.54	4.80	5.77
fm14	9.60	11.53	9.60	11.53	9.60	11.53	4.80	5.77
fm15	10.07	12.08	10.07	12.08	10.07	12.08	4.80	5.77
fm16	8.55	10.26	8.55	10.26	8.55	10.26	4.80	5.77
fm17	9.03	10.83	9.03	10.83	9.03	10.83	4.80	5.77

(1) Includes calls charged at g21 rate and shown as 11 under Categorisation for Customer Options in Section 2 Part 11

**Access Charge for calls to 084, 087, 09 & 118 numbers**

Non geographic call services – see [Notices 2015 - 10/15 - Changes to charges for non-geographic call...](#)

Calls to Non geographic numbers – 084, 087, 09, & 118 - will be set at the same rate as the national geographic call.

**Table B - Calls to Information Services**

	Price in pence per minute						Minimum Call Charge	
	Daytime		Evenings & night-time		Weekend			
	Mon - Fri 7am - 7pm		Mon - Fri before 7am & after 7pm		All Day Sat & Sun			
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
Pence	Pence	Pence	Pence	Pence	Pence	Pence	Pence	
r-Calls to Pagers and Voice	4.60	5.52	2.30	2.76	1.70	2.05	3.50	4.21

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	Price in pence per minute						Minimum Call Charge	
	Daytime		Evenings & night-time		Weekend			
	Mon - Fri 7am - 7pm		Mon - Fri before 7am & after 7pm		All Day Sat & Sun			
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	Pence	Pence	Pence	Pence	Pence	Pence	Pence	Pence
Messaging Services								

	Price in Pence per call					
	Daytime		Evenings & night-time		Weekend	
	Mon - Fri 7am - 7pm		Mon - Fri before 7am & after 7pm		All Day Sat & Sun	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	Pence	Pence	Pence	Pence	Pence	Pence
FF8	10.90	13.08	10.90	13.08	10.90	13.08
FF9	25.00	30.00	25.00	30.00	25.00	30.00
FF10	15.00	18.00	15.00	18.00	15.00	18.00

Table C - International Direct Dialed Calls

International Direct Dialed Chargebands	Price in pence per minute						Minimum Call Charge	
	Daytime		Evenings & night-time		Weekend			
	Mon - Fri 7am - 7pm		Mon - Fri before 7am & after 7pm		All Day Sat & Sun			
	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	Pence	Pence	Pence	Pence	Pence	Pence	Pence	
IR (Republic of Ireland)	4.00	4.81	4.00	4.81	4.00	4.81	1.00	1.21
1	6.00	7.20	6.00	7.20	6.00	7.20	1.00	1.21
2	8.00	9.61	8.00	9.61	8.00	9.61	1.00	1.21
3	10.00	12.01	10.00	12.01	10.00	12.01	1.00	1.21
4	5.00	6.01	5.00	6.01	5.00	6.01	1.00	1.21
5	12.00	14.40	12.00	14.40	12.00	14.40	1.00	1.21
6	16.00	19.21	16.00	19.21	16.00	19.21	1.00	1.21
7	20.00	24.01	20.00	24.01	20.00	24.01	1.00	1.21
8	24.00	28.80	24.00	28.80	24.00	28.80	1.00	1.21
9	30.00	36.00	30.00	36.00	30.00	36.00	1.00	1.21
10	40.00	48.01	40.00	48.01	40.00	48.01	1.00	1.21

Basic International Call Charges to Mobile Telephones

IDD calls to some mobile telephones and other special and higher rate services registered in foreign countries will be charged at 30.00p (ex VAT) / 36.00p (inc VAT) per minute more than the equivalent pence per minute price shown in Table C above for an IDD call to a fixed telephone in that country. Full details of the destinations and number ranges to which this applies are shown at Section 2 Part 17

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Please see [Section 2](#) , [Part 8](#): for further information relating to the International Charge Band Allocated to Each Country for Business Lines.

**Moves and Changes & Internal Shifts**

**Moves, Changes and Direct Dialling in (DDI)**

Description	Charge		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)
Physical Internal Shift - Timescale charges apply - see <a href="#">Section 15 Part 7</a>			-	-
Change Public Directory Number (per number)	40.00	48.00	-	-
Restructure Embark Network Numbering Plan (per site or SLC). Includes addition of a Site Location Code (SLC) not directly connected to the Embark network.	22.00	26.40	-	-
Re-configure Embark Digital Access Lines at Customer's request. The charge is raised per 15 channels. Charges are raised according to the total installation size and not the number of channels being re-configured.	55.00	66.00	-	-
Permanent withhold of Calling Line Identity (CLI) for calls to the public network	0.00	0.00	-	-
Allocation of a new DDI number range. Planning charges, applied per new DDI number range. Only applicable to previously unused DDI number ranges.	110.00	132.00	0.00	0.00
Provision of DDI numbers within quota (Blocks of 10)	0.00	0.00	0.00	0.00
Provision of DDI numbers in excess of quota (Blocks of 10) Charge is per number No connection charge for direct transfers from ISDN30 service.	1.10	1.33	2.40	2.88
DDI numbers provided in excess of quota - per single number. No connection charge for direct transfers from ISDN 30 Service.	1.10	1.33	2.40	2.88
DDI numbers provided within quota - per single number	0.00	0.00	0.00	0.00

The charges above apply to Embark, including Featureline Corporate Networks.

**Hunt Groups**

Type of Change	Charge	
	Exc VAT	Inc VAT
	£	£
Change Hunt Group - (per Hunt Group) NB: Includes changes of Hunting configuration between cyclic, sequential or non-standard distribution	30.00	36.00
Change Hunt Group - (per line) NB: Includes changes of Hunting configuration between cyclic, sequential or non-standard distribution	5.00	6.00

**Pick-Up Groups**

Type of Change	Charge	
	Exc VAT	Inc VAT
	£	£
Provide new Pick-Up Group - (per new Pick-Up Group)	10.00	12.00
Change Pick-Up Group Line - (per line) NB: Includes adding to, removing from or changing between groups	10.00	12.00

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Type of Change	Charge	
	Exc VAT	Inc VAT
	£	£
<b>Multiple Pick-Up Group</b> - (per line)Remove line from Group (per line)	10.00	12.00

**Numbering**

Type of Change	Charge	
	Exc VAT	Inc VAT
	£	£
<b>Direct Call</b> - Change of Direct Call destination (per line)	10.00	12.00
<b>Change public Directory NumberofBypass Number</b> - (per line)Re-number Bypass Number	40.00	48.00
<b>Change public Directory Number</b> - (per line)Re-number Direct Inward Dialling number - Auxiliary lines	40.00	48.00
<b>Change extension number</b> - (per line)Re-number extension numberNB: Extension retains original Line configuration No charge if implemented together with a change of public Directory number.	11.00	13.20

**Internal Shifts**

These charges apply to Embark Centrex and Featureline Corporate Centrex Access Lines.

	Charge	
	Exc VAT	Inc VAT
	£	£
Internal Shift - (per line)	74.00	88.80

**Embark & Featureline Corporate Additional Facilities****Digital Dual Parenting**

Digital Dual Parenting allows On-Net traffic to an Embark Digital Site, including Featureline Corporate, (PBX or Retail Connection), to be split between two discrete Embark, including Featureline Corporate answering points. (PBX or Retail Connection site) which gives automatic resilience for On-Net traffic to Business Critical Embark and Featureline Corporate Digital Sites (PBX or Retail Connection), in the event of a disaster or major fault.

The split of On-Net call traffic will be 50/50 when both Digital Sites (PBX or Retail Connection) are in operation.

The following charges are in addition to the full connection and rental charges (both line and site charges) for BT's Standard Embark Digital and Featureline Corporate Digital Access Lines.

	Connection Charge		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)
Embark Dual Parenting - Per Digital Site	22.00	26.40	0.00	0.00

If any additional infrastructure is used to provide the Embark Digital or Featureline Corporate Digital Access Lines, BT's standard excess charges shown in Section 45 Part 1 will apply.

For any reconfiguration to the Customer Embark or Featureline Corporate Digital network, Timescale charges shown in Section 15 Part 8 will apply.

**Digital Site Assurance**

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Site Assurance enables Customers to call BT and have their In-Coming PSTN calls that go to an Embark Digital or Featurenet Corporate Digital Site, re-routed to an alternative pre-set Embark or Featurenet Corporate Site (Centrex or Digital), or any pre-set designated telephone number in the event of a major fault or disaster. This will be achieved by the use of basic call diversion to reroute all Incoming PSTN calls.

	Rental	
	Exc VAT	Inc VAT
	£(pq)	£(pq)
For each Embark Digital Access Line at the assured site associated with the telephone number/s whose calls are to be diverted	9.00	10.80

NB. This charge must be applied to all Digital Access Lines that exist at the Embark or Featureline Corporate Digital Site. In addition call charges will be raised for the diverted part of each call when the diversion is activated.

The above rental charges for Digital Site Assurance do not apply on Embark if a Customer takes Embark call pricing scheme C, however the additional call charges for the diverted part of each call when the diversion is activated will still apply. NB: This does not apply to Networks made up of Featureline Corporate Access Lines.

This service option has a minimum rental period of 12 months and is subject to survey.

Any changes to the preset destination number after the service is provided will be charged using timescale rates shown in Section 15 Part 8

#### Additional Facilities

The following additional features are also available on Embark Centrex Access Lines and Featureline Corporate Centrex Access Lines. The charges identified are in addition to normal connection and rental charges.

Where Customers are already paying for the facilities identified below, on ordinary BT Direct Exchange Lines or BT Featurelines that are converted to Embark Centrex or Featureline Corporate Centrex Access Lines, the set-up charges shall not apply.

Facility set-up charges will be incurred for Reminder Call - see Section 2 Part 4 Subpart 3.

#### Hunt Groups

Facility	Set-Up		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)
<b>Hunt Group Working</b>				
Set-up - Sequential hunting (per hunt group)	0.00	0.00	-	-
Set-up - Cyclic hunting (per hunt group)	0.00	0.00	-	-
Set-up - Non-standard hunting (per hunt group)	0.00	0.00	-	-
Set-up and rental (per line)	0.00	0.00	0.00	0.00
Queuing set-up and rental - (per hunt group)	0.00	0.00	0.00	0.00

#### Call Barring

Facility	Set-Up		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)
<b>Outgoing Call Barring</b>				
Customer PIN Controlled (per line)	-	-	0.00	0.00

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Facility	Set-Up		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)
Admin. (BT) controlled (per line) (b)	(a)	(a)	0.00	0.00
Request for new PIN (per PIN)	0.00	0.00	-	-

**Forced Onnet**

	Connection		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)
Provide Forced OnNet - per Site	0.00	0.00	0.00	0.00
Provide Forced OnNet - per network	0.00	0.00	0.00	0.00
Per network option Forced OnNet - per Site	-	-	-	-

NB. The above charges for Forced OnNet (both site & network options) do not apply if a Customer takes call pricing scheme C.

The above Rental charges for Forced OnNet (both site & network options) do not apply if a Customer is on a long term contract.

NB. There is no charge (set up/rental) for Forced On-Net provided on Featureline Corporate Access Lines.

**Miscellaneous Service Options**

Facility	Set-Up		Rental	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)
<b>Multiple Pick-Up Group</b> - Set-up on initial line provision	0.00	0.00	-	-
<b>Direct Call</b> (per line)	0.00	0.00	0.00	0.00
<b>Caller Display</b> (per line) (please note that the Caller Display Calling Feature is subject to availability)	0.00	0.00	0.00	0.00
<b>Call Minder</b> (per line) **	*	*	8.40	10.09
<b>Remote Diversion Facility</b>	-	-	0.00	0.00

\* Not available for new supply.

\*\* Embark Call Minder is not available for new supply.

**Miscellaneous**

	Charge	
	Exc VAT	Inc VAT
	£	£
Embark and Featureline Corporate Quick Start User Guide	2.50	3.00
Full Embark User Guide	7.50	9.00
Featureline Corporate User Guide	7.50	9.00

Free copies of the user guides are all available on bt.com - [www.bt.com/featurelineuserguides](http://www.bt.com/featurelineuserguides)

**Embark Management Information Reports**



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Management Information Reports are available to Customers, for both Digital and Centrex Access Lines, to provide incoming and outgoing calling information relating to their Embark Network. Further details of the information provided are available within the Service Description. NB: Management Information Reports are not available on Featureline Corporate Access Lines.

The reports are delivered on a monthly basis in CD-ROM format. Each CD-ROM report will provide information relating to all of a Customer's Embark site and lines, registered for inclusion within the report, up to a limit of 1,000 sites in total. Each CD-ROM is delivered to a single nominated Customer site. Duplicate copies are available at additional cost and may be delivered to an alternative address.

Description	ConnectionCharge		RentalCharge	
	Exc VAT	Inc VAT	Exc VAT	Inc VAT
	£	£	£(pq)	£(pq)
Monthly Management Information Reports - per site	11.00	13.20	17.15	20.58
Monthly Management Information Reports - per network	1100.00	1320.00	347.34	416.81
Per network option - Monthly Management Information Reports - per site	0.00	0.00	0.00	0.00
Additional copy of Management Information Reports CD-ROM	-	-	160.81	192.98
Weekly Management Information Reports - per site	11.00	13.20	17.15	20.58
Weekly Management Information Reports - per network	1100.00	1320.00	347.34	416.81
Per network option - Weekly Management Information Reports - per site.	0.00	0.00	0.00	0.00

NB. The above charges for Management Information Reports (both site & network options) do not apply if a Customer takes call pricing scheme C.

NB. The above rental charges for Management Information reports (both site & network options) do not apply if a Customer is on a long term Contract.

Management Information Reports are not available for Featureline Corporate lines and sites.

For system Y exchanges a manual operation exists for the distribution of user guides, controlled by the Embark Service Centre at Brighton.

### Call Charges

Except where a call is made to a 'specialised service' (see Section 2 Parts 11, 12, 13, 14, 15, 16 & 17), a call made to an exchange within the same charge group or to an exchange in an adjacent charge group is always a local call. All other inland geographic calls are charged at National rate. Information concerning call charges between two charge groups is contained in the Phone Book. For additional charge group information Customers can ring Operator Services on 100. Special arrangements apply for certain offshore islands - see Section 2 Part 9

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**Contract Options & Conditions**

**Conditions**

**Order Cancellation Charge**

Charges will be raised where a Customer cancels a Contract or the provision of a line before Service is provided, - see Pricing Information in Section 1 Part 20 Subpart 2. This charge will apply to new provisions, takeovers and conversions.

**Minimum Period**

All contracts have a Minimum Period of at least 12 months.

Long Term Contracts with Minimum Periods of 3 and 5 years may be available - See Section 1 Part 20 Subpart 2.

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

**Early Termination Charges**

If the customer terminates the contract before the end of the Minimum Period the following early termination charges will apply:

**1. Contracts with a 12 Month Minimum Period**

If the contract is terminated within 12 months, the customer will pay BT the full rental for the remainder of the 12 month period.

**2. Contracts with more than 12 months Minimum Period - Long Term Contracts**

i) Where the Contract is terminated within the first 12 months of the Minimum Period, the Customer will pay BT the full rental due for the first 12 months of the Minimum Period and 65% of the rental that would otherwise have been payable for the remainder of the Minimum Period at the rental applicable on the date of termination (exclusive of VAT).

ii) Where the Contract is terminated after the first 12 months of the Minimum Period, the Customer will pay BT 65% of the rental that would otherwise have been payable for the remainder of the Minimum Period at the rental applicable on the date of termination (exclusive of VAT).

**3. For all Contracts on both 12 month Minimum Period and Long Term Contracts (including extensions):**

(a) VAT will not be applied to these termination charges, unless otherwise stated.

(b) Early Termination Charges will not apply where:

(i) Access Lines are transferred from one existing site to another existing or to a new site. Please note that connection charges will be applied to the provision of the lines at the new location.

(ii) The total number of Access Lines terminated in any one year is less than 10% of the total number of Access Lines forming the customer's Featureline Corporate or Embark network.

Both Embark Access Lines and Featureline Corporate Access Lines under a single Embark Contract will co-terminate on the same date, according to the start date and the agreed term of that Contract. Subject to a Minimum Period of service of one year, both new Access Lines may be added to an existing Embark Contract at any time, and will receive any applicable discounts available under that Contract.

**Contract Options**

**Long Term Contracts**

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Long term contracts provide a discount against the access rental charge applicable to a contract with a 12 month Minimum Period.

At the end of the Minimum Period the discount will be removed and the charges will revert to the prevailing 1 year access rental charge as set out in Section 1 Part 20 Subpart 2 , Pricing Information plus 10% unless a new contract is signed.

**Long Service Long Term Contracts - Embark only**

Customers who have had Embark Access Lines only for a specified period of time may apply for a Long Service Long Term Contract as set out in the table below.

Minimum continuous period of service to date	Minimum Period	Embark Access Line Rental Discount
		%
3 Years	12 months	7%
3 Years	36 months	12.5%
5 Years	12 months	12.5%
5 Years	36 months	15%
7 Years	36 months	20%

The Long Term Contract will:

- (a) be for the Minimum Period specified and
- (b) provide customers with a discount on the Embark Access standard line rental applied against the Digital and Centrex Access Rental charges applicable to a one year contract (12 month Minimum Period)

at the end of the Minimum Period the discount will be removed and charges will revert to the 1 year Embark Access line rental, plus 10%, unless a new contract is signed.

A Customer who has Embark Access Lines only, on expiry of any type of Long Term Contract can sign a 1 year Extension Contract (with a 12 month Minimum Period) and this will enable them to carry on receiving the relevant access rental discount they were receiving under their original Contract.

**Migration to Hosted VoIP**

For Customers who wish to migrate their Embark or Featureline Corporate Network Service (this includes all types of Access lines) to BT One Cloud, the following cessation allowances apply:

- 1st year of a three or five year Contract - additional 20% of lines on the network\*.
- 2nd year of a three or five year Contract - additional 60% of lines on the network\*.
- 3rd year of a three or five year Contract - additional 90% of the lines on the network\*.
- 4th and 5th years of a five year Contract - additional 90% of the lines on the network\*.

\* based on the number of lines at the beginning of the Contract year.

These allowances are in addition to the cessation allowances stated elsewhere in this part but only apply provided that:

1. Total charges for the new Contract must exceed the Early Termination Charge for existing Contract.
2. Outstanding connection charges for the current Embark or Featureline Corporate Service being ceased have been paid in full.
3. On migration all appropriate charges (including Set Up charges) for the new service must be paid.
4. Term of the new Contract is equal to or greater than the outstanding term of the old Contract.

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5. The new VoIP service must equate to at least 90% of the volume of lines on the original Embark/Featureline Corporate Network being ceased.

The new Contract and services commence on or before the date of cessation of the Embark/Featureline Corporate Service, however Customers must accept that there may be a break in service from cessation of the Embark/Featureline Corporate Service to the commencement of the new VoIP Service.

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**Exceptional Charges**

The charges shown in this Section relate to provision of service in normal circumstances and based on work being carried out during normal working hours on a Working Day (Mon-Fri 08:00 - 17:00, excluding public/bank holidays).

If in BT's opinion or by special Customer request, the provision of service can only be supported using non-standard methods, materials or equipment, then charges additional to, or instead of those described in this Section may be made, dependent on the exact situation and/or special Customer requirements. If appropriate, a survey of the work will be carried out and a quote for provision will be given. Examples of the circumstances where special charges may be applied and the basis for such charges are shown below.

- a) Where for reasons of safety, security or Customer preference BT carries out work on new or existing Embark Networks outside of BT's normal working hours, BT will apply Timescale rates - see Section 15).
- b) 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.
- c) If service is required at a Non-Served premises. See Section 1 Part 5.
- d) Embark is a network service. Digital Access Lines and, where requested, Centex Access Lines terminate at a Network Termination Point (NTP) at or as near as possible to the entry point of the building. Additional work for any necessary jumpering between that NTP and the site distribution frame will be subject to charges as outlined in Section 6.

**Featureline Corporate/ Embark Conversion Charge**

Featureline Corporate/ Embark is an additional service which is provided only by BT which is not compatible with lines provided by other providers or standard PSTN lines, therefore BT must remove the additional features and convert these lines to a standard PSTN line prior to transfer or migration.

Where a customer terminates the Featureline Corporate/ Embark service, and either:

- a) Transfers their line to another provider or
- b) Converts their line to a PSTN line with BT

BT will apply a charge as set out in the Conversion Charge section of this Price List ( see the "Conversion Charges" tables - for each product, under Pricing Information).

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**Notes**

- (a) Time Related Charges apply.
- (b) Standard timescale charges in Section 15 Part 8 will apply.
- (c) No longer available for new supply