



## STANDARD CHARGES

### BROADBAND

| Description                                  | One-off | Monthly Charge         | Notes                                                                                                                                                                                                                         | Other Charges                                                                                                                                                                                                                                   |
|----------------------------------------------|---------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ADSL Unlimited Rental - BT                   | £45.00  | £32.99                 | One-off Charge relates to New Provide orders, Transfers orders will carry a one-off charge as shown under the relevant Transfer In product                                                                                    | An administration fee of £40 applies per Broadband Line cancelled or migrated away in addition to any minimum or early termination fees. Charge applies whether in or out of contract (applicable to all current and legacy broadband services) |
| ADSL Unlimited Rental - TTB                  |         |                        |                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                 |
| FTTP 40/10 Unlimited Fibre Rental - BTW      | £129.00 | £75.91                 | New Provides only                                                                                                                                                                                                             |                                                                                                                                                                                                                                                 |
| FTTP 80/20 Unlimited Fibre Rental - BTW      |         | £81.32                 |                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                 |
| FTTP 160/30 Unlimited Fibre Rental - BTW     |         | £91.39                 |                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                 |
| FTTP 220/20 Unlimited Fibre Rental - BTW     |         | £100.68                |                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                 |
| FTTP 330/50 Unlimited Fibre Rental - BTW     |         | £131.65                |                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                 |
| FTTP 110/15 Unlimited Fibre Rental - TTB     | £74.00  | £69.71                 |                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                 |
| FTTP 220/20 Unlimited Fibre Rental - TTB     |         | £85.20                 |                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                 |
| FTTP 330/30 Unlimited Fibre Rental - TTB     |         | £100.68                |                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                 |
| ADSL Transfer In                             | £0.00   | Package charge applies | One-off charge shown above, BT & TTB                                                                                                                                                                                          |                                                                                                                                                                                                                                                 |
| Cancelled installation                       | £25.00  | n/a                    | Before point of no return, per Broadband Line. Charged if cancelling an installation with more than 48 hours notice                                                                                                           |                                                                                                                                                                                                                                                 |
| Cancelled or missed installation appointment | £125.00 | n/a                    | Cancelled after point of no return or missed, per Broadband Line. Charged if cancelling or amending an installation with less than 48 hours notice or if you fail to allow an engineer to attend site for the agreed timeslot |                                                                                                                                                                                                                                                 |
| ADSL ANNEX M Option                          | £60.00  | £16.52                 | Applicable to DSL only, BT & TTB                                                                                                                                                                                              |                                                                                                                                                                                                                                                 |
| ADSL Premium Traffic Option                  | n/a     | £6.63                  | Applicable to DSL only                                                                                                                                                                                                        |                                                                                                                                                                                                                                                 |
| Amend order                                  | £15.00  | n/a                    | One-off                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                 |
| ADSL Expedite                                | £150.00 | n/a                    | One-off, BT & TTB, Expedite requests are best endeavours, charge applies whether sucessful or not                                                                                                                             |                                                                                                                                                                                                                                                 |
| ADSL broadband elevated best efforts         | n/a     | £6.63                  | Per month                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                 |
| Excess broadband usage                       | £0.22   | n/a                    | Per Mb / Per Month                                                                                                                                                                                                            |                                                                                                                                                                                                                                                 |
| Amend end user access                        | £25.00  | n/a                    | Charge to amend speed profile on the line                                                                                                                                                                                     |                                                                                                                                                                                                                                                 |
| Special Fault Investigation                  | £175.00 | n/a                    | Charged only if Digital Space is charged by the provider                                                                                                                                                                      |                                                                                                                                                                                                                                                 |
| Disconnection, Cease or Migration Out        | £40.00  | n/a                    | Administration fee including provider charges                                                                                                                                                                                 |                                                                                                                                                                                                                                                 |
| ADSL Care Level 3                            | n/a     | £20.22                 | Applicable to BTW and TTB only                                                                                                                                                                                                |                                                                                                                                                                                                                                                 |
| ADSL Care Level 4                            | n/a     | £26.25                 | Applicable to BTW and TTB only                                                                                                                                                                                                |                                                                                                                                                                                                                                                 |

### COLOCATION - NEWARK / TELFORD / NEWPORT

| Description                      | One-off   | Monthly    | Notes                                                                                                                                                        | Other Charges                                             |
|----------------------------------|-----------|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| Colo Space Rack Unit (1U) (100W) | £199.00   | £75.00     | Charge for Colocation including 100W of power per U, install is only charged once per order                                                                  |                                                           |
| Colo Space Full Rack (4kW)       | £1,599.00 | £2,000.00  | Charge for Colocation space including 4kW of power per rack, install is charged per rack                                                                     |                                                           |
| Power (per kW) - Excess Usage    | n/a       | £415.00    | Charged when the Committed power limit is exceed within month. Calculations are based per kW rounded up to the nearest 0.5kW and charged based on Peak usage | Power overages calculated as per the Power Overage Policy |
| Committed bandwidth (Mbps)       | n/a       | From £0.30 |                                                                                                                                                              |                                                           |
| Internal data transfer (Mbps)    | n/a       | From £0.30 |                                                                                                                                                              |                                                           |
| Physical Access Credentials      | £25.00    | n/a        | Per user                                                                                                                                                     |                                                           |
| Remote hands support on-demand   | n/a       | £82.10     | Minimum appointment of 30 minutes, rounded in 30 minute blocks dependent on actual completion time                                                           |                                                           |
| Additional 1GB switch port       | n/a       | £80.17     | Per month                                                                                                                                                    |                                                           |
| Cabling - Ethernet (Cat6) <100m  | £120.00   | £16.06     | Per cable                                                                                                                                                    |                                                           |
| Cabling - SM/MM Fibre - <100m    | £350.00   | £16.06     | Per cable                                                                                                                                                    |                                                           |

### COLOCATION - SOV

| Description                      | One-off | Monthly    | Notes                            | Other Charges |
|----------------------------------|---------|------------|----------------------------------|---------------|
| Colo Space Rack Unit (1U) (100W) | £199.00 | £123.91    | Charge for Colocation space only |               |
| Committed bandwidth (Mbps)       | n/a     | From £0.30 |                                  |               |

|                                 |         |            |                                                                                                                                                                           |                                                           |
|---------------------------------|---------|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| Internal data transfer (Mbps)   | n/a     | From £0.30 |                                                                                                                                                                           |                                                           |
| Power (Amps) - Committed        | n/a     | £192.00    | Per Amp (or part thereof), per month                                                                                                                                      |                                                           |
| Power (Amps) - Excess Usage     | n/a     | £192.00    | Charged when the Committed power limit is exceed within month.<br>Calculations are based Per Amp (or part thereof), per month, per rack/U and charged based on Peak usage | Power overages calculated as per the Power Overage Policy |
| Remote hands support on-demand  | n/a     | £82.10     | Minimum appointment of 30 minutes, rounded in 30 minute blocks dependent on actual completion time                                                                        |                                                           |
| Additional 1GB switch port      | n/a     | £80.17     | Per month                                                                                                                                                                 |                                                           |
| Cabling - Ethernet (Cat6) <100m | £120.00 | £16.06     | Per cable                                                                                                                                                                 |                                                           |
| Cabling - 5M/MM Fibre - <100m   | £350.00 | £16.06     | Per cable                                                                                                                                                                 |                                                           |

## DISASTER RECOVERY AS A SERVICE

| Description                                              | One-off  | Monthly  | Notes                                          | Other Charges |
|----------------------------------------------------------|----------|----------|------------------------------------------------|---------------|
| Virtual Replication License                              | n/a      | £47.78   | Per license                                    |               |
| DRaaS - Virtual Core Processing Unit (vCPU)              | n/a      | £21.48   | Per GHz                                        |               |
| DRaaS - Virtual Core Processing Unit (vCPU) - Burst Rate | n/a      | £26.72   | Per GHz based on short term commit requirement |               |
| DRaaS - Virtual Memory (vRAM)                            | n/a      | £2.01    | Per GB                                         |               |
| Gold Storage                                             | See Note | See Note | As per Virtual Data Centre pricing             |               |

## IP Voice

| Description                                         | One-off | Monthly | Notes |  |
|-----------------------------------------------------|---------|---------|-------|--|
| 8x8                                                 |         |         |       |  |
| 8x8 Phone App for Microsoft Teams                   | £2.50   | n/a     |       |  |
| Additional Local Number - Tier 1                    | n/a     | £5.76   |       |  |
| Additional Local Number - UK                        | n/a     | £5.76   |       |  |
| Additional Local Number - UK                        | n/a     | £5.76   |       |  |
| Base Number                                         | n/a     | n/a     |       |  |
| CC X Series Call Recordings Cold Storage 1-year     | n/a     | £2.82   |       |  |
| CC X Series Call Recordings Cold Storage 2-years    | n/a     | £3.54   |       |  |
| CC X Series Call Recordings Cold Storage 3-years    | n/a     | £4.25   |       |  |
| CC X Series Call Recordings Cold Storage 4-years    | n/a     | £4.97   |       |  |
| CC X Series Call Recordings Cold Storage 5-years    | n/a     | £5.60   |       |  |
| CC X Series Call Recordings Cold Storage 6-years    | n/a     | £6.19   |       |  |
| CC X Series Call Recordings Cold Storage 7-years    | n/a     | £6.62   |       |  |
| CC X Series Call Recordings Cold Storage 8-years    | n/a     | £7.04   |       |  |
| CC X Series Call Recordings Cold Storage 9-years    | n/a     | £7.39   |       |  |
| CC X Series Call Recordings Cold Storage 10-years   | n/a     | £7.61   |       |  |
| CC X Series Call Recordings Hot Storage 130-Days    | n/a     | £1.74   |       |  |
| CC X Series Screen Recordings Cold Storage 1-year   | n/a     | £13.64  |       |  |
| CC X Series Screen Recordings Cold Storage 2-years  | n/a     | £25.11  |       |  |
| CC X Series Screen Recordings Cold Storage 3-years  | n/a     | £30.84  |       |  |
| CC X Series Screen Recordings Cold Storage 4-years  | n/a     | £36.59  |       |  |
| CC X Series Screen Recordings Cold Storage 5-years  | n/a     | £42.32  |       |  |
| CC X Series Screen Recordings Cold Storage 6-years  | n/a     | £48.06  |       |  |
| CC X Series Screen Recordings Cold Storage 7-years  | n/a     | £53.79  |       |  |
| CC X Series Screen Recordings Cold Storage 8-years  | n/a     | £59.52  |       |  |
| CC X Series Screen Recordings Cold Storage 9-years  | n/a     | £65.26  |       |  |
| CC X Series Screen Recordings Cold Storage 10-years | n/a     | £70.98  |       |  |
| CC X Series Screen Recordings Hot Storage 30-Days   | n/a     | £9.34   |       |  |
| CC X Series Screen Recordings Hot Storage 130-Days  | n/a     | £26.55  |       |  |
| Local Number - Included                             | n/a     | n/a     |       |  |
| Toll Free numbers - Int'l                           | n/a     | £11.50  |       |  |
| Toll Free numbers - UK/US/Can                       | n/a     | £5.76   |       |  |
| UC Call Recordings Cold Storage up to 1-Year        | n/a     | £2.82   |       |  |
| UC Call Recordings Cold Storage up to 2-Years       | n/a     | £3.54   |       |  |
| UC Call Recordings Cold Storage up to 3-Years       | n/a     | £4.25   |       |  |
| UC Call Recordings Cold Storage up to 4-Years       | n/a     | £4.97   |       |  |
| UC Call Recordings Cold Storage up to 5-Years       | n/a     | £5.60   |       |  |
| UC Call Recordings Cold Storage up to 6-Years       | n/a     | £6.19   |       |  |

|                                                                                                           |            |         |                                                                                                                                  |  |
|-----------------------------------------------------------------------------------------------------------|------------|---------|----------------------------------------------------------------------------------------------------------------------------------|--|
| UC Call Recordings Cold Storage up to 7-Years                                                             | n/a        | £6.62   |                                                                                                                                  |  |
| UC Call Recordings Cold Storage up to 8-Years                                                             | n/a        | £7.04   |                                                                                                                                  |  |
| UC Call Recordings Cold Storage up to 9-Years                                                             | n/a        | £7.39   |                                                                                                                                  |  |
| UC Call Recordings Cold Storage up to 10-Years                                                            | n/a        | £7.61   |                                                                                                                                  |  |
| UC Call Recordings Hot Storage 130-days                                                                   | n/a        | £1.74   |                                                                                                                                  |  |
| UC Meeting Recordings Cold Storage up to 1-Year                                                           | n/a        | £13.64  |                                                                                                                                  |  |
| UC Meeting Recordings Cold Storage up to 2-Years                                                          | n/a        | £25.11  |                                                                                                                                  |  |
| UC Meeting Recordings Cold Storage up to 3-Years                                                          | n/a        | £30.84  |                                                                                                                                  |  |
| UC Meeting Recordings Cold Storage up to 4-Years                                                          | n/a        | £36.59  |                                                                                                                                  |  |
| UC Meeting Recordings Cold Storage up to 5-Years                                                          | n/a        | £42.32  |                                                                                                                                  |  |
| UC Meeting Recordings Cold Storage up to 6-Years                                                          | n/a        | £48.06  |                                                                                                                                  |  |
| UC Meeting Recordings Cold Storage up to 7-Years                                                          | n/a        | £53.79  |                                                                                                                                  |  |
| UC Meeting Recordings Cold Storage up to 8-Years                                                          | n/a        | £59.52  |                                                                                                                                  |  |
| UC Meeting Recordings Cold Storage up to 9-Years                                                          | n/a        | £65.26  |                                                                                                                                  |  |
| UC Meeting Recordings Cold Storage up to 10-Years                                                         | n/a        | £70.98  |                                                                                                                                  |  |
| UC Meeting Recordings Hot Storage 130-Days                                                                | n/a        | £26.55  |                                                                                                                                  |  |
| Voice Recording Retention - 10 Days                                                                       | n/a        | £25.83  |                                                                                                                                  |  |
| Voice Recording Retention - 40 Days                                                                       | n/a        | £28.69  |                                                                                                                                  |  |
| Voice Recording Retention - 100 Days                                                                      | n/a        | £38.73  |                                                                                                                                  |  |
| Voice Recording Retention - 400 Days                                                                      | n/a        | £51.63  |                                                                                                                                  |  |
| X Series - Lobby, DID Tier 1, Price Tier 1                                                                | n/a        | £5.76   |                                                                                                                                  |  |
| X Series - X0, DID Tier 1, Price Tier 1                                                                   | n/a        | £8.65   |                                                                                                                                  |  |
| X Series - X1 Ireland, DID Tier 1, Price Tier 1                                                           | n/a        | £20.08  |                                                                                                                                  |  |
| X Series - X1 Nationwide, DID Tier 1, Price Tier 1                                                        | £10.00     | n/a     |                                                                                                                                  |  |
| X Series - X1 Nationwide, DID Tier 2, Price Tier 1                                                        | £10.00     | n/a     |                                                                                                                                  |  |
| X Series - X1 Nationwide, DID Tier 3, Price Tier 1                                                        | £18.00     | n/a     |                                                                                                                                  |  |
| X Series - X1 Nationwide, DID Tier 4, Price Tier 1                                                        | £26.00     | n/a     |                                                                                                                                  |  |
| X Series - X1 Nationwide, DID Tier 5, Price Tier 1                                                        | £50.00     | n/a     |                                                                                                                                  |  |
| X Series - X1, DID Tier 1, Price Tier 1                                                                   | n/a        | £14.35  |                                                                                                                                  |  |
| X Series - X2 Ireland, DID Tier 1, Price Tier 1                                                           | n/a        | £30.12  |                                                                                                                                  |  |
| X Series - X2, DID Tier 1, Price Tier 1                                                                   | n/a        | £28.69  |                                                                                                                                  |  |
| X Series - X3, DID Tier 1, Price Tier 1                                                                   | n/a        | £35.86  |                                                                                                                                  |  |
| X Series - X4, DID Tier 1, Price Tier 1                                                                   | n/a        | £53.06  |                                                                                                                                  |  |
| X Series - X6 Bundled, DID Tier 1, Price Tier 1                                                           | n/a        | £129.07 |                                                                                                                                  |  |
| X Series - X7 Bundled, DID Tier 1, Price Tier 1                                                           | n/a        | £150.57 |                                                                                                                                  |  |
| X Series - X8 Bundled, DID Tier 1, Price Tier 1                                                           | n/a        | £193.58 |                                                                                                                                  |  |
| <b>Gamma SIP &amp; Numbering</b>                                                                          |            |         |                                                                                                                                  |  |
| Directory Entries - Ordinary Typeface Special Phone Book Entry                                            | £362.03    | n/a     | Per number                                                                                                                       |  |
| Directory Entries - Bold Typeface Special Phone Book Entry                                                | £712.47    | n/a     |                                                                                                                                  |  |
| Directory Entries - Superbold Typeface Special Phone Book Entry                                           | £1,382.85  | n/a     |                                                                                                                                  |  |
| Directory Entries - Ordinary Typeface National Special Phone Book Entry                                   | £19,163.20 | n/a     |                                                                                                                                  |  |
| Directory Entries - Bold Typeface National Special Phone Book Entry                                       | £39,992.19 | n/a     |                                                                                                                                  |  |
| Directory Entries - Superbold Typeface National Special Phone Book Entry                                  | £65,091.39 | n/a     |                                                                                                                                  |  |
| Single Line                                                                                               | £15.50     | n/a     | Per main billing number                                                                                                          |  |
| Multi Line                                                                                                | £30.00     | n/a     |                                                                                                                                  |  |
| Multi Line with Block of 1-10 DDIs                                                                        | £75.00     | n/a     |                                                                                                                                  |  |
| Multi Line with Block of > 10 DDIs                                                                        | £147.00    | n/a     |                                                                                                                                  |  |
| OOH Porting (Evenings Mon-Fri)                                                                            | £175.00    | n/a     | Per end user order per day. Standard port charge per line also applies in addition to this charge                                |  |
| OOH Porting (Saturday)                                                                                    | £350.00    | n/a     |                                                                                                                                  |  |
| DMA Transfer with Block of 1000 DDIs                                                                      | £700.00    | n/a     | Per main billing number                                                                                                          |  |
| Export of a number to another network                                                                     | £18.33     | n/a     | Per number                                                                                                                       |  |
| Non-Geographic Porting in/out - Any number port order (9 Numbers or less either singularly or in a range) | £19.00     | n/a     | Per number. Applies when porting a UK non-geographic a single number or range with less than ported from an alternative provider |  |
| Non-Geographic Porting in/out - Any number port order (10+ Numbers in a single range)                     | £0.00      | n/a     | Per number. Applies when porting a UK non-geographic number range of 10 or more numbers from an alternative provider             |  |

|                                                                                              |            |         |                                                                                                                                    |  |
|----------------------------------------------------------------------------------------------|------------|---------|------------------------------------------------------------------------------------------------------------------------------------|--|
| Order Rejection                                                                              | £22.50     | n/a     | Per number when a port fails for any reason                                                                                        |  |
| Porting Date Changed by Partner or Emergency Restore                                         | £43.75     | n/a     | Gamma reserves the right to charge £26.25 per order per successful change or emergency restore.                                    |  |
| Cancellation of Porting Order                                                                | £22.50     | n/a     | Per number when a port order is cancelled for any reason                                                                           |  |
| Order timed out                                                                              | £22.50     | n/a     | Per number when a port fails due to a time out                                                                                     |  |
| Product to Product/Partner to Partner Transfer - Automated Systems provided in working hours | £0.00      | n/a     | Per successful order completed                                                                                                     |  |
| Product to Product/Partner to Partner Transfer - OOH Porting (Evenings Mon-Fri)              | £208.33    | n/a     |                                                                                                                                    |  |
| Product to Product/Partner to Partner Transfer - OOH Porting (Saturday)                      | £416.67    | n/a     |                                                                                                                                    |  |
| Special Orders - Manual Order                                                                | £0.00      | n/a     | Per number port order                                                                                                              |  |
| Special Orders - IPExchange Process                                                          | £0.00      | n/a     |                                                                                                                                    |  |
| Special Orders - Out of Hours Provisioning Support                                           | £833.33    | n/a     | Per day, or part day thereof.                                                                                                      |  |
| Special Orders - Manual Pre-Port Test Call                                                   | £41.67     | n/a     | Per number                                                                                                                         |  |
| Special Orders - Project Management                                                          | POA        | n/a     | Per day                                                                                                                            |  |
| Number Selection (1-9 numbers)                                                               | £16.10     | n/a     | Per batch (numbers must be in consecutive range to form batch, individual number selections will be charge at the per 1 unit rate) |  |
| Number Selection (10-49 numbers)                                                             | £32.20     | n/a     |                                                                                                                                    |  |
| Number Selection (50-99 numbers)                                                             | £80.50     | n/a     |                                                                                                                                    |  |
| Number Selection (100-499 numbers)                                                           | £120.75    | n/a     |                                                                                                                                    |  |
| Number Selection (500-999 numbers)                                                           | £241.50    | n/a     |                                                                                                                                    |  |
| Number Selection (1000+ numbers)                                                             | £402.50    | n/a     |                                                                                                                                    |  |
| Golden Number Charge                                                                         | £1,150.00  | n/a     | Per number                                                                                                                         |  |
| Platinum Number Charge                                                                       | £1,840.00  | n/a     |                                                                                                                                    |  |
| Number Range Hosting                                                                         | POA        | n/a     | Per range                                                                                                                          |  |
| BT Complaints - On 999 Handling                                                              | £50.00     | n/a     | Per instance / number                                                                                                              |  |
| BT Complaints - On 999 EU Contact                                                            | £83.33     | n/a     |                                                                                                                                    |  |
| Application Program Interface (API)                                                          | n/a        | £430.16 | Per API service                                                                                                                    |  |
| IPDC Connection                                                                              | £88.55     | n/a     | Per Connection                                                                                                                     |  |
| IPHC Connection                                                                              | £88.55     | n/a     |                                                                                                                                    |  |
| IPDC DDI Connection                                                                          | £0.84      | n/a     |                                                                                                                                    |  |
| IPDC Endpoint Cease                                                                          | £35.00     | n/a     | Per Endpoint                                                                                                                       |  |
| IPHC Endpoint Cease                                                                          | £35.00     | n/a     |                                                                                                                                    |  |
| Resilient build expedite (from ten to three working days)                                    | £350.00    | n/a     | Per expedite request. Subject to availability and scheduling, must be agreed in advance.                                           |  |
| Out of Hours Provisioning/Support                                                            | POA        | n/a     | Per expedite request. Subject to availability and scheduling, must be agreed in advance.                                           |  |
| Interconnect Connection                                                                      | £2,500.00  | n/a     | Per Connection                                                                                                                     |  |
| Application Program Interface (API)                                                          | £16,666.67 | n/a     | Per API service                                                                                                                    |  |
| Less than 150 channel build                                                                  | £13,666.67 | n/a     | Per request                                                                                                                        |  |
| IPDC Channel                                                                                 | n/a        | £9.54   | Per channel                                                                                                                        |  |
| IPDC Channel - Enhanced Active                                                               | n/a        | £9.54   |                                                                                                                                    |  |
| IPDC Channel - Active                                                                        | n/a        | £9.54   |                                                                                                                                    |  |
| IPDC Channel - Standby                                                                       | n/a        | £3.68   |                                                                                                                                    |  |
| IPDC Channel - Loadshare                                                                     | n/a        | £9.54   |                                                                                                                                    |  |
| IPDC Channel - R+                                                                            | n/a        | £9.54   |                                                                                                                                    |  |
| STCM Service                                                                                 | n/a        | £65.05  | Per service                                                                                                                        |  |
| STCM DDI                                                                                     | n/a        | £0.47   | Per number                                                                                                                         |  |
| STCM Number Add-on Announcement                                                              | n/a        | £12.93  |                                                                                                                                    |  |
| STCM Number Add-on Area Based Routing                                                        | n/a        | £43.27  |                                                                                                                                    |  |
| STCM Number Add-on Standard Auto Attend                                                      | n/a        | £43.27  |                                                                                                                                    |  |
| STCM Service Add-on LCA                                                                      | n/a        | £108.32 | Per service                                                                                                                        |  |
| IPDC Channel - Rental (Semafone Premium)                                                     | n/a        | £5.15   |                                                                                                                                    |  |
| IPHC Channel - Active (Semafone Premium)                                                     | n/a        | £5.15   |                                                                                                                                    |  |
| IPDC Channel - Standby (Semafone Premium)                                                    | n/a        | £5.15   |                                                                                                                                    |  |
| IPDC Channel - Loadshare (Semafone Premium)                                                  | n/a        | £5.15   |                                                                                                                                    |  |
| IPDC Channel - R+ (Semafone Premium)                                                         | n/a        | £6.49   |                                                                                                                                    |  |
| IPDC Channel - Active (Semafone Premium)                                                     | n/a        | £5.15   |                                                                                                                                    |  |

|                                                                                             |           |         |                                                         |  |
|---------------------------------------------------------------------------------------------|-----------|---------|---------------------------------------------------------|--|
| IPDC Channel - Enhanced Standby (Semafoe Premium)                                           | n/a       | £5.15   |                                                         |  |
| IPHC Channel                                                                                | n/a       | £11.65  |                                                         |  |
| IPHC Channel - Enhanced Active                                                              | n/a       | £11.65  |                                                         |  |
| IPHC Channel - Active                                                                       | n/a       | £11.65  | Per channel                                             |  |
| IPHC Channel - Standby                                                                      | n/a       | £3.76   |                                                         |  |
| IPHC Channel - Loadshare                                                                    | n/a       | £11.65  |                                                         |  |
| IPHC Channel - R+                                                                           | n/a       | £11.65  |                                                         |  |
| IPDC Channel - Rental (Semafoe Premium)                                                     | n/a       | £5.44   |                                                         |  |
| IPHC Channel - Active (Semafoe Premium)                                                     | n/a       | £5.44   |                                                         |  |
| IPDC Channel - Standby (Semafoe Premium)                                                    | n/a       | £0.00   |                                                         |  |
| IPHC Channel - Loadshare (Semafoe Premium)                                                  | n/a       | £3.63   |                                                         |  |
| IPHC Channel - R+ (Semafoe Premium)                                                         | n/a       | £6.47   |                                                         |  |
| IPDC Channel - Enhanced Active (Semafoe Premium)                                            | n/a       | £5.44   |                                                         |  |
| IPHC Channel - Enhanced Standby                                                             | n/a       | £0.00   |                                                         |  |
| SIP Trunking Fraud Protection                                                               | n/a       | £0.00   | Per number                                              |  |
| Interconnect Rental                                                                         | n/a       | £322.63 | Per interconnect                                        |  |
| SIP Connection International                                                                | £750.00   | n/a     | Per connection                                          |  |
| SIP Channel International                                                                   | n/a       | £6.47   | Per channel                                             |  |
| SIP Channel International - Standby                                                         | n/a       | £3.76   |                                                         |  |
| SIP DDI Connection International                                                            | £1.83     | n/a     |                                                         |  |
| SIP DDI International                                                                       | n/a       | £0.19   | Per number                                              |  |
| <b>Gamma Professional Services</b>                                                          |           |         |                                                         |  |
| Standard Install, business hours - Up to 1 hour*                                            | £0.00     | n/a     |                                                         |  |
| Standard Install, business hours - 1 hour to 3.75 hours                                     | £416.67   | n/a     |                                                         |  |
| Standard Install, business hours - Within 4.75 hours                                        | £533.33   | n/a     |                                                         |  |
| Standard Install, business hours - Over 4.75 hours                                          | £833.33   | n/a     |                                                         |  |
| Out of hours' change After 17:300 Monday to Friday and all day Saturday - Within 3.75 hours | £625.00   | n/a     | Per order                                               |  |
| Out of hours' change After 17:300 Monday to Friday and all day Saturday - Within 4.75 hours | £800.00   | n/a     |                                                         |  |
| Out of hours' change After 17:300 Monday to Friday and all day Saturday - Over 4.75 hours   | £1,250.00 | n/a     |                                                         |  |
| Out of hours' change All day Sunday - Within 3.75 hours                                     | £833.33   | n/a     |                                                         |  |
| Out of hours' change All day Sunday - Within 4.75 hours                                     | £1,066.67 | n/a     |                                                         |  |
| Out of hours' change All day Sunday - Over 4.75 hours                                       | £1,666.67 | n/a     |                                                         |  |
| <b>Gamma Inbound Pricing</b>                                                                |           |         |                                                         |  |
| Contact Point Connection                                                                    | £0.00     | n/a     | Per contact point                                       |  |
| Contact Point Rental                                                                        | n/a       | £10.22  |                                                         |  |
| Contact Path Connection                                                                     | £41.67    | n/a     | Per Contact Path                                        |  |
| Contact Path Rental                                                                         | n/a       | £27.12  |                                                         |  |
| Contact Pro Connection                                                                      | £0.00     | n/a     | Per Contact Path Pro                                    |  |
| Contact Pro Rental                                                                          | n/a       | £78.74  |                                                         |  |
| Business Continuity Connection                                                              | £0.00     | n/a     | Per connection                                          |  |
| Inbound Business continuity                                                                 | n/a       | £12.91  | Per number                                              |  |
| Voicemail TO Email Rental                                                                   | n/a       | £9.06   | Per end user account (additional storage charges apply) |  |
| Advanced MIS Rental                                                                         | n/a       | £14.22  | Per end user account                                    |  |
| Call Recording Rental                                                                       | n/a       | £115.00 | Per end user account (additional storage charges apply) |  |
| Network Whisper Rental                                                                      | n/a       | £38.74  | Per end user account (additional storage charges apply) |  |
| Inbound App                                                                                 | n/a       | £0.00   |                                                         |  |
| Inbound Reports Rental                                                                      | n/a       | £14.22  | Per end user account                                    |  |
| Call Recording Connection                                                                   | £100.00   | n/a     | Per connection                                          |  |
| Voicemail TO Email Connection                                                               | £50.00    | n/a     |                                                         |  |
| Call Recording Storage Band 1 - Call Recording Storage Charge                               | n/a       | £28.41  | Variable charge – stored calls equal: 0.0001Mb to 50Mb  |  |
| Call Recording Storage Band 2 - Call Recording Storage Charge                               | n/a       | £56.80  | Variable charge – stored calls equal: Up to 500Mb       |  |
| Call Recording Storage Band 3 - Call Recording Storage Charge                               | n/a       | £99.39  | Variable charge – stored calls equal: Up to 1Gb         |  |
| Call Recording Storage Band 4 - Call Recording Storage Charge                               | n/a       | £170.36 | Variable charge – stored calls equal: Up to 2Gb         |  |
| Call Recording Storage Band 5 - Call Recording Storage Charge                               | n/a       | £283.92 | Variable charge – stored calls equal: Up to 5Gb         |  |
| Call Recording Storage Band 6 - Call Recording Storage Charge                               | n/a       | £482.65 | Variable charge – stored calls equal: Up to 10Gb        |  |

|                                                                    |     |           |                                                                |  |
|--------------------------------------------------------------------|-----|-----------|----------------------------------------------------------------|--|
| Call Recording Storage Band 7 - Call Recording Storage Charge      | n/a | £851.72   | Variable charge – stored calls equal: Up to 20Gb               |  |
| Call Recording Storage Band 8 - Call Recording Storage Charge      | n/a | £1,419.53 | Variable charge – stored calls equal: Up to 50Gb               |  |
| Announcement Storage Band 1 - Recorded Announcement Storage Charge | n/a | £0.00     | Variable charge – stored announcements equal: 0.0001Mb to 50Mb |  |
| Announcement Storage Band 2 - Recorded Announcement Storage Charge | n/a | £51.64    | Variable charge – stored announcements equal: Up to 500Mb      |  |
| Announcement Storage Band 3 - Recorded Announcement Storage Charge | n/a | £90.36    | Variable charge – stored announcements equal: Up to 1Gb        |  |
| Announcement Storage Band 4 - Recorded Announcement Storage Charge | n/a | £154.87   | Variable charge – stored announcements equal: Up to 2Gb        |  |
| Announcement Storage Band 5 - Recorded Announcement Storage Charge | n/a | £258.11   | Variable charge – stored announcements equal: Up to 5Gb        |  |
| Announcement Storage Band 6 - Recorded Announcement Storage Charge | n/a | £258.11   | Variable charge – stored announcements equal: Up to 10Gb       |  |
| Announcement Storage Band 7 - Recorded Announcement Storage Charge | n/a | £774.29   | Variable charge – stored announcements equal: Up to 20Gb       |  |
| Announcement Storage Band 8 - Recorded Announcement Storage Charge | n/a | £1,290.46 | Variable charge – stored announcements equal: Up to 50Gb       |  |
| Voicemail Storage Band 1 - Voicemail Storage Charge                | n/a | £0.00     | Variable charge – stored voicemails equal: 0.0001Mb to 50Mb    |  |
| Voicemail Storage Band 2 - Voicemail Storage Charge                | n/a | £51.64    | Variable charge – stored voicemails equal: Up to 500Mb         |  |
| Voicemail Storage Band 3 - Voicemail Storage Charge                | n/a | £90.36    | Variable charge – stored voicemails equal: Up to 1Gb           |  |
| Voicemail Storage Band 4 - Voicemail Storage Charge                | n/a | £154.87   | Variable charge – stored voicemails equal: Up to 2Gb           |  |
| Voicemail Storage Band 5 - Voicemail Storage Charge                | n/a | £258.11   | Variable charge – stored voicemails equal: Up to 5Gb           |  |
| Voicemail Storage Band 6 - Voicemail Storage Charge                | n/a | £438.78   | Variable charge – stored voicemails equal: Up to 10Gb          |  |
| Voicemail Storage Band 7 - Voicemail Storage Charge                | n/a | £774.29   | Variable charge – stored voicemails equal: Up to 20Gb          |  |
| Voicemail Storage Band 8 - Voicemail Storage Charge                | n/a | £1,290.46 | Variable charge – stored voicemails equal: Up to 50Gb          |  |
| <b>Gamma SIP Call Bundles</b>                                      |     |           |                                                                |  |
| SIP UK Mobile Calls Bundle 10,000 Mins                             |     | £307.57   |                                                                |  |
| SIP UK Mobile Calls Bundle 20,000 Mins                             |     | £615.11   |                                                                |  |
| SIP UK Mobile Calls Bundle 30,000 Mins                             |     | £922.66   |                                                                |  |
| SIP UK Mobile Calls Bundle 40,000 Mins                             |     | £1,230.21 |                                                                |  |
| SIP UK Mobile Calls Bundle 50,000 Mins                             |     | £1,537.76 |                                                                |  |
| SIP UK Mobile Calls Bundle 60,000 Mins                             |     | £1,845.30 |                                                                |  |
| SIP UK Mobile Calls Bundle 70,000 Mins                             |     | £2,152.85 |                                                                |  |
| SIP UK Mobile Calls Bundle 80,000 Mins                             |     | £2,460.40 |                                                                |  |

**LEASED LINES**

| Description       | One-off | Monthly | Notes       |  |
|-------------------|---------|---------|-------------|--|
| EoFTTC Circuit    | POA     | POA     | Per circuit |  |
| EFM Circuit       | POA     | POA     | Per circuit |  |
| Fibre EAD Circuit | POA     | POA     | Per circuit |  |

**MICROSOFT LICENSES (SPLA)**

| Description                                                          | One-off | Monthly   | Notes          |  |
|----------------------------------------------------------------------|---------|-----------|----------------|--|
| Microsoft BizTalk Server Branch                                      | n/a     | £95.55    | Server License |  |
| Microsoft BizTalk Server Enterprise                                  | n/a     | £1,593.54 | Server License |  |
| Microsoft BizTalk Server Standard                                    | n/a     | £366.17   | Server License |  |
| Windows Server Standard Core Licence (2 Core)                        | n/a     | £30.29    | Per user       |  |
| Windows Server Data Centre Core Licence (2 Core)                     | n/a     | £30.29    | Per user       |  |
| Exchange Basic Subscriber Access Licence                             | n/a     | £1.63     | Per user       |  |
| Exchange Enterprise Plus Subscriber Access Licence                   | n/a     | £9.59     | Per user       |  |
| Exchange Enterprise Subscriber Access Licence                        | n/a     | £6.41     | Per user       |  |
| Exchange Enterprise Subscriber Access Licence for Software Assurance | n/a     | £1.63     | Per user       |  |
| Exchange Standard Plus Subscriber Access Licence                     | n/a     | £8.00     | Per user       |  |
| Exchange Standard Subscriber Access Licence                          | n/a     | £4.81     | Per user       |  |
| Exchange Standard Subscriber Access Licence for Software Assurance   | n/a     | £1.63     | Per user       |  |
| SQL Server Standard Subscriber Access Licence                        | n/a     | £31.87    | Per user       |  |
| SQL Server Standard Core Licence (2 Core)                            | n/a     | £265.88   | Per user       |  |
| SQL Server Web Edition Core Licence (2 Core)                         | n/a     | £17.54    | 2 core minimum |  |
| Windows Rights Management Services Client Access Licence             | n/a     | £3.23     | 2 core minimum |  |
| Windows Remote Desktop Services Subscriber Access Licence            | n/a     | £9.59     | Server License |  |
| Office Standard Subscriber Access Licence                            | n/a     | £22.34    | Per user       |  |

Digital Space Standard Charges - November 2025 - (2026 v1)

|                                                |     |        |                |  |
|------------------------------------------------|-----|--------|----------------|--|
| Project Professional Subscriber Access Licence | n/a | £55.74 | Per user       |  |
| Project Standard Subscriber Access Licence     | n/a | £36.65 | Server License |  |

## MiTel

| Description                                                              | One-off | Monthly | Notes                                               | SUK           |
|--------------------------------------------------------------------------|---------|---------|-----------------------------------------------------|---------------|
| <b>MiTel License</b>                                                     |         |         |                                                     |               |
| Basic IPT Foundation                                                     | n/a     | £8.05   | Per user/seat including Digital Space Service level |               |
| Basic IPT Advanced                                                       | n/a     | £8.39   | Per user/seat including Digital Space Service level |               |
| Basic IPT Premier                                                        | n/a     | £8.82   | Per user/seat including Digital Space Service level |               |
| Entry UCC Foundation                                                     | n/a     | £11.55  | Per user/seat including Digital Space Service level |               |
| Entry UCC Advanced                                                       | n/a     | £12.08  | Per user/seat including Digital Space Service level |               |
| Entry UCC Premier                                                        | n/a     | £12.72  | Per user/seat including Digital Space Service level |               |
| MiCloud CC Agent concurrent - Advanced                                   | n/a     | £40.42  | Per user/seat including Digital Space Service level |               |
| MiCloud CC Agent concurrent - Foundation                                 | n/a     | £41.47  | Per user/seat including Digital Space Service level |               |
| MiCloud CC Agent concurrent - Premier                                    | n/a     | £42.75  | Per user/seat including Digital Space Service level |               |
| MiCloud CC MultiMedia Agent - Advanced                                   | n/a     | £27.64  | Per user/seat including Digital Space Service level |               |
| MiCloud CC MultiMedia Agent - Foundation                                 | n/a     | £28.68  | Per user/seat including Digital Space Service level |               |
| MiCloud CC MultiMedia Agent - Premier                                    | n/a     | £29.97  | Per user/seat including Digital Space Service level |               |
| Premier UCC Foundation                                                   | n/a     | £16.76  | Per user/seat including Digital Space Service level |               |
| Premier UCC Advanced                                                     | n/a     | £17.45  | Per user/seat including Digital Space Service level |               |
| Premier UCC Premier                                                      | n/a     | £18.32  | Per user/seat including Digital Space Service level |               |
| Standard IPT Foundation                                                  | n/a     | £9.87   | Per user/seat including Digital Space Service level |               |
| Standard IPT Advanced                                                    | n/a     | £10.30  | Per user/seat including Digital Space Service level |               |
| Standard IPT Premier                                                     | n/a     | £10.86  | Per user/seat including Digital Space Service level |               |
| Standard UCC Foundation                                                  | n/a     | £14.55  | Per user/seat including Digital Space Service level |               |
| Standard UCC Advanced                                                    | n/a     | £15.15  | Per user/seat including Digital Space Service level |               |
| Standard UCC Premier                                                     | n/a     | £15.91  | Per user/seat including Digital Space Service level |               |
| <b>Unified Communications &amp; Collaboration System Add-On Services</b> |         |         |                                                     |               |
| MiVoice Business Console                                                 | n/a     | £63.51  | Per instance/service                                | UK113A03012A0 |
| MiCollab Console                                                         | n/a     | £29.30  | Per instance/service                                | UK113A03112A0 |
| MIVB SingleLine wMbox                                                    | n/a     | £3.89   | Per instance/service                                | UK113A05112A0 |
| MiCollab AWV Port                                                        | n/a     | £14.67  | Per instance/service                                | UK113A00812A0 |
| MBG SIP Proxy License                                                    | n/a     | £2.89   | Per instance/service                                | UK113A02812A0 |
| NPM SAA Corp Dir port                                                    | n/a     | £58.57  | Per instance/service                                | UK113A01412A0 |
| NPM TTS port                                                             | n/a     | £39.05  | Per instance/service                                | UK113A01512A0 |
| NPM Fax port                                                             | n/a     | £34.17  | Per instance/service                                | UK113A01612A0 |
| <b>Unified Communications &amp; Collaboration User Add-On Services</b>   |         |         |                                                     |               |
| MiCloud Advanced Security                                                | n/a     | £2.51   | Per instance/service                                | UK113133112A0 |
| MiTeam User                                                              | n/a     | £4.82   | Per instance/service                                | UK113133012A0 |
| MiCollab Mobile (Mobile Client + SIP)                                    | n/a     | £2.89   | Per instance/service                                | UK113A00612A0 |
| MiCollab PC Softphone                                                    | n/a     | £1.89   | Per instance/service                                | UK113A00712A0 |
| MiCollab for Microsoft                                                   | n/a     | £1.89   | Per instance/service                                | UK113A00912A0 |
| MiVoice SFDC User Standard integration                                   | n/a     | £2.89   | Per instance/service                                | UK113A01012A0 |
| MiVoice Google User integration                                          | n/a     | £0.88   | Per instance/service                                | UK113A01112A0 |
| MiVoice SFDC User Advanced (ACD) integration                             | n/a     | £4.37   | Per instance/service                                | UK113A01212A0 |
| Voicemail Add-on                                                         | n/a     | £1.89   | Per instance/service                                | UK113A01312A0 |
| Business Analytics Insight supervisor                                    | n/a     | £6.52   | Per instance/service                                | UK113A02312A0 |
| Business Analytics Insight extension                                     | n/a     | £0.57   | Per instance/service                                | UK113A02412A0 |
| Business Analytics Report supervisor                                     | n/a     | £10.87  | Per instance/service                                | UK113A02512A0 |
| Business Analytics Report extension                                      | n/a     | £1.19   | Per instance/service                                | UK113A02612A0 |
| Teleworker License                                                       | n/a     | £0.88   | Per instance/service                                | UK113A02712A0 |
| <b>Contact Center System Add-On Services</b>                             |         |         |                                                     |               |
| MiCloud CC IVR port                                                      | n/a     | £48.80  | Per instance/service                                | UK113A03612A0 |
| <b>Contact Center Agent Add-On Services</b>                              |         |         |                                                     |               |
| Contact Center Agent Softphone                                           | n/a     | £4.67   | Per instance/service                                | UK113A03712A0 |
| Contact Center CRM Integration                                           | n/a     | £4.92   | Per instance/service                                | UK113A03812A0 |
| MiCloud CC Ignite Preview Dialer                                         | n/a     | £9.30   | Per instance/service                                | 54010079CC    |
| Business Reporter extension                                              | n/a     | £0.28   | Per instance/service                                | UK113A02112A0 |
| Business Reporter Client                                                 | n/a     | £7.76   | Per instance/service                                | UK113A02212A0 |
| MiCloud CC WFS standard                                                  | n/a     | £10.78  | Per instance/service                                | UK113A05012A0 |
| MiCC WFM Advanced Agent                                                  | n/a     | £45.32  | Per instance/service                                | UK113133A99A0 |
| MiCC WFM Premium Agent                                                   | n/a     | £55.00  | Per instance/service                                | UK113133B99A0 |
| ACD Agent License                                                        | n/a     | £6.85   | Per instance/service                                | UK113A02912A0 |

|                                                |         |         |                                                |                |
|------------------------------------------------|---------|---------|------------------------------------------------|----------------|
| Virtual Agent - 12,000 Request Bundle          | n/a     | £57.33  | Per instance/service                           | £54,010,522.00 |
| Virtual Agent - 24,000 Request Bundle          | n/a     | £108.41 | Per instance/service                           | £54,010,523.00 |
| Virtual Agent - 48,000 Request Bundle          | n/a     | £215.26 | Per instance/service                           | £54,010,524.00 |
| Virtual Agent - 144,000 Request Bundle         | n/a     | £622.54 | Per instance/service                           | £54,010,525.00 |
| Virtual Agent - 10x Request Overage            | n/a     | POA     | Per instance/service                           | £54,010,526.00 |
| Agent Assist x1                                | n/a     | POA     | Per instance/service                           | 54xxxxx        |
| <b>Recording Add-O</b>                         |         |         |                                                |                |
| MiVoice Call Recording per seat                | n/a     | £11.11  | Per instance/service                           | UK113A01712A0  |
| Quality Assurance User                         | n/a     | £25.11  | Per instance/service                           | UK113A01812A0  |
| Supervisor Recording Seat                      | n/a     | £36.19  | Per instance/service                           | UK113A01912A0  |
| Screen Recording per seat                      | n/a     | £25.11  | Per instance/service                           | UK113A02012A0  |
| MiVoice SRC License                            | n/a     | £2.89   | Per instance/service                           | UK113A04712A0  |
| <b>Performance Analytics ***</b>               |         |         |                                                |                |
| (1-5managed vApps) per vApp                    | £65.00  | £100.68 | Per App - NRC waived for multi year terms      | UK113A04312A0  |
| (6-99managed vApps) per vApp                   | £25.00  | £38.74  | Per App - NRC waived for multi year terms      | UK113A04412A0  |
| <b>Compute Resources / Infrastructure</b>      |         |         |                                                |                |
| vMiVoice Business Express (250)                | £185.00 | £286.50 | Per Resource - NRC waived for multi year terms | UK113411A1227  |
| vMiVoice Business Express (500)                | £220.00 | £340.71 | Per Resource - NRC waived for multi year terms | UK113411B1227  |
| vMiVoice Business (250)                        | £65.00  | £100.68 | Per Resource - NRC waived for multi year terms | UK113411C1227  |
| vMiVoice Business (1500)                       | £85.00  | £131.65 | Per Resource - NRC waived for multi year terms | UK113411D1227  |
| vMiVoice Business (2500)                       | £115.00 | £178.12 | Per Resource - NRC waived for multi year terms | UK113411E1227  |
| vMiVoice Business (5000)                       | £160.00 | £247.80 | Per Resource - NRC waived for multi year terms | UK113411F1227  |
| vMiCollab (Multi-App) (250)                    | £155.00 | £240.04 | Per Resource - NRC waived for multi year terms | UK113411G1227  |
| vMiCollab (Multi-App) (1500)                   | £255.00 | £394.91 | Per Resource - NRC waived for multi year terms | UK113411H1227  |
| vMiCollab (Multi-App) (2500)                   | £325.00 | £503.30 | Per Resource - NRC waived for multi year terms | UK113411I1227  |
| vMiCollab (Multi-App) (5000)                   | £470.00 | £727.85 | Per Resource - NRC waived for multi year terms | UK113411J1227  |
| vMiVoice Border Gateway (250)                  | £65.00  | £100.68 | Per Resource - NRC waived for multi year terms | UK113411R1227  |
| vMiVoice Border Gateway (2500)                 | £150.00 | £232.30 | Per Resource - NRC waived for multi year terms | UK113411S1227  |
| vMiVoice Border Gateway (2500)(Internal P-B-R) | £150.00 | £232.30 | Per Resource - NRC waived for multi year terms | UK113412X1227  |
| vMiVoice Border Gateway (2500) (CR)            | £150.00 | £232.30 | Per Resource - NRC waived for multi year terms | UK113412Y1227  |
| vMiCloud Contact Center Business small         | £220.00 | £340.71 | Per Resource - NRC waived for multi year terms | UK113411T1227  |

## MOBILE

| Description                                                      | One-off   | Monthly   | Notes                                                     |  |
|------------------------------------------------------------------|-----------|-----------|-----------------------------------------------------------|--|
| Disconnection or cease (in contract) (no PAC Code)               | £25.00    | n/a       | Administration fee + all outstanding charges (per number) |  |
| Disconnection or cease (out of contract) (no PAC Code)           | £0.00     | n/a       | Free of charge                                            |  |
| Transfer with PAC Code to alternative provider (in contract)     | £25.00    | n/a       | Administration fee + all outstanding charges (per number) |  |
| Transfer with PAC Code to alternative provider (out of contract) | £15.00    | n/a       | Administration fee (per number)                           |  |
| Device network unlocking                                         | £100.00   | n/a       | Unlocking network specific devices                        |  |
| Re-issue of PAC Code                                             | £15.00    | n/a       | Administration fee (per PAC Code)                         |  |
| Re-number                                                        | £50.00    | n/a       | Administration fee including network charges (per number) |  |
| Abzorb                                                           |           |           |                                                           |  |
| Mobile Tariff                                                    | See Notes | See Notes | As per contract                                           |  |
| AQL                                                              |           |           |                                                           |  |
| SIM Card                                                         | £0.00     | n/a       | excludes delivery charges                                 |  |
| SIM Card - AQL                                                   | £0.00     | n/a       | excludes delivery charges                                 |  |
| 1GB for Failover (up to 5 SIMs)                                  | £30.00    | £47.78    | AQL Only                                                  |  |
| 5GB for Failover (up to 10 SIMs)                                 | £100.00   | £159.23   |                                                           |  |
| 10GB for Failover (up to 15 SIMs)                                | £170.00   | £270.66   |                                                           |  |
| 20GB for Failover (up to 20 SIMs)                                | £200.00   | £589.03   |                                                           |  |
| 30GB for Failover (up to 25 SIMs)                                | £250.00   | £875.59   |                                                           |  |
| 50GB for Failover (up to 30 SIMs)                                | £300.00   | £1,400.91 |                                                           |  |
| 75GB for Failover (up to 100 SIMs)                               | £1,000.00 | £2,387.88 |                                                           |  |
| 100GB for Failover (up to 150 SIMs)                              | £1,500.00 | £3,104.25 |                                                           |  |
| 150GB for Failover (up to 200 SIMs)                              | £2,000.00 | £4,616.56 |                                                           |  |
| 200GB for Failover (up to 300 SIMs)                              | £3,000.00 | £6,128.86 |                                                           |  |
| 1GB for Rapid Deployment                                         |           | £28.69    |                                                           |  |
| 5GB for Rapid Deployment                                         |           | £135.35   |                                                           |  |
| 10GB for Rapid Deployment                                        |           | £270.66   |                                                           |  |

|                                                            |        |           |                                                       |
|------------------------------------------------------------|--------|-----------|-------------------------------------------------------|
| 20GB for Rapid Deployment                                  | £10.00 | £533.32   | AQL Only, Minimum 3 month term                        |
| 30GB for Rapid Deployment                                  |        | £811.90   |                                                       |
| 50GB for Rapid Deployment                                  |        | £1,337.23 |                                                       |
| 75GB for Rapid Deployment                                  |        | £2,029.71 |                                                       |
| 100GB for Rapid Deployment                                 |        | £2,706.27 |                                                       |
| 150GB for Rapid Deployment                                 |        | £4,059.40 |                                                       |
| 200GB for Rapid Deployment                                 |        | £5,412.51 |                                                       |
| Overage Charges (Per Mb)                                   | £0.04  | n/a       | Charged Per Mb for overages incurred during the month |
| Pangea                                                     |        |           |                                                       |
| NBD SIM Delivery                                           | £12.00 |           |                                                       |
| 1GB DIA MultiNet SIM                                       | n/a    | £12.93    |                                                       |
| 200GB MultiNet Data Pool                                   | n/a    | £1,283.30 |                                                       |
| 200GB MultiNet Data Pool with Private Static IP            | n/a    | £1,283.30 |                                                       |
| 200GB MultiNet Data Pool with Public Static IP             | n/a    | £1,283.30 |                                                       |
| Upgrade to 200GB MultiNet Data Pool                        | n/a    | £1,283.30 |                                                       |
| Upgrade to 200GB MultiNet Data Pool with Private Static IP | n/a    | £1,283.30 |                                                       |
| Upgrade to 200GB MultiNet Data Pool with Public Static IP  | n/a    | £1,283.30 |                                                       |
| 20GB DIA MultiNet SIM                                      | n/a    | £141.96   |                                                       |
| 20GB MPLS MultiNet SIM                                     | n/a    | £144.38   |                                                       |
| 20GB DIA MultiNet SIM with Private Static IP               | n/a    | £145.55   |                                                       |
| 1GB MPLS MultiNet SIM                                      | n/a    | £14.83    |                                                       |
| 20GB MultiNet Data Pool                                    | n/a    | £150.57   |                                                       |
| 20GB MultiNet Data Pool with Private Static IP             | n/a    | £150.57   |                                                       |
| 20GB MultiNet Data Pool with Public Static IP              | n/a    | £150.57   |                                                       |
| Upgrade to 20GB MultiNet Data Pool                         | n/a    | £150.57   |                                                       |
| Upgrade to 20GB MultiNet Data Pool with Private Static IP  | n/a    | £150.57   |                                                       |
| Upgrade to 20GB MultiNet Data Pool with Public Static IP   | n/a    | £150.57   |                                                       |
| 20GB DIA MultiNet SIM with Public Static IP                | n/a    | £151.28   |                                                       |
| 250GB MultiNet Data Pool                                   | n/a    | £1,598.75 |                                                       |
| 250GB MultiNet Data Pool with Private Static IP            | n/a    | £1,598.75 |                                                       |
| 250GB MultiNet Data Pool with Public Static IP             | n/a    | £1,598.75 |                                                       |
| Upgrade to 250GB MultiNet Data Pool                        | n/a    | £1,598.75 |                                                       |
| Upgrade to 250GB MultiNet Data Pool with Private Static IP | n/a    | £1,598.75 |                                                       |
| Upgrade to 250GB MultiNet Data Pool with Public Static IP  | n/a    | £1,598.75 |                                                       |
| 1GB DIA MultiNet SIM with Private Static IP                | n/a    | £16.51    |                                                       |
| 2GB MultiNet Data Pool                                     | n/a    | £17.21    |                                                       |
| 2GB MultiNet Data Pool with Private Static IP              | n/a    | £17.21    |                                                       |
| 2GB MultiNet Data Pool with Public Static IP               | n/a    | £17.21    |                                                       |
| Upgrade to 2GB MultiNet Data Pool with Private Static IP   | n/a    | £17.21    |                                                       |
| Upgrade to 2GB MultiNet Data Pool with Public Static IP    | n/a    | £17.21    |                                                       |
| Additional DIA MultiNet SIM with Public Static IP          | n/a    | £17.21    |                                                       |
| DIA MultiNet SIM Rental with Public Static IP              | n/a    | £17.21    |                                                       |
| Upgrade to 2GB MultiNet Data Pool                          | n/a    | £17.21    |                                                       |
| 25GB DIA MultiNet SIM                                      | n/a    | £172.07   |                                                       |
| 25GB DIA MultiNet SIM with Private Static IP               | n/a    | £175.68   |                                                       |
| 25GB MPLS MultiNet SIM                                     | n/a    | £179.56   |                                                       |
| 25GB DIA MultiNet SIM with Public Static IP                | n/a    | £182.84   |                                                       |
| DIA MultiNet Tiered PAYG                                   | n/a    | £19.38    |                                                       |
| 25GB MultiNet Data Pool                                    | n/a    | £186.41   |                                                       |
| 25GB MultiNet Data Pool with Private Static IP             | n/a    | £186.41   |                                                       |
| 25GB MultiNet Data Pool with Public Static IP              | n/a    | £186.41   |                                                       |
| Upgrade to 25GB MultiNet Data Pool                         | n/a    | £186.41   |                                                       |
| Upgrade to 25GB MultiNet Data Pool with Private Static IP  | n/a    | £186.41   |                                                       |
| Upgrade to 25GB MultiNet Data Pool with Public Static IP   | n/a    | £186.41   |                                                       |
| 300GB MultiNet Data Pool                                   | n/a    | £1,935.71 |                                                       |

|                                                            |     |           |  |
|------------------------------------------------------------|-----|-----------|--|
| 300GB MultiNet Data Pool with Private Static IP            | n/a | £1,935.71 |  |
| 300GB MultiNet Data Pool with Public Static IP             | n/a | £1,935.71 |  |
| Upgrade to 300GB MultiNet Data Pool                        | n/a | £1,935.71 |  |
| Upgrade to 300GB MultiNet Data Pool with Private Static IP | n/a | £1,935.71 |  |
| Upgrade to 300GB MultiNet Data Pool with Public Static IP  | n/a | £1,935.71 |  |
| 2GB DIA MultiNet SIM                                       | n/a | £20.08    |  |
| 2GB MPLS MultiNet SIM                                      | n/a | £20.38    |  |
| MPLS MultiNet Tiered PAYG                                  | n/a | £20.99    |  |
| DIA MultiNet Tiered PAYG with Private Static IP            | n/a | £22.95    |  |
| 1GB DIA MultiNet SIM with Public Static IP                 | n/a | £23.67    |  |
| 2GB DIA MultiNet SIM with Private Static IP                | n/a | £23.67    |  |
| 400GB MultiNet Data Pool                                   | n/a | £2,545.08 |  |
| 400GB MultiNet Data Pool with Private Static IP            | n/a | £2,545.08 |  |
| 400GB MultiNet Data Pool with Public Static IP             | n/a | £2,545.08 |  |
| Upgrade to 400GB MultiNet Data Pool                        | n/a | £2,545.08 |  |
| Upgrade to 400GB MultiNet Data Pool with Private Static IP | n/a | £2,545.08 |  |
| Upgrade to 400GB MultiNet Data Pool with Public Static IP  | n/a | £2,545.08 |  |
| DIA MultiNet Tiered PAYG with Public Static IP             | n/a | £30.12    |  |
| 2GB DIA MultiNet SIM with Public Static IP                 | n/a | £30.84    |  |
| 500GB MultiNet Data Pool                                   | n/a | £3,154.46 |  |
| 500GB MultiNet Data Pool with Private Static IP            | n/a | £3,154.46 |  |
| 500GB MultiNet Data Pool with Public Static IP             | n/a | £3,154.46 |  |
| Upgrade to 500GB MultiNet Data Pool                        | n/a | £3,154.46 |  |
| Upgrade to 500GB MultiNet Data Pool with Private Static IP | n/a | £3,154.46 |  |
| Upgrade to 500GB MultiNet Data Pool with Public Static IP  | n/a | £3,154.46 |  |
| 4GB DIA MultiNet SIM                                       | n/a | £34.42    |  |
| 50GB MultiNet Data Pool                                    | n/a | £344.13   |  |
| 50GB MultiNet Data Pool with Private Static IP             | n/a | £344.13   |  |
| 50GB MultiNet Data Pool with Public Static IP              | n/a | £344.13   |  |
| Upgrade to 50GB MultiNet Data Pool                         | n/a | £344.13   |  |
| Upgrade to 50GB MultiNet Data Pool with Private Static IP  | n/a | £344.13   |  |
| Upgrade to 50GB MultiNet Data Pool with Public Static IP   | n/a | £344.13   |  |
| 50GB DIA MultiNet SIM                                      | n/a | £344.13   |  |
| 50GB MPLS MultiNet SIM                                     | n/a | £345.51   |  |
| 50GB DIA MultiNet SIM with Private Static IP               | n/a | £347.72   |  |
| 50GB DIA MultiNet SIM with Public Static IP                | n/a | £354.89   |  |
| 5GB MultiNet Data Pool                                     | n/a | £35.86    |  |
| 5GB MultiNet Data Pool with Private Static IP              | n/a | £35.86    |  |
| 5GB MultiNet Data Pool with Public Static IP               | n/a | £35.86    |  |
| Upgrade to 5GB MultiNet Data Pool                          | n/a | £35.86    |  |
| Upgrade to 5GB MultiNet Data Pool with Private Static IP   | n/a | £35.86    |  |
| Upgrade to 5GB MultiNet Data Pool with Public Static IP    | n/a | £35.86    |  |
| 4GB MPLS MultiNet SIM                                      | n/a | £37.03    |  |
| 4GB DIA MultiNet SIM with Private Static IP                | n/a | £38.01    |  |
| 600GB MultiNet Data Pool                                   | n/a | £3,727.99 |  |
| 600GB MultiNet Data Pool with Private Static IP            | n/a | £3,727.99 |  |
| 600GB MultiNet Data Pool with Public Static IP             | n/a | £3,727.99 |  |
| Upgrade to 600GB MultiNet Data Pool                        | n/a | £3,727.99 |  |
| Upgrade to 600GB MultiNet Data Pool with Private Static IP | n/a | £3,727.99 |  |
| Upgrade to 600GB MultiNet Data Pool with Public Static IP  | n/a | £3,727.99 |  |
| 4GB DIA MultiNet SIM with Public Static IP                 | n/a | £45.18    |  |
| 700GB MultiNet Data Pool                                   | n/a | £4,444.92 |  |
| 700GB MultiNet Data Pool with Private Static IP            | n/a | £4,444.92 |  |
| 700GB MultiNet Data Pool with Public Static IP             | n/a | £4,444.92 |  |
| Upgrade to 700GB MultiNet Data Pool                        | n/a | £4,444.92 |  |

|                                                             |     |           |  |
|-------------------------------------------------------------|-----|-----------|--|
| Upgrade to 700GB MultiNet Data Pool with Public Static IP   | n/a | £4,444.92 |  |
| 800GB MultiNet Data Pool                                    | n/a | £5,018.45 |  |
| 800GB MultiNet Data Pool with Private Static IP             | n/a | £5,018.45 |  |
| 800GB MultiNet Data Pool with Public Static IP              | n/a | £5,018.45 |  |
| Upgrade to 800GB MultiNet Data Pool                         | n/a | £5,018.45 |  |
| Upgrade to 800GB MultiNet Data Pool with Private Static IP  | n/a | £5,018.45 |  |
| Upgrade to 800GB MultiNet Data Pool with Public Static IP   | n/a | £5,018.45 |  |
| 75GB MPLS MultiNet SIM                                      | n/a | £505.93   |  |
| 75GB DIA MultiNet SIM                                       | n/a | £516.20   |  |
| 75GB DIA MultiNet SIM with Private Static IP                | n/a | £519.78   |  |
| 75GB DIA MultiNet SIM with Public Static IP                 | n/a | £526.96   |  |
| 900GB MultiNet Data Pool                                    | n/a | £5,728.21 |  |
| 900GB MultiNet Data Pool with Private Static IP             | n/a | £5,728.21 |  |
| 900GB MultiNet Data Pool with Public Static IP              | n/a | £5,728.21 |  |
| Upgrade to 900GB MultiNet Data Pool                         | n/a | £5,728.21 |  |
| Upgrade to 900GB MultiNet Data Pool with Private Static IP  | n/a | £5,728.21 |  |
| Upgrade to 900GB MultiNet Data Pool with Public Static IP   | n/a | £5,728.21 |  |
| 8GB DIA MultiNet SIM                                        | n/a | £60.23    |  |
| DIA MultiNet 3 SIM PoC                                      | n/a | £60.23    |  |
| Additional DIA MultiNet SIM                                 | n/a | £6.47     |  |
| DIA MultiNet SIM Rental                                     | n/a | £6.47     |  |
| 8GB MPLS MultiNet SIM                                       | n/a | £61.70    |  |
| 8GB DIA MultiNet SIM with Private Static IP                 | n/a | £63.82    |  |
| DIA MultiNet 3 SIM PoC with Private Static IP               | n/a | £63.82    |  |
| MPLS MultiNet 3 SIM PoC                                     | n/a | £64.54    |  |
| 100GB MultiNet Data Pool                                    | n/a | £645.25   |  |
| 100GB MultiNet Data Pool with Private Static IP             | n/a | £645.25   |  |
| 100GB MultiNet Data Pool with Public Static IP              | n/a | £645.25   |  |
| Upgrade to 100GB MultiNet Data Pool                         | n/a | £645.25   |  |
| Upgrade to 100GB MultiNet Data Pool with Private Static IP  | n/a | £645.25   |  |
| Upgrade to 100GB MultiNet Data Pool with Public Static IP   | n/a | £645.25   |  |
| 1000GB MultiNet Data Pool                                   | n/a | £6,445.12 |  |
| 1000GB MultiNet Data Pool with Private Static IP            | n/a | £6,445.12 |  |
| 1000GB MultiNet Data Pool with Public Static IP             | n/a | £6,445.12 |  |
| Upgrade to 1000GB MultiNet Data Pool                        | n/a | £6,445.12 |  |
| Upgrade to 1000GB MultiNet Data Pool with Private Static IP | n/a | £6,445.12 |  |
| Upgrade to 1000GB MultiNet Data Pool with Public Static IP  | n/a | £6,445.12 |  |
| 100GB MPLS MultiNet SIM                                     | n/a | £660.18   |  |
| 100GB DIA MultiNet SIM                                      | n/a | £666.75   |  |
| 100GB DIA MultiNet SIM with Private Static IP               | n/a | £670.35   |  |
| 100GB DIA MultiNet SIM with Public Static IP                | n/a | £677.52   |  |
| 8GB DIA MultiNet SIM with Public Static IP                  | n/a | £70.98    |  |
| DIA MultiNet 3 SIM PoC with Public Static IP                | n/a | £70.98    |  |
| 10GB MultiNet Data Pool                                     | n/a | £71.71    |  |
| 10GB MultiNet Data Pool with Private Static IP              | n/a | £71.71    |  |
| 10GB MultiNet Data Pool with Public Static IP               | n/a | £71.71    |  |
| Upgrade to 10GB MultiNet Data Pool                          | n/a | £71.71    |  |
| Upgrade to 10GB MultiNet Data Pool with Private Static IP   | n/a | £71.71    |  |
| Upgrade to 10GB MultiNet Data Pool with Public Static IP    | n/a | £71.71    |  |
| DIA Public Static IP                                        | n/a | £7.42     |  |
| Additional MPLS MultiNet SIM                                | n/a | £7.42     |  |
| MPLS MultiNet SIM Rental                                    | n/a | £7.42     |  |
| 10GB DIA MultiNet SIM                                       | n/a | £77.45    |  |
| 10GB MPLS MultiNet SIM                                      | n/a | £80.22    |  |
| 10GB DIA MultiNet SIM with Private Static IP                | n/a | £81.02    |  |

|                                                    |       |         |        |
|----------------------------------------------------|-------|---------|--------|
| 10GB DIA MultiNet SIM with Public Static IP        | n/a   | £88.19  |        |
| Additional DIA MultiNet SIM with Private Static IP | n/a   | £10.04  |        |
| DIA MultiNet SIM Rental with Private Static IP     | n/a   | £10.04  |        |
| 1GB MultiNet Data Pool                             | n/a   | £10.77  |        |
| 1GB MultiNet Data Pool with Private Static IP      | n/a   | £10.77  |        |
| 1GB MultiNet Data Pool with Public Static IP       | n/a   | £10.77  |        |
| 15GB DIA MultiNet SIM                              | n/a   | £106.12 |        |
| 15GB MPLS MultiNet SIM                             | n/a   | £107.98 |        |
| 15GB DIA MultiNet SIM with Private Static IP       | n/a   | £109.70 |        |
| 15GB DIA MultiNet SIM with Public Static IP        | n/a   | £116.87 |        |
| Pangea Data Overages                               | £0.05 | n/a     | Per Mb |

## PROFESSIONAL SERVICES

| Description                                                   | One-off   | Monthly | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------------------|-----------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Engineer - Tier 1 UK Office Hours (Mon-Fri 09:00-17:30)       | £625.00   | n/a     | UC: Router Deployment, Maintenance Acceptance Testing (MAT)<br>Global: Infrastructure hardware break-fix, Following technical script and technical leads<br>Connectivity: Installing and resolving incidents on: Routers, switches, mobile connectivity, WAP installs and support<br>Cloud & Hosting: data centre activities such as cabling and hardware additions/removals.                                                                                                                                             | 1. Working hours 9:00-17:30<br>2. travel and subsistence excluded from the above rates<br>3. Out of Hours /Saturdays is 1.5xstd day rates<br>4. Sunday is 2.0xstd day rates<br>5. Hourly remote Price is available at a pro rota basis for T1/T2/T3<br>6. Min charge for T1/T2/T3 field is half day ie not available on hour basis |
| Engineer - Tier 2 - UK Office Hours (Mon-Fri 09:00-17:30)     | £790.00   | n/a     | UC:PBX Engineering<br>Connectivity: LAN configuration/deployment, WIFI configuration/deployment, firewall-config, router config, switch config                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                    |
| Engineer - Tier 3 - UK Office Hours (Mon-Fri 09:00-17:30)     | £895.00   | n/a     | Connectivity: Firewall Engineering, SBC Engineering, Contact Centre Engineering, SD-WAN, Meraki cloud, PWAN, Core routing, EM+S deployment, Network security, Firewall builds<br>UC: UC Collaboration Engineering, Messaging<br>Global: Low-Level Design Creations , Consultancy, Hardware configurations, Patching<br>Cloud&Hosting: VDC pre-staging, Virtual/cloud backup technologies, VDC configuration/deployment, Azure, O365, VMware/VDC clustering, , Active directory deployment, SQL DBA, IBM i, storage arrays |                                                                                                                                                                                                                                                                                                                                    |
| Trainer                                                       | £100.00   | n/a     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                    |
| Project Co-ordinator - UK Office Hours (Mon-Fri 09:00-17:30)  | £400.00   | n/a     | Simple project tasks - booking resource, managing tasks, simple project schedule, no regular customer meetings.                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                    |
| Project Manager - UK Office Hours (Mon-Fri 09:00-17:30)       | £850.00   | n/a     | Standard project tasks - Project initiation, booking resource, managing project, project schedule, customer meetings, RAID management, Change Management, primarily remote                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                    |
| Senior Project Manager                                        | £1,000.00 | n/a     | Complex projects tasks -Project initiation, booking resource, managing project, project schedule, customer meetings, RAID management, Change Management                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                    |
| Programme Manager                                             | £1,200.00 | n/a     | Governance of multiple projects, steer co, managing customer stakeholder's, managing dependencies within same programme/project                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                    |
| Cloud Engineering (Remote)                                    | £1,195.00 | n/a     | AWS/Azure ie public cloud - Building and testing new Cloud infrastructure and / or code that accesses Cloud services                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                    |
| Senior Cloud Consultant (Remote)                              | £1,495.00 | n/a     | AWS/Azure ie senior public cloud engineer - Designing Cloud infrastructure including security patterns. Creating technical solutions to deliver business outcomes                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                    |
|                                                               |           | n/a     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                    |
| Amend/Cancel Appointment - Between 24 hours and 7 days notice | 50%       | n/a     | Any cancellation made between 72hr and 24hrs of the scheduled appointment shall attract 50% charge being applied                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                    |

|                                                                                           |         |     |                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------|---------|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Amend/Cancel Appointment - Less than 24 hours notice                                      | 100%    | n/a | Any cancellation within 24 hours will result in full charge applying                                                                                                                                                   |
| Missed Appointment                                                                        | 100%    | n/a | Full charges including all mileage and other out of pocket expenses applies. Charged if appointment cannot be fulfilled due to customer site access/information or other situations outside of Digital Space's control |
| Out of Pocket Expenses - per mile from your nearest Digital Space office to required site | £0.65   | n/a | Charged per mile in addition to any overnight stays and other charges related to the visit. Chargeable in all instances where the service is chargeable                                                                |
| Out of Pocket Expenses - per overnight stay required                                      | £110.00 | n/a | Charged per night in addition to any mileage and other charges related to the visit. Chargeable in all instances where the service is chargeable                                                                       |
| Service Management                                                                        | POA     | n/a | Three tiers offered, Lite/Standard/Enhanced                                                                                                                                                                            |

## REMOTE INFRASTRUCTURE SUPPORT

| Description                              | One-off | Monthly | Notes                                              |  |
|------------------------------------------|---------|---------|----------------------------------------------------|--|
| Remote infrastructure support - Servers  | POA     | POA     | Price On Application based on bespoke requirements |  |
| Remote infrastructure support - Switches |         |         |                                                    |  |

## VIRTUAL DATA CENTRE

| Description                                               | One-off | Monthly | Notes                                          |  |
|-----------------------------------------------------------|---------|---------|------------------------------------------------|--|
| Virtual Core Processing Unit (vCPU)                       | n/a     | £32.21  | Per GHz                                        |  |
| Virtual Core Processing Unit (vCPU) - Burst Rate          | n/a     | £41.36  | Per GHz based on short term commit requirement |  |
| Virtual Memory (vRAM)                                     | n/a     | £3.02   | Per GB                                         |  |
| Platinum Storage                                          | n/a     | £0.26   |                                                |  |
| Gold Storage                                              | n/a     | £0.15   |                                                |  |
| Silver Storage                                            | n/a     | £0.13   |                                                |  |
| Backup Storage                                            | n/a     | £0.10   |                                                |  |
| Veeam Backup & Replication License                        | n/a     | £12.77  | Per license                                    |  |
| Sentinel One Control (per device) - Digital Space Hosted  | n/a     | £4.61   |                                                |  |
| Sentinel One Complete (per device) - Digital Space Hosted | n/a     | £8.44   |                                                |  |
| Antivirus for Linux                                       | n/a     | £27.09  |                                                |  |
| Virtual Firewall                                          | n/a     | £23.91  | Per device                                     |  |
| Virtual Firewall HA Add-on                                | n/a     | £23.91  |                                                |  |
| VDC Management Level Monitor                              | n/a     | £19.34  | Per VM                                         |  |
| VDC Management Level Administer                           | n/a     | £102.50 | Per VM                                         |  |
| VDC Management Level Manage                               | n/a     | £164.77 | Per VM                                         |  |

## VIRTUAL NUMBERS

| Description                            | One-off | Monthly | Notes      |  |
|----------------------------------------|---------|---------|------------|--|
| Virtual Number - Standard              | £0.00   | £16.52  | Per number |  |
| Virtual Number - Gold                  | POA     |         |            |  |
| Call queuing rental                    | n/a     | £8.29   |            |  |
| Simple IVR                             | £50.00  | £8.29   |            |  |
| Advanced IVR (including call queueing) | £100.00 | £16.52  |            |  |
| Geographic routing                     | £200.00 | £16.52  |            |  |

## WAREHOUSE STORAGE &amp; HANDLING CHARGES

| Description          | One-off | Monthly | Notes                                                                                                                                                                          |  |
|----------------------|---------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Delivery & Handling  | £16.00  | n/a     | Per package (Next Business Day, Pre-10.30am, upto 15kg, UK Mainland). Charge shown excludes handling, a £2.00 handling charge per item applies in addition to the charge shown |  |
| Storage - Per Item   | n/a     | £0.50   | Per Item per month (size is based on at least 50 items fitting on one pallet)                                                                                                  |  |
| Device Configuration | £7.50   | n/a     | Per device configured                                                                                                                                                          |  |

## OTHER CHARGES

| Description                                               | One-off | Monthly | Notes                                                                                                                                                                                                                                                                                                                                                                                                                          |  |
|-----------------------------------------------------------|---------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| IP address - additional 1                                 | n/a     | £4.15   | Per month                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| IP address - additional 2                                 | n/a     | £8.28   | Per month                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| IP address - additional 6                                 | n/a     | £13.23  | Per month                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| IP address - additional 14                                | n/a     | £20.63  | Per month                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| Network Management (including monitoring)                 | n/a     | £8.42   | Per device                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
| Centralised Internet Breakout                             | n/a     | £6.63   | Per Mb                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
| Paper billing administration fee                          | n/a     | £14.95  | Per month. Billing is via email & website as standard                                                                                                                                                                                                                                                                                                                                                                          |  |
| Payment by method other than Direct Debit                 | n/a     | £7.45   | Per month. Billing is via email & website as standard                                                                                                                                                                                                                                                                                                                                                                          |  |
| Transfer of ownership                                     | £25.00  | n/a     | Administration fee per service                                                                                                                                                                                                                                                                                                                                                                                                 |  |
| Returned cheque or refused Direct Debit Mandate           | £25.00  | n/a     | Administration fee per instance                                                                                                                                                                                                                                                                                                                                                                                                |  |
| Hardware                                                  | POA     | POA     | All hardware and hardware support will be priced on request                                                                                                                                                                                                                                                                                                                                                                    |  |
| Call Charges                                              | n/a     | n/a     | All calls are charged as per the related Fixed Line or IP Call tariff published by Digital Space at the time of the call is made<br><a href="https://www.digitalspace.co.uk/information/tariffs-and-charges/">https://www.digitalspace.co.uk/information/tariffs-and-charges/</a>                                                                                                                                              |  |
| Cancellation Request Amend                                | £25.00  | n/a     | Applies to any request to amend a cancellation once accepted in writing by Digital Space. Ability to amend a cancellation is subject to acceptance of amendment by the Suppliers third party supplier, the Charge will apply upon the Customer placing the request irrespective of whether the request can be fulfilled. The Charge will also apply if the Customer subsequently cancels the request to amend the cancellation |  |
| Export of a number to another network from an IP platform | £18.33  | n/a     | Applies to all IP voice platforms when migrating a number to another network / provider                                                                                                                                                                                                                                                                                                                                        |  |

## LEGACY SERVICES - THE SERVICES BELOW ARE LEGACY SERVICES WHICH ARE NO LONGER AVAILABLE FOR NEW ORDERS (Charges remain applicable for existing services in addition to those shown above including disconnection charges)

## BROADBAND

| Description                              | One-off  | Monthly Charge         | Notes                                                                                                                                 | Other Charges |
|------------------------------------------|----------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------|---------------|
| FTTC 40/10 Unlimited Fibre Rental - BT   | £80.00   | £49.45                 | New Provides only                                                                                                                     |               |
| FTTC 40/10 Unlimited Fibre Rental - TTB  |          |                        |                                                                                                                                       |               |
| FTTC 80/20 Unlimited Fibre Rental - BT   | £80.00   | £62.66                 |                                                                                                                                       |               |
| FTTC 80/20 Unlimited Fibre Rental - TTB  |          |                        |                                                                                                                                       |               |
| FTTP 40/10 Unlimited Fibre Rental - BTW  | £129.00  | £75.91                 |                                                                                                                                       |               |
| FTTP 80/20 Unlimited Fibre Rental - BTW  |          | £81.32                 |                                                                                                                                       |               |
| FTTP 160/30 Unlimited Fibre Rental - BTW |          | £91.39                 |                                                                                                                                       |               |
| FTTP 220/20 Unlimited Fibre Rental - BTW |          | £100.68                |                                                                                                                                       |               |
| FTTP 330/50 Unlimited Fibre Rental - BTW |          | £131.65                |                                                                                                                                       |               |
| FTTP 110/15 Unlimited Fibre Rental - TTB |          | £74.00                 |                                                                                                                                       |               |
| FTTP 220/20 Unlimited Fibre Rental - TTB | £85.20   |                        |                                                                                                                                       |               |
| FTTP 330/30 Unlimited Fibre Rental - TTB | £100.68  |                        |                                                                                                                                       |               |
| ADSL Rental - Kcom                       | £45.00   |                        | £50.00                                                                                                                                |               |
| ADSL Unlimited Rental - Strencom         | £95.00   | £129.78                | Only available as New Provide                                                                                                         |               |
| FTTC Rental - Kcom                       | £160.00  | £107.14                |                                                                                                                                       |               |
| FTTC Transfer In                         | £0.00    | Package charge applies | One-off charge shown above, BT & TTB                                                                                                  |               |
| ADSL -> FTTC Upgrade                     | See Note | See Note               | Charged as a cease and re-provide (cancellation of the ADSL service charge applies in full plus the charge for the FTTC installation) |               |
| ADSL Simultaneous Provide - BT           | £0.00    | Package charge applies | Replaces primary one-off charge shown above, requires PSTN to be ordered at the same time                                             |               |
| Cancelled installation                   | £25.00   | n/a                    | Before point of no return, per Broadband Line. Charged if cancelling an installation with more than 48 hours notice                   |               |

|                                              |         |        |                                                                                                                                                                                                                                  |  |
|----------------------------------------------|---------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Cancelled or missed installation appointment | £125.00 | n/a    | Cancelled after point of no return or missed, per Broadband Line.<br>Charged if cancelling or amending an installation with less than 48 hours notice or if you fail to allow an engineer to attend site for the agreed timeslot |  |
| FTTC Expedite                                | £200.00 | n/a    |                                                                                                                                                                                                                                  |  |
| Excess broadband usage                       | n/a     | £3.75  | Per GB / Per Month                                                                                                                                                                                                               |  |
| Amend end user access                        | £25.00  | n/a    | Charge to amend speed profile on the line                                                                                                                                                                                        |  |
| FTTC Care Level 3                            | n/a     | £20.22 | Applicable to BTW and TTB only                                                                                                                                                                                                   |  |
| FTTC Care Level 4                            | n/a     | £26.25 | Applicable to BTW and TTB only                                                                                                                                                                                                   |  |

## DOMAINS, EMAIL &amp; WEB HOSTING

| Description                                            | One-off | Monthly | Notes                                                  | Other Charges |
|--------------------------------------------------------|---------|---------|--------------------------------------------------------|---------------|
| Digital SpaceMail - 2GB POP3/IMAP                      | n/a     | £7.76   | Per month, per mailbox, not available to new customers |               |
| Digital SpaceMail - 10GB POP3/IMAP                     | n/a     | £7.76   | Per month, per mailbox, not available to new customers |               |
| Digital SpaceMail - 2GB POP3/IMAP - enhanced security  | n/a     | £7.76   | Per month, per mailbox, not available to new customers |               |
| Digital SpaceMail - 10GB POP3/IMAP - enhanced security | n/a     | £7.76   | Per month, per mailbox, not available to new customers |               |
| SMTP feed direct                                       | n/a     | £6.89   | Per month, per feed, not available to new customers    |               |
| SMTP feed direct - enhanced security                   | n/a     | £12.80  | Per month, per feed, not available to new customers    |               |
| Transfer of services to alternative provider           | £10.00  | £17.00  | Administration fee, covers up to 10 services           |               |
| .co.uk domain (12 months)                              | £10.46  | n/a     | One-off per period shown, automatic renewals           |               |
| .com domain (12 months)                                | £10.46  | n/a     | One-off per period shown, automatic renewals           |               |
| .org.uk domain (12 months)                             | £15.70  | n/a     | One-off per period shown, automatic renewals           |               |
| .net domain (12 months)                                | £15.70  | n/a     | One-off per period shown, automatic renewals           |               |
| .org domain (12 months)                                | £15.70  | n/a     | One-off per period shown, automatic renewals           |               |
| .eu domain (12 months)                                 | £10.46  | n/a     | One-off per period shown, automatic renewals           |               |
| .uk.com domain (12 months)                             | £52.31  | n/a     | One-off per period shown, automatic renewals           |               |
| .me.uk domain (12 months)                              | £36.62  | n/a     | One-off per period shown, automatic renewals           |               |
| .info domain (12 months)                               | £15.70  | n/a     | One-off per period shown, automatic renewals           |               |
| .uk domain (12 months)                                 | £13.61  | n/a     | One-off per period shown, automatic renewals           |               |
| .biz domain (12 months)                                | £17.79  | n/a     | One-off per period shown, automatic renewals           |               |
| .ltd.uk domain (12 months)                             | £34.65  | n/a     | One-off per period shown, automatic renewals           |               |
| .co domain (12 months)                                 | £36.62  | n/a     | One-off per period shown, automatic renewals           |               |
| .tv domain (12 months)                                 | £41.85  | n/a     | One-off per period shown, automatic renewals           |               |
| .mobi domain (12 months)                               | £25.11  | n/a     | One-off per period shown, automatic renewals           |               |
| .eu.com domain (12 months)                             | £52.31  | n/a     | One-off per period shown, automatic renewals           |               |
| .cymru domain (12 months)                              | £25.11  | n/a     | One-off per period shown, automatic renewals           |               |
| .wales domain (12 months)                              | £25.11  | n/a     | One-off per period shown, automatic renewals           |               |
| .uk.net domain (12 months)                             | £146.48 | n/a     | One-off per period shown, automatic renewals           |               |
| .us domain (12 months)                                 | £12.55  | n/a     | One-off per period shown, automatic renewals           |               |
| .de domain (12 months)                                 | £10.46  | n/a     | One-off per period shown, automatic renewals           |               |
| .ae domain (12 months)                                 | £198.79 | n/a     | One-off per period shown, automatic renewals           |               |
| .fr domain (12 months)                                 | £17.79  | n/a     | One-off per period shown, automatic renewals           |               |
| .cn domain (12 months)                                 | £26.16  | n/a     | One-off per period shown, automatic renewals           |               |
| .cn domain with local presence (12 months)             | £124.15 | n/a     | One-off per period shown, automatic renewals           |               |
| .it domain (12 months)                                 | £12.55  | n/a     | One-off per period shown, automatic renewals           |               |
| .it domain with local presence (12 months)             | £26.50  | n/a     | One-off per period shown, automatic renewals           |               |
| .me domain (12 months)                                 | £26.16  | n/a     | One-off per period shown, automatic renewals           |               |
| .gov.uk domain (24 months)                             | £340.04 | n/a     | One-off per period shown, automatic renewals           |               |
| .plc.uk domain (24 months)                             | £13.61  | n/a     | One-off per period shown, automatic renewals           |               |
| .ltd domain (12 months)                                | £34.65  | n/a     | One-off per period shown, automatic renewals           |               |
| .ro domain (12 months)                                 | £228.77 | n/a     | One-off per period shown, automatic renewals           |               |
| .hu domain (12 months)                                 | £248.30 | n/a     | One-off per period shown, automatic renewals           |               |
| .click domain (12 months)                              | £11.16  | n/a     | One-off per period shown, automatic renewals           |               |
| .design domain (12 months)                             | £48.13  | n/a     | One-off per period shown, automatic renewals           |               |
| .forsale domain (12 months)                            | £33.76  | n/a     | One-off per period shown, automatic renewals           |               |
| .gift domain (12 months)                               | £21.34  | n/a     | One-off per period shown, automatic renewals           |               |
| .help domain (12 months)                               | £33.13  | n/a     | One-off per period shown, automatic renewals           |               |
| .miami domain (12 months)                              | £26.50  | n/a     | One-off per period shown, automatic renewals           |               |
| .online domain (12 months)                             | £39.06  | n/a     | One-off per period shown, automatic renewals           |               |
| .parts domain (12 months)                              | £35.78  | n/a     | One-off per period shown, automatic renewals           |               |

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|                                |         |     |                                              |  |
|--------------------------------|---------|-----|----------------------------------------------|--|
| .photo domain (12 months)      | £31.74  | n/a | One-off per period shown, automatic renewals |  |
| .properties domain (12 months) | £35.85  | n/a | One-off per period shown, automatic renewals |  |
| .sexy domain (12 months)       | £60.68  | n/a | One-off per period shown, automatic renewals |  |
| .tech domain (12 months)       | £50.57  | n/a | One-off per period shown, automatic renewals |  |
| .vip domain (12 months)        | £32.43  | n/a | One-off per period shown, automatic renewals |  |
| .website domain (12 months)    | £23.09  | n/a | One-off per period shown, automatic renewals |  |
| .xyz domain (12 months)        | £12.83  | n/a | One-off per period shown, automatic renewals |  |
| .co.jp domain (12 months)      | £324.96 | n/a | One-off per period shown, automatic renewals |  |
| .charity domain (12 months)    | £31.24  | n/a | One-off per period shown, automatic renewals |  |
| .sg domain (12 months)         | £48.57  | n/a | One-off per period shown, automatic renewals |  |
| .vn domain (12 months)         | £331.90 | n/a | One-off per period shown, automatic renewals |  |

## FIXED LINE TELEPHONY

| Description                                          | One-off | Monthly | Notes                                                                                                                                                                                                                                                            | Other Charges                                                                                                                                                                        |
|------------------------------------------------------|---------|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BT - Analogue Line - New                             | £105.00 | £29.27  | Per line (Premium, Multi and Aux lines carry a £2.50 per month premium)                                                                                                                                                                                          | An administration fee of £20 applies per Analogue Line cancelled or migrated away in addition to any minimum or early termination fees. Charge applies whether in or out of contract |
| BT - Analogue Line - Transfer in                     | £20.00  |         |                                                                                                                                                                                                                                                                  |                                                                                                                                                                                      |
| Kcom - Analogue Line - New                           | £195.00 | £52.40  | Per line                                                                                                                                                                                                                                                         |                                                                                                                                                                                      |
| Strencom - Analogue Line - New                       | £152.50 | £52.40  |                                                                                                                                                                                                                                                                  |                                                                                                                                                                                      |
| BT - ISDN2 - New                                     | £185.00 | £47.28  | Per circuit                                                                                                                                                                                                                                                      | An administration fee of £20 applies per Circuit cancelled or migrated away in addition to any minimum or early termination fees. Charge applies whether in or out of contract       |
| BT - ISDN2 - Transfer in                             | £39.45  |         |                                                                                                                                                                                                                                                                  |                                                                                                                                                                                      |
| BT - ISDN30 - New - Circuit                          | £800.00 | n/a     | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 - Transfer in                            | £93.09  |         |                                                                                                                                                                                                                                                                  |                                                                                                                                                                                      |
| BT - ISDN30 - New - Channel                          | £20.30  | £27.61  | Per channel                                                                                                                                                                                                                                                      | An administration fee of £20 applies per Circuit cancelled or migrated away in addition to any minimum or early termination fees. Charge applies whether in or out of contract       |
| BT- Out of hours installation appointment supplement | £65.00  | n/a     | Per site in addition to normal connection charges                                                                                                                                                                                                                |                                                                                                                                                                                      |
| BT - Amend order                                     | £15.50  | n/a     | Applicable when any change is made to an appointment date during any stage of an order. Note that if the request is after the point of not return you will be charged for the applicable Cancelled or missed installation appointment in addition to this charge |                                                                                                                                                                                      |
| BT - Expedite order - Analogue Line                  | £200.00 | n/a     | Expedite requests are best endeavours, charge applies whether sucessful or not                                                                                                                                                                                   |                                                                                                                                                                                      |
| BT - Cancelled installation                          | £25.50  | n/a     | Before the point of no return, per Line. Charged if cancelling an installation with more than 48 hours notice                                                                                                                                                    |                                                                                                                                                                                      |
| BT - Cancelled or missed installation appointment    | £143.22 | n/a     | Cancelled after point of no return or missed installation, per Broadband Line. Charged if cancelling or amending an installation with less than 48 hours notice or if you fail to allow an engineer attend site for the agreed timeslot                          |                                                                                                                                                                                      |
| BT - Renumber at point of transfer                   | £15.00  | n/a     | Per line                                                                                                                                                                                                                                                         |                                                                                                                                                                                      |
| BT - Renumber existing line                          | £55.00  | n/a     | Administration fee including provider charges                                                                                                                                                                                                                    |                                                                                                                                                                                      |
| BT - Analogue Line - Care Level 2                    | n/a     | £3.33   | Per line                                                                                                                                                                                                                                                         |                                                                                                                                                                                      |
| BT - Analogue Line - Care Level 2.5 Plus             | na/     | £4.15   | Per line                                                                                                                                                                                                                                                         |                                                                                                                                                                                      |
| BT - Analogue Line - Care Level 3                    | n/a     | £8.19   | Per line                                                                                                                                                                                                                                                         |                                                                                                                                                                                      |
| BT - Analogue Line - Care Level 4                    | n/a     | £9.15   | Per line                                                                                                                                                                                                                                                         |                                                                                                                                                                                      |
| BT - ISDN2 - Care Level 2 Plus                       | n/a     | £4.15   | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN2 - Care Level 3                            | n/a     | £8.19   | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN2 - Care Level 4                            | n/a     | £15.91  | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 - Care Level 2                           | n/a     | £4.15   | Per channel                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 - Care Level 3                           | n/a     | £8.19   | Per channel                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 - Care Level 4                           | n/a     | £15.91  | Per channel                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN 30 Site Assurance                          | n/a     | £2.51   | Per channel, per month                                                                                                                                                                                                                                           |                                                                                                                                                                                      |
| BT - ISDN30 Admin Call Forwarding                    | £6.00   | £5.80   | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 Anonymous call rejection                 | £6.00   | £4.56   | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 Call Waiting / Call Hold                 | £6.00   | £4.56   | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 Caller redirect                          | n/a     | £20.63  | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 Calling Line Identity Presentation       | n/a     | £3.75   | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 Calling Line Identity Restriction        | n/a     | £4.56   | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 Connected Line Identity Presentation     | n/a     | £3.75   | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 Connected Line Identity Restriction      | n/a     | £4.56   | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 Customer Controlled Call Forwarding      | £6.00   | £5.80   | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 DDI caller redirect                      | £275.00 | £20.63  | Per Block of 10 consectutive DDI's                                                                                                                                                                                                                               |                                                                                                                                                                                      |
| BT - ISDN30 DDI Numbers                              | £11.00  | £5.60   | Per Block of 10 consectutive DDI's                                                                                                                                                                                                                               |                                                                                                                                                                                      |
| BT - ISDN30 Multi Sub. Numbering (2 to 10)           | £40.00  | £1.67   | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 Permanent Incoming Call Bar              | £6.00   | £4.15   | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 Permanent Outgoing Call Bar              | £6.00   | £4.15   | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 Presentation number                      | £80.00  | £6.37   | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN30 Selective Call Barring                   | £6.00   | £4.15   | Per circuit                                                                                                                                                                                                                                                      |                                                                                                                                                                                      |
| BT - ISDN2 Admin Call Forwarding                     | £6.00   | £5.80   | Per number                                                                                                                                                                                                                                                       |                                                                                                                                                                                      |
| BT - ISDN2 Anonymous call rejection                  | £6.00   | £4.56   | Per number                                                                                                                                                                                                                                                       |                                                                                                                                                                                      |
| BT - ISDN2 Call Waiting / Call Hold                  | £6.00   | £4.56   | Per number                                                                                                                                                                                                                                                       |                                                                                                                                                                                      |

|                                                         |         |        |                                    |
|---------------------------------------------------------|---------|--------|------------------------------------|
| BT - ISDN2 Caller redirect                              | n/a     | £3.73  | Per number                         |
| BT - ISDN2 Calling Line Identity Presentation           | n/a     | £3.75  | Per number                         |
| BT - ISDN2 Calling Line Identity Restriction            | n/a     | £4.56  | Per number                         |
| BT - ISDN2 Connected Line Identity Presentation         | n/a     | £3.75  | Per number                         |
| BT - ISDN2 Connected Line Identity Restriction          | n/a     | £4.56  | Per number                         |
| BT - ISDN2 Customer Controlled Call Forwarding          | £6.00   | £5.80  | Per number                         |
| BT - ISDN2 DDI caller redirect                          | £275.00 | £20.63 | Per Block of 10 consecutive DDI's  |
| BT - ISDN2 DDI Numbers                                  | £11.00  | £5.60  | Per Block of 10 consecutive DDI's  |
| BT - ISDN2 Multi Sub. Numbering (2 to 10)               | £40.00  | £1.67  | Per number                         |
| BT - ISDN2 Permanent Incoming Call Bar                  | £6.00   | £4.15  | Per number                         |
| BT - ISDN2 Permanent Outgoing Call Bar                  | £6.00   | £4.15  | Per number                         |
| BT - ISDN2 Presentation number                          | £35.00  | £6.37  | Per number                         |
| BT - ISDN2 Selective Call Barring                       | £6.00   | £4.15  | Per number                         |
| BT - Analogue Line Call Barring                         | n/a     | £3.08  | Per number                         |
| BT - Analogue Line Call Diversion                       | £4.50   | £2.51  | Per number                         |
| BT - Analogue Line Call Minder                          | £3.50   | £2.51  | Per number                         |
| BT - Analogue Line Call Minder Premier                  | £7.50   | £5.80  | Per number                         |
| BT - Analogue Line Call Sign                            | £12.50  | £6.63  | Per number                         |
| BT - Analogue Line Call Waiting                         | n/a     | £2.51  | Per number                         |
| BT - Analogue Line Caller Display                       | n/a     | £2.51  | Per number                         |
| BT - Analogue Line Multiway Calling (3)                 | n/a     | £2.51  | Per number                         |
| BT - Analogue Line Reminder Call                        | n/a     | £4.15  | Per number                         |
| BT - Analogue Line Ring Back                            | n/a     | £3.08  | Per number                         |
| BT - Smart Divert                                       | n/a     | £3.33  | Per number                         |
| BT - Analogue Line Outgoing Calls Barred (Int. & Prem.) | n/a     | £2.51  | Per number                         |
| BT - Analogue Line Outgoing Calls Barred (Prem.)        | n/a     | £3.67  | Per number                         |
| BT - Directory Entry - Ordinary                         | n/a     | £41.21 | Per number                         |
| BT - Directory Entry - Bold                             | n/a     | £74.17 | Per number                         |
| BT - 1571                                               | n/a     | £3.75  | Per number                         |
| Call Tariff                                             | n/a     | n/a    | Digital Space Business Call Tariff |

## OFFICE 365 LICENSES &amp; BOLT ONS

| Description                                                                     | One-off | Monthly | Notes |
|---------------------------------------------------------------------------------|---------|---------|-------|
| EM+S E3 CSP                                                                     | n/a     | £10.92  |       |
| EM+S E5 CSP                                                                     | n/a     | £21.46  |       |
| Microsoft 365 Apps for Business                                                 | n/a     | £12.62  |       |
| Microsoft 365 Business Basic                                                    | n/a     | £6.08   |       |
| Microosft 365 Business Standard                                                 | n/a     | £15.00  |       |
| Microosft 365 Business Standard - Supported                                     | n/a     | £16.42  |       |
| Microsoft 365 Apps for Enterprise                                               | n/a     | £18.35  |       |
| Microsoft 365 Apps for Enterprise - Supported                                   | n/a     | £20.02  |       |
| Office 365 Enterprise E1                                                        | n/a     | £9.59   |       |
| Office 365 Enterprise E3                                                        | n/a     | £28.05  |       |
| Office 365 Enterprise E3 - Supported                                            | n/a     | £30.65  |       |
| Office 365 Enterprise E5                                                        | n/a     | £49.09  |       |
| Office 365 Enterprise E5 - Supported                                            | n/a     | £54.33  |       |
| Skype for Business PSTN Conferencing for E5 without PSTN Conferencing Customers | n/a     | £2.43   |       |
| Office 365 F1                                                                   | n/a     | £4.81   |       |
| Exchange Online (Plan 1)                                                        | n/a     | £4.81   |       |
| Exchange Online (Plan 2)                                                        | n/a     | £9.59   |       |
| Exchange Online Protection                                                      | n/a     | £1.32   |       |
| Exchange Online Advanced Threat Protection                                      | n/a     | £2.43   |       |
| Exchange Online Archiving for Exchange Online                                   | n/a     | £3.70   |       |
| Exchange Online Kiosk                                                           | n/a     | £2.43   |       |
| Exchange Online Archiving (EOA) for Exchange Server                             | n/a     | £3.70   |       |
| Additional PSTN numbers to extend Skype for Business features                   | n/a     | £6.08   |       |
| Audio Conferencing (PSTN)                                                       | n/a     | £4.81   |       |
| Common Area Phone                                                               | n/a     | £9.59   |       |
| Domestic and International Calling Plan                                         | n/a     | £28.85  |       |
| Domestic Calling Plan                                                           | n/a     | £14.44  |       |

|                                                                         |     |            |             |  |
|-------------------------------------------------------------------------|-----|------------|-------------|--|
| Domestic Calling Plan (120 Min)                                         | n/a | £7.24      | Per license |  |
| Phone System (PBX)                                                      | n/a | £9.59      |             |  |
| Skype for Business Online (Plan 1)                                      | n/a | £2.43      |             |  |
| Skype for Business Online (Plan 2)                                      | n/a | £6.71      |             |  |
| Skype for Business Plus CAL                                             | n/a | £2.43      |             |  |
| SharePoint Online (Plan 1)                                              | n/a | £6.08      |             |  |
| SharePoint Online (Plan 2)                                              | n/a | £11.96     |             |  |
| OneDrive for Business (Plan 1)                                          | n/a | £6.08      |             |  |
| OneDrive for Business (Plan 2)                                          | n/a | £11.96     |             |  |
| Microsoft Flow P1                                                       | n/a | £6.08      |             |  |
| Microsoft Flow P2                                                       | n/a | £18.03     |             |  |
| Flow Additional Runs per 50,000                                         | n/a | £48.11     |             |  |
| Flow Additional Runs per 50,000                                         | n/a | £48.11     |             |  |
| Microsoft PowerApps P1                                                  | n/a | £8.47      |             |  |
| Microsoft PowerApps P2                                                  | n/a | £48.11     |             |  |
| PowerApps Additional Data Storage                                       | n/a | £90.14     |             |  |
| PowerApps Additional Data Storage (Dyn365)                              | n/a | £90.14     |             |  |
| PowerApps Additional File Storage per 500GB                             | n/a | £60.07     |             |  |
| PowerApps Additional File Storage per 500GB (Dyn365)                    | n/a | £60.07     |             |  |
| Yammer Enterprise                                                       | n/a | £3.70      |             |  |
| Visio Online Plan 1                                                     | n/a | £6.08      |             |  |
| Visio Online Plan 2                                                     | n/a | £18.03     |             |  |
| Power BI Pro                                                            | n/a | £11.96     |             |  |
| Power BI Premium P1                                                     | n/a | £5,996.11  |             |  |
| Power BI Premium P2                                                     | n/a | £11,998.10 |             |  |
| Power BI Premium P3                                                     | n/a | £24,002.19 |             |  |
| Power BI Premium P4                                                     | n/a | £48,010.20 |             |  |
| Power BI Premium P5                                                     | n/a | £96,026.42 |             |  |
| Microosft 365 Business Standard (Nonprofit Staff Pricing)               | n/a | £3.81      |             |  |
| Microsoft 365 Apps for Enterprise (Nonprofit Staff Pricing)             | n/a | £4.81      |             |  |
| Office 365 Enterprise E3 (Nonprofit Staff Pricing)                      | n/a | £6.63      |             |  |
| Office 365 Enterprise E5 (Nonprofit Staff Pricing)                      | n/a | £21.77     |             |  |
| Exchange Online Advanced Threat Protection (Nonprofit Staff Pricing)    | n/a | £0.87      |             |  |
| Exchange Online Archiving for Exchange Online (Nonprofit Staff Pricing) | n/a | £1.51      |             |  |
| Skype for Business Online (Plan 2) (Nonprofit Staff Pricing)            | n/a | £2.51      |             |  |
| Audio Conferencing (Nonprofit Staff)                                    | n/a | £2.02      |             |  |
| Phone System (Nonprofit Staff Pricing)                                  | n/a | £3.99      |             |  |
| Power BI Pro (Nonprofit Staff Pricing)                                  | n/a | £3.81      |             |  |
| Power BI Premium P1 (Nonprofit Staff Pricing)                           | n/a | £2,482.35  |             |  |
| Power BI Premium P2 (Nonprofit Staff Pricing)                           | n/a | £4,967.28  |             |  |
| Power BI Premium P3 (Nonprofit Staff Pricing)                           | n/a | £9,936.85  |             |  |
| Power BI Premium EM3 (Nonprofit Staff Pricing)                          | n/a | £1,240.06  |             |  |

## VIRTUAL DATA CENTRE

| Description                       | One-off | Monthly | Notes       |  |
|-----------------------------------|---------|---------|-------------|--|
| McAfee MOVE Antivirus for Windows | n/a     | £9.59   | Per license |  |
| G-01 Windows Virtual Machine      | n/a     | £67.39  | Per VM      |  |
| G-02 Windows Virtual Machine      | n/a     | £79.00  | Per VM      |  |
| G-03 Windows Virtual Machine      | n/a     | £92.93  | Per VM      |  |
| G-04 Windows Virtual Machine      | n/a     | £116.17 | Per VM      |  |
| G-05 Windows Virtual Machine      | n/a     | £144.04 | Per VM      |  |
| G-06 Windows Virtual Machine      | n/a     | £190.50 | Per VM      |  |
| G-07 Windows Virtual Machine      | n/a     | £292.70 | Per VM      |  |
| G-01 Linux Virtual Machine        | n/a     | £62.73  | Per VM      |  |
| G-02 Linux Virtual Machine        | n/a     | £74.34  | Per VM      |  |
| G-03 Linux Virtual Machine        | n/a     | £88.29  | Per VM      |  |
| G-04 Linux Virtual Machine        | n/a     | £111.51 | Per VM      |  |
| G-05 Linux Virtual Machine        | n/a     | £139.39 | Per VM      |  |
| G-06 Linux Virtual Machine        | n/a     | £185.85 | Per VM      |  |

|                              |     |         |        |  |
|------------------------------|-----|---------|--------|--|
| G-07 Linux Virtual Machine   | n/a | £288.05 | Per VM |  |
| C-01 Windows Virtual Machin  | n/a | £190.50 | Per VM |  |
| C-02 Windows Virtual Machine | n/a | £199.79 | Per VM |  |
| C-03 Windows Virtual Machine | n/a | £227.65 | Per VM |  |
| C-01 Linux Virtual Machine   | n/a | £185.85 | Per VM |  |
| C-02 Linux Virtual Machine   | n/a | £195.14 | Per VM |  |
| C-03 Linux Virtual Machine   | n/a | £223.01 | Per VM |  |
| M-01 Windows Virtual Machine | n/a | £102.22 | Per VM |  |
| M-02 Windows Virtual Machine | n/a | £162.63 | Per VM |  |
| M-03 Windows Virtual Machine | n/a | £283.40 | Per VM |  |
| M-04 Windows Virtual Machine | n/a | £432.07 | Per VM |  |
| M-05 Windows Virtual Machine | n/a | £524.99 | Per VM |  |
| M-01 Linux Virtual Machine   | n/a | £97.58  | Per VM |  |
| M-02 Linux Virtual Machine   | n/a | £157.97 | Per VM |  |
| M-03 Linux Virtual Machine   | n/a | £278.76 | Per VM |  |
| M-04 Linux Virtual Machine   | n/a | £427.41 | Per VM |  |
| M-05 Linux Virtual Machine   | n/a | £520.33 | Per VM |  |
| VDC System Operations        | n/a | £153.34 | Per VM |  |

SYNERGY SIP TRUNKS

| Description                                      | One-off | Monthly | Notes                                                                   |  |
|--------------------------------------------------|---------|---------|-------------------------------------------------------------------------|--|
| Per site connection                              | £105.00 | n/a     | One-off per site served with SIP trunks                                 |  |
| SIP trunk rental                                 | n/a     | £9.93   | Per channel                                                             |  |
| Single incoming geographic number (new)          | £0.00   | £1.45   | UK geographic number provided by Digital Space                          |  |
| Single incoming geographic number (ported-in)    | £19.00  |         | UK geographic number ported from alternative provider                   |  |
| Multiple incoming geographic numbers (new)       | £0.00   |         | UK geographic numbers provided by Digital Space (monthly per number)    |  |
| Multiple incoming geographic numbers (ported-in) | £19.00  |         | Per number up to maximum of £95 (monthly per number)                    |  |
| Port rejection charge                            | £15.00  | n/a     | Per number. Charged when a number port order is rejected for any reason |  |
| Call Tariff                                      | n/a     | n/a     | Digital Space VoIP Business Call Tariff                                 |  |

SYNERGY UC

| Description                                      | One-off | Monthly | Notes                                                                   |                                                                                                                                                                   |
|--------------------------------------------------|---------|---------|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Synergy - Standard User                          | £5.00   | £13.23  | Per user                                                                | An admin fee of £5 applies per user cancelled or migrated away in addition to any minimum or early termination fees. Charge applies whether in or out of contract |
| Synergy - Pro User                               | £5.00   | £19.80  | Per user                                                                |                                                                                                                                                                   |
| Single incoming geographic number (new)          | £0.00   | £1.45   | UK geographic number provided by Digital Space                          |                                                                                                                                                                   |
| Single incoming geographic number (ported-in)    | £19.00  |         | UK geographic number ported from alternative provider                   |                                                                                                                                                                   |
| Multiple incoming geographic numbers (new)       | £0.00   |         | UK geographic numbers provided by Digital Space (monthly per number)    |                                                                                                                                                                   |
| Multiple incoming geographic numbers (ported-in) | £19.00  |         | Per number up to maximum of £95 (monthly per number)                    |                                                                                                                                                                   |
| VoIP username change                             | £5.00   | n/a     | Administration fee per user                                             |                                                                                                                                                                   |
| Routing or dial plan changes                     | £22.59  | n/a     | Up to five minor changes per request                                    |                                                                                                                                                                   |
| Disconnection or cease                           | £5.00   | n/a     | Administration fee per user                                             |                                                                                                                                                                   |
| Port rejection charge                            | £15.00  | n/a     | Per number. Charged when a number port order is rejected for any reason |                                                                                                                                                                   |
| Call Tariff                                      | n/a     | n/a     | Digital Space VoIP Business Call Tariff                                 |                                                                                                                                                                   |

All prices quoted exclude VAT at the current rate

Standard Charges apply to all contracts unless otherwise agreed in writing by Digital Space. All services are provided subject to Digital Space's Standard Terms & Conditions, Master Services Agreement or other such written Agreement between Digital Space and the Customer. All Charges shown are in addition to any minimum term and notice period requirements as per your contract.

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