



Line Rental & Call Pricing

Sept 2021

1. Line Installation

Dependent on whether an engineer is needed to visit your property or complete the work outside of the property, there is a fixed fee to cover the Openreach engineer. On a 12 months contract, this fee is £49 and on a 24 months contract, this is free. However, please note that line installation costs are subject to survey. The total cost of an installation will take into consideration any additional work that may be required on site.

Charges are determined by BT Openreach and we will be passed on as per their charging policy.

2. Line Rental

Fleur Line Rental is charged at £16.20 per month. Should a customer wish to pay for 12 months' line rental upfront, they will be entitled to a 10% discount.

3. Call Set-Up Fees

Fleur charges a call set-up fee of 15 pence. Call set-up fees are charged for setting up certain types of calls and are payable in addition to call charges set out in the price list.

They apply unless stated otherwise in the detailed descriptions of call charges. For example, they apply to the following types of calls:

- Non-inclusive geographic calls
- 0845 & 0870 numbers
- Other numbers beginning with 08 which exclude a fixed fee element
- Numbers beginning with 09 excluding fixed fee premium numbers and those including a connection fee
- Calls to mobile networks including Wi-Fi but excluding ISDN 64k
- Calls to non-inclusive international fixed lines
- Calls to international mobiles excluding ISDN 64k and satellite calls
- The above services accessed via Operator Assistance

They will not apply to the following types of calls:

- Free call services
- Inclusive geographic calls where the pence per minute rate has been set to zero for the first 60 minutes of each call (including those that end after the free period elapses)
- Other numbers beginning with 08 which are priced as a fixed fee
- Numbers beginning with 09 which are priced as fixed fee premium numbers and those including a connection fee
- Inclusive calls to international fixed lines for UK Anytime customers (including those that end after the free period elapses)
- ISDN 64k and satellite calls to international mobiles



4. Call Packages

4.1 We offer the following call packages to be added to your Fleur line rental.

Call package	Cost per month
200 UK Local, National and Mobile Minutes	£3.00
400 UK Local, National and Mobile Minutes	£5.00
600 UK Local, National and Mobile Minutes	£7.00
Unlimited UK Local, National and Mobile – Evenings and Weekend	£4.00
Unlimited UK Local, National and Mobile – Evenings and Weekend	£8.00
100 International Landline Minutes (45 Top Destinations)	£3.00
300 International Landline Minutes (45 Top Destinations)	£7.00
500 International Landline Minutes (45 Top Destinations)	£12.00

Please note that our standard call connection charge of 15p only applies if you make calls outside the bundle.

For our international call rates per country, please view our [International Call Rates Matrix](#).

- i. Bundles include calls made to local and national numbers beginning with 01, 02 and 03
- ii. Evening calls refer to calls made before 7am and after 7pm Monday-Friday
- iii. Weekend calls refer to calls made from midnight Friday to midnight Sunday
- iv. All inclusive calls are up to a duration of 60 minutes. Any calls over 60 minutes will be charged at the standard rate. Redial before 60 minutes to avoid charges
- v. Call packages exclude indirect access numbers and dial-up internet access
- vi. Fair usage policy applies - maximum 10,000 minutes per month. If this limit is exceeded, there will be a charge for these calls at the standard rate for non-inclusive periods

5. Care levels

In the unlikely event that there is a fault with your telephone line, Fleur Telecom offers a fault repair service.

- i. Standard Care is our basic cover which is included for all our customers as part of their monthly line rental charge.
 1. Response expected within 48 working hours*
 2. Operating hours are 9am-5.30pm Monday-Friday (excluding public and Bank Holidays)

*Response time starts once a fault log has been received by the engineering department. Please note that the timescale for the fault to be fixed may exceed the stated response time, this depends on the cause of the fault.



6. Renumbers

If you move properties or your line is ceased and you request to keep your number, a renumber fee of £24.95 is payable. This charge is to cover the costs incurred to hold your number and reallocate this to your new service.

Please note that all prices in this document are inclusive of VAT.

