



Titan  
telecom

# Pricing Information

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# Rental Pricing

## Line Rental

Per Month, per line (or channel)

Rental Type	Charge
Standard Line Rental	£12.99
Premium Main Auxiliary line	£12.99
Premium Auxiliary line	£12.99
ISDN2e Standard	£12.99
ISDN2e Main Auxiliary channel	£12.99
ISDN2e Auxiliary channel	£12.99
ISDN30 Main channel	£14.99
ISDN30 Auxiliary channel	£14.99
DDI	£0.33

## Connection charges

Per line or channel

Analogue Lines

Supply of New	Charge per line
Standard Line	£99.99
Premium Main Auxiliary Line	£99.99
Premium Auxiliary line	£99.99
Standard Line — Restart	£35.00
Standard Line — Renumber	£40.00

## ISDN2e Lines

Supply of New	Charge per channel
ISDN2e Standard	£240.00
ISDN2e Main Auxiliary channel	£124.50
ISDN2e Auxiliary channel	£124.50
DDI Planning charge	£75.00
DDI Connection	£0.75
ISDN2e Renumber per occasion	£55.00
ISDN2e Renumber per number	£25.00

## ISDN30e

Supply of New	Charge per channel
New Install— ISDN30e	£900.00
Installation per channel	£5.50
DDI Planning charge	£81.57
DDI Connection	£0.81

## Calling Features

Feature	Connection Charge	Rental
Anonymous Call Rejection — Standard Line	-	£3.00
Anonymous Call Rejection — Premium Main	£75.00	£3.00
Bypass Number — Note (a)	-	£0.58
Call Barring (118) — by Admin Control	-	£2.50
Call Barring (Incoming and Outgoing)	-	£2.50
Call Barring (International & PRS) —by Admin Control	-	£2.50
Call Barring (PRS) - by Admin Control	-	£2.50
Call Diversion - by Admin Control (b)	£10.00	-
Change of Admin Divert to number	£5.00	-
Call Diversion (b)	-	£2.50
Call Sign	-	£2.50
Call Minder Basic	-	£2.50
Call Waiting	-	£2.50
Called Party Answer	-	£2.50
Caller Display	-	£2.50
Caller Redirect (CNI) - One Months Service	£17.90	-
Caller Redirect (CNI) - Quarterly (or part thereof) Service	-	£25.19
Choose to Refuse	-	£2.50
Direct Connect	-	£3.00
Incoming Calls Barred 1st Line	£10.00	-
Incoming Calls Barred additional line	£10.00	-
Nuisance Call Service	£130.00	-
Outgoing Calls Barred	£10.00	-
Presentation Number (PSTN)	£25.00	£4.50
Reminder Call Pay Per Use	£0.10	-
Reminder Call	-	£2.50
Remote Call Forwarding - Note (b)	£45.00	£18.33
Ring Back	-	£2.50
Ring Back Pay Per Use	£0.10	-
Smart Divert	£10.00	£2.50
Smart Divert with Bypass Number	£10.00	£2.50
The Combined Call Barring and Bypass Number	-	£2.50
The Combined Call Diversion and Bypass Number	-	£2.50
Three-Way-Calling	-	£2.50
Three-Way-Calling Pay Per Use	£0.10	-
1571 Answer Service	-	£2.50

(a) This is a separate product but must be associated with either Smart Divert, Call Diversion or Call Barring.

(b) The rental and connection charges for Remote Call Forwarding/Call Diversion are in addition to all forwarded call charges at the appropriate dialled rates and are in addition to Standard line rental charges. The renter of the service pays the appropriate dialled call rates for the diverted leg of the call. The caller pays for the call to the number dialled.

All Prices exclude VAT which is charged at the applicable rate and are charged monthly in advance, unless stated otherwise.

## Maintenance Option

Per Month, per line (or channel)

Option	Charge
Care Level 1—Fault repaired within 3 working days, Mon to Fri, excludes Public and Bank Holidays	Free
Care Level 2—Fault repaired within 48 hours, Mon to Sat, excludes Public and Bank Holidays	£0.50
Care Level 3—Fault repaired within 24 hours, 7 days a week, includes Public and Bank Holidays	£3.50
Care Level 4—Fault repaired within 6 hours, any time of the day, any day of the year	£5.00

## Invoice Options

Option	Charge
Paper Bill Charge	£2.99
Email Billing	Free

## Time Related Charges

Type of repair		Normal Working Day (Mon—Fri)	All other times except Sundays & Public / Bank Holidays	Sundays and Public / Bank Holidays
		Call-outs to repair faults associated with any network, cabling, dropwire or underground feeds within a customer's curtilage including the Network Terminating Point. Excludes ISDN30e	Per call out including 1st hour	£120.00
	Time in excess of the 1st hour	£60.00	£90.00	£120.00
	Minimum period charge	1hr	1hr	1hr

## Repair of faults

Time Related Charges are raised to cover time spent by Openreach engineers repairing faults where this work is not covered, and for providing or rearranging services, customer-owned wiring or equipment.

## Time Related Charges apply where:

The fault is found not to be with any Openreach service or equipment. In particular this covers the situation where no fault is found, or the fault is found to be on non-Openreach equipment, or is due to damage caused by someone at the end user's premises, or due to theft, loss or removal of equipment, or in the case of customer or end user owned or rented equipment (but not Openreach's network) faults caused by external or environmental factors (e.g. lightning, electrical surges or floods).

## Rental Pricing

### Abortive Visit Charges

Type of repair	Normal Working Day (Mon—Fri)	All other times except Sundays & Public / Bank Holidays	Sundays and Public/ Bank Holidays
Missed Faults Visit	£125.00	£150.00	£180.00
Missed NLI (New Line Install)	£99.99		

### Other Charges

Type	Charge
Non-direct debit payment charges	£10 per month
Unpaid invoice interest charges	1.5% per month or part month
FraudDefender	£1.49 per month

## Call Packages

Combine as many, or as few, of our call packages as you like.

Call Plans	Description	Cost per line (or channel) per month
<b>UK Landline Anytime</b>	Unlimited calls to all numbers beginning 01, 02 and 03. Any time, day or night.	£5
<b>Unlimited Landline and Mobile Calls*</b>	Unlimited calls from your landline to all UK mobiles and numbers beginning 01, 02 and 03.	£10
<b>International Cost Saver</b>	The International Caller destinations are capped at 5p per call. 50% off Titan's standard per minute rate to all other international destinations.	£5

All prices exclude VAT which is charged at the applicable rate and are charged monthly in advance, unless stated otherwise. Minimum period 1 month and non-refundable. Subject to fair usage policy. Calls are capped at the rates quoted for the first hour of a call. Calls longer than 60 minutes will be charged at the applicable rate after 60 minutes.

\*Excludes calls to Lyca mobiles, which are charged at FW7.

# Call Prices

## UK Landline

UK Landline	Peak	Off Peak	Cap
Local	2.00	2.00	25.00
National	2.00	2.00	25.00

## UK Mobile Calls

Mobile	Peak	Off Peak	Cap
Vodafone	10.00	10.00	60.00
O2	10.00	10.00	60.00
Orange	10.00	10.00	60.00
T Mobile	10.00	10.00	60.00
Three	10.00	10.00	-
Mobile Other	25.00	25.00	-

## International Caller Landline

Destination	Peak	Off Peak	Cap
Australia	3.00	3.00	25.00
Austria	3.00	3.00	25.00
Bangladesh	3.00	3.00	25.00
Belgium	3.00	3.00	25.00
Canada	3.00	3.00	25.00
China	3.00	3.00	25.00
Denmark	3.00	3.00	25.00
France	3.00	3.00	25.00
Germany	3.00	3.00	25.00
Hong Kong	3.00	3.00	25.00
India	3.00	3.00	25.00
Ireland	3.00	3.00	25.00
Italy	3.00	3.00	25.00
Netherlands	3.00	3.00	25.00
New Zealand	3.00	3.00	25.00
Norway	3.00	3.00	25.00
Pakistan	3.00	3.00	25.00
Poland	3.00	3.00	25.00
Portugal	3.00	3.00	25.00
Spain	3.00	3.00	25.00
Sweden	3.00	3.00	25.00
Switzerland	3.00	3.00	25.00
Turkey	3.00	3.00	25.00
USA	3.00	3.00	25.00

## UK Other Calls

Charge Band	Peak	Off Peak
C	12.84	7.44
D	17.06	10.06
E	5.04	5.04
F	30.64	20.42
J	32.68	22.46
K	38.29	25.52
M	41.92	28.92
N	15.12	15.12
FW1	15.84	15.84
FW2	15.00	12.48
FW3	16.68	13.32
FW4	16.20	9.90
FW5	15.12	12.24
FW6	13.20	10.56
FW7	12.60	12.60
G6	7.00	7.00

## Personal Numbers

Charge Band	Peak	Off Peak
PN1	24.52	16.34
PN2	51.06	51.06
PN3	50.04	39.83
PN4	26.56	26.56
PN5	17.36	17.36
PN6	20.42	20.42
PN8	20.40	20.40
PN9	24.00	24.00
PN10	35.75	35.75
PN11	39.83	29.62
PN12	27.58	27.58
PN13	39.83	39.83
PN14	30.13	30.13
PM15	13.27	13.27
PN16	14.30	14.30
PN17	15.32	15.32
PN18	16.34	16.34
PN19	10.21	10.21
PN20	24.52	24.52

## Paging Services

Charge Band	Fixed Price Call
FF10	0.217
FF3	0.25
FF8	0.158
FF9	0.362

## Access Charges

UK Landline	Peak	Off Peak
Service Charge	7.00	7.00
Access Charge	8.00	8.00

## NGCs

Name	PPM	Name	PPM
NGCS 1	0.00	NGCS 26	60.00
NGCS 2	1.00	NGCS 27	65.00
NGCS 3	2.00	NGCS 28	70.00
NGCS 4	3.00	NGCS 29	75.00
NGCS 5	4.00	NGCS 30	80.00
NGCS 6	5.00	NGCS 31	90.00
NGCS 7	6.00	NGCS 32	95.00
NGCS 8	7.00	NGCS 33	99.00
NGCS 9	8.00	NGCS 34	100.00
NGCS 10	9.00	NGCS 35	110.00
NGCS 11	10.00	NGCS 36	120.00
NGCS 12	11.00	NGCS 37	145.00
NGCS 13	12.00	NGCS 38	150.00
NGCS 14	13.00	NGCS 39	155.00
NGCS 15	15.00	NGCS 40	180.00
NGCS 16	20.00	NGCS 41	200.00
NGCS 17	25.00	NGCS 42	220.00
NGCS 18	30.00	NGCS 43	250.00
NGCS 19	35.00	NGCS 44	300.00
NGCS 20	36.00	NGCS 45	360.00
NGCS 21	40.00	NGCS 46	5.00
NGCS 22	45.00	NGCS 47	10.00
NGCS 23	46.00	NGCS 48	15.00
NGCS 24	50.00	NGCS 49	25.00
NGCS 25	55.00	NGCS 50	30.00

## NGCs

Name	PPM
NGCS 51	35.00
NGCS 52	40.00
NGCS 53	48.00
NGCS 54	50.00
NGCS 55	70.00
NGCS 56	75.00
NGCS 57	100.00
NGCS 58	145.00
NGCS 59	150.00
NGCS 60	200.00
NGCS 61	250.00
NGCS 62	300.00
NGCS 63	400.00
NGCS 64	500.00
NGCS 65	600.00

Name	PPM	PPC
NGCS 66	155.00	77.00
NGCS 67	25.00	80.00
NGCS 68	139.00	399.00
NGCS 69	135.00	499.00

Name	PPM	PPC
NGCS 70	275.00	550.00
NGCS 71	299.00	574.00
NGCS 72	349.00	698.00
NGCS 73	250.00	0.00
NGCS 74	5.00	5.00
NGCS 75	10.00	10.00
NGCS 76	40.00	40.00
NGCS 77	70.00	70.00
NGCS 78	150.00	150.00
NGCS 79	200.00	200.00
NGCS 80	257.00	445.00

Note: Mixed Per Minute and Per Call, where the per minute charge applies after the first minute.

Connection charges apply; 10p to local and national, 12p to mobile and 12p to international destinations, unless stated otherwise. Calls are capped at the "Capped" rates quoted for the first hour. Calls longer than 60 minutes will be charged at the applicable rates after 60 minutes. All prices exclude VAT which is charged at the applicable rate and are listed in pence per minute. Calls to mobiles will be charged at the above original operator rates. Calls will be charged per 60 seconds and rounded up to the nearest penny.

# Call Prices

## International

Destination	International Land Line		International Mobile		Destination	International Land Line		International Mobile		Destination	International Land Line		International Mobile	
	Peak	Off Peak	Peak	Off Peak		Peak	Off Peak	Peak	Off Peak		Peak	Off Peak	Peak	Off Peak
Afghanistan	150.00	150.00	165.00	165.00	Canada	3.00	3.00	42.50	42.50	Georgia	95.00	95.00	110.00	110.00
Albania	60.00	60.00	75.00	75.00	Canary Islands	37.50	37.50	52.50	52.50	Germany	3.00	3.00	45.00	45.00
Algeria	60.00	60.00	75.00	75.00	Cape Verde Island	150.00	150.00	165.00	165.00	Ghana	112.50	112.50	127.50	127.50
Andorra	60.00	60.00	75.00	75.00	Cayman Islands	80.00	80.00	95.00	95.00	Gibraltar	37.50	37.50	52.50	52.50
Angola	137.50	137.50	152.50	152.50	Central African Republic	150.00	150.00	165.00	165.00	Global Satellite-Thuraya	350.00	350.00	350.00	350.00
Anguilla	80.00	80.00	95.00	95.00	Chad	150.00	150.00	165.00	165.00	Greece	30.00	30.00	45.00	45.00
Antigua & Barbuda	80.00	80.00	95.00	95.00	Chile	112.50	112.50	127.50	127.50	Grenada	80.00	80.00	95.00	95.00
Argentina	112.50	112.50	127.50	127.50	China	95.00	95.00	110.00	110.00	Guadeloupe	80.00	80.00	95.00	95.00
Armenia	95.00	95.00	110.00	110.00	Colombia	137.50	137.50	152.50	152.50	Guatemala	112.50	112.50	127.50	127.50
Aruba	95.00	95.00	110.00	110.00	Cook Islands	150.00	150.00	165.00	165.00	Guinea	137.50	137.50	152.50	152.50
Ascension Island	150.00	150.00	165.00	165.00	Costa Rica	112.50	112.50	127.50	127.50	Guyana	137.50	137.50	152.50	152.50
Australia	3.00	3.00	70.00	70.00	Croatia	60.00	60.00	75.00	75.00	Honduras	112.50	112.50	127.50	127.50
Austria	3.00	3.00	45.00	45.00	Cuba	150.00	150.00	165.00	165.00	Hong Kong	3.00	3.00	70.00	70.00
Azerbaijan	95.00	95.00	110.00	110.00	Cyprus North	37.50	37.50	52.50	52.50	Hungary	37.50	37.50	52.50	52.50
Azores	37.50	37.50	52.50	52.50	Cyprus South	60.00	60.00	75.00	75.00	Iceland	60.00	60.00	75.00	75.00
Bahamas	80.00	80.00	95.00	95.00	Czech Republic	37.50	37.50	52.50	52.50	India	3.00	3.00	75.00	75.00
Bahrain	95.00	95.00	110.00	110.00	Denmark	3.00	3.00	45.00	45.00	Indonesia	95.00	95.00	110.00	110.00
Bangladesh	3.00	3.00	75.00	75.00	Diego Garcia	150.00	150.00	165.00	165.00	Inmarsat B Maritime	350.00	350.00	350.00	350.00
Barbados	80.00	80.00	95.00	95.00	Djibouti	150.00	150.00	165.00	165.00	Inmarsat Mini M	250.00	250.00	250.00	250.00
Belarus	95.00	95.00	110.00	110.00	Dominica	80.00	80.00	95.00	95.00	Inmarsat-Atlantic West-B	350.00	350.00	350.00	350.00
Belize	137.50	137.50	152.50	152.50	Dominican Republic	80.00	80.00	95.00	95.00	Inmarsat-Atlantic West-Mini	350.00	350.00	350.00	350.00
Belgium	3.00	3.00	45.00	45.00	Ecuador	137.50	137.50	152.50	152.50	Inmarsat-Indian-B	350.00	350.00	350.00	350.00
Benin	137.50	137.50	152.50	152.50	Egypt	112.50	112.50	127.50	127.50	Inmarsat-Indian-Mini	350.00	350.00	350.00	350.00
Bermuda	80.00	80.00	95.00	95.00	Emsat	200.00	200.00	200.00	200.00	Inmarsat-Pacific-A	600.00	600.00	600.00	600.00
Bolivia	137.50	137.50	152.50	152.50	Equatorial Guinea	150.00	150.00	165.00	165.00	Inmarsat-Pacific-B	350.00	350.00	350.00	350.00
Bosnia & Herzegovina	137.50	137.50	152.50	152.50	Eritrea	137.50	137.50	152.50	152.50	Iran	112.50	112.50	127.50	127.50
Botswana	112.50	112.50	127.50	127.50	Estonia	60.00	60.00	75.00	75.00	Iraq	112.50	112.50	127.50	127.50
Brazil	112.50	112.50	127.50	127.50	Ethiopia	137.50	137.50	152.50	152.50	Ireland	3.00	3.00	40.00	40.00
British Virgin Islands	80.00	80.00	95.00	95.00	Faeroe Islands	37.50	37.50	52.50	52.50	Iridium 8816	350.00	350.00	350.00	350.00
Brunei	112.50	112.50	127.50	127.50	Falkland Islands	137.50	137.50	152.50	152.50	Iridium 8817	350.00	350.00	350.00	350.00
Bulgaria	60.00	60.00	75.00	75.00	Fiji	150.00	150.00	165.00	165.00	Italy	3.00	3.00	45.00	45.00
Burkina Faso	137.50	137.50	152.50	152.50	Finland	30.00	30.00	45.00	45.00	Israel	55.00	55.00	70.00	70.00
Burundi	137.50	137.50	152.50	152.50	France	3.00	3.00	45.00	45.00	Ivory Coast	112.50	112.50	127.50	127.50
Cambodia	150.00	150.00	165.00	165.00	French Polynesia	150.00	142.50	157.50	157.50	Jamaica	80.00	80.00	95.00	95.00
Cameroon	112.50	112.50	127.50	127.50	Gambia	150.00	150.00	165.00	165.00	Japan	55.00	55.00	70.00	70.00

# Call Prices

## International

Destination	International Land Line		International Mobile	
	Peak	Off Peak	Peak	Off Peak
Jordan	112.50	112.50	127.50	127.50
Kazakhstan	95.00	95.00	110.00	110.00
Kenya	112.50	112.50	127.50	127.50
Korea North	150.00	150.00	165.00	165.00
Korea South	95.00	95.00	110.00	110.00
Kosovo	60.00	60.00	75.00	75.00
Kuwait	95.00	95.00	110.00	110.00
Kyrgyzstan	95.00	95.00	110.00	110.00
Laos	150.00	150.00	165.00	165.00
Latvia	60.00	60.00	75.00	75.00
Lebanon	112.50	112.50	127.50	127.50
Lesotho	137.50	137.50	152.50	152.50
Liberia	112.50	112.50	127.50	127.50
Libya	60.00	60.00	75.00	75.00
Liechtenstein	60.00	60.00	75.00	75.00
Lithuania	60.00	60.00	75.00	75.00
Luxembourg	30.00	30.00	45.00	45.00
Macao	112.50	112.50	127.50	127.50
Macedonia	60.00	60.00	75.00	75.00
Madagascar	137.50	137.50	152.50	152.50
Malawi	112.50	112.50	127.50	127.50
Malaysia	55.00	55.00	70.00	70.00
Maldives	137.50	137.50	152.50	152.50
Malta	37.50	37.50	52.50	52.50
Martinique	80.00	80.00	95.00	95.00
Mauritania	137.50	137.50	152.50	152.50
Mauritius	112.50	112.50	127.50	127.50
Mexico	95.00	95.00	110.00	110.00
Moldova	137.50	137.50	152.50	152.50
Monaco	37.50	37.50	52.50	52.50
Mongolia	150.00	150.00	165.00	165.00
Montserrat	80.00	80.00	95.00	95.00
Morocco	60.00	60.00	75.00	75.00
Mozambique	137.50	137.50	152.50	152.50
Myanmar	137.50	137.50	152.50	152.50

Destination	International Land Line		International Mobile	
	Peak	Off Peak	Peak	Off Peak
Namibia	137.50	137.50	152.50	152.50
Nepal	112.50	112.50	127.50	127.50
Netherlands	3.00	3.00	45.00	45.00
New Caledonia	150.00	150.00	165.00	165.00
New Zealand	3.00	3.00	70.00	70.00
Nicaragua	112.50	112.50	127.50	127.50
Niger	137.50	137.50	152.50	152.50
Nigeria	95.00	95.00	110.00	110.00
Norway	3.00	3.00	45.00	45.00
Oman	95.00	95.00	110.00	110.00
Pakistan	60.00	60.00	75.00	75.00
Palestine	55.00	55.00	70.00	70.00
Panama	112.50	112.50	127.50	127.50
Papua New Guinea	150.00	150.00	165.00	165.00
Paraguay	112.50	112.50	127.50	127.50
Peru	112.50	112.50	127.50	127.50
Philippines	95.00	95.00	110.00	110.00
Poland	3.00	3.00	45.00	45.00
Puerto Rico	80.00	80.00	95.00	95.00
Portugal	3.00	3.00	45.00	45.00
Qatar	95.00	95.00	110.00	110.00
Reunion	150.00	150.00	165.00	165.00
Romania	60.00	60.00	75.00	75.00
Russia	60.00	60.00	75.00	75.00
San Marino	37.50	37.50	52.50	52.50
Sao Tome & Principe	150.00	150.00	165.00	165.00
Saudi Arabia	95.00	95.00	110.00	110.00
Senegal	112.50	112.50	127.50	127.50
Serbia	60.00	60.00	75.00	75.00
Seychelles	112.50	112.50	127.50	127.50
Sierra Leone	112.50	112.50	127.50	127.50
Singapore	55.00	55.00	70.00	70.00
Slovakia	37.50	37.50	52.50	52.50
Slovenia	60.00	60.00	75.00	75.00
Solomon Islands	150.00	150.00	165.00	165.00

Destination	International Land Line		International Mobile	
	Peak	Off Peak	Peak	Off Peak
Somalia	150.00	150.00	165.00	165.00
South Africa	55.00	55.00	70.00	70.00
Spain	3.00	3.00	45.00	45.00
Sri Lanka	112.50	112.50	127.50	127.50
St. Helena	150.00	150.00	165.00	165.00
St. Kitts & Nevis	80.00	80.00	95.00	95.00
St. Lucia	80.00	80.00	95.00	95.00
St. Vincent's	80.00	80.00	95.00	95.00
Sudan	112.50	112.50	127.50	127.50
Suriname	137.50	137.50	152.50	152.50
Swaziland	137.50	137.50	152.50	152.50
Sweden	3.00	3.00	45.00	45.00
Switzerland	3.00	3.00	45.00	45.00
Syria	112.50	112.50	127.50	127.50
Taiwan	95.00	95.00	110.00	110.00
Tajikistan	137.50	137.50	152.50	152.50
Tanzania	112.50	112.50	127.50	127.50
Thailand	95.00	95.00	110.00	110.00
Togo	137.50	137.50	152.50	152.50
Tonga	150.00	150.00	165.00	165.00
Trinidad & Tobago	80.00	80.00	95.00	95.00
Tunisia	60.00	60.00	75.00	75.00
Turkey	3.00	3.00	75.00	75.00
Turkmenistan	95.00	95.00	110.00	110.00
Turks & Caicos Island	80.00	80.00	95.00	95.00
Tuvalu	150.00	150.00	165.00	165.00
Uganda	112.50	112.50	127.50	127.50
Ukraine	95.00	95.00	110.00	110.00
United Arab Emirates	95.00	95.00	110.00	110.00
Uruguay	112.50	112.50	127.50	127.50
USA	3.00	3.00	42.50	42.50
Uzbekistan	95.00	95.00	110.00	110.00
Venezuela	112.50	112.50	127.50	127.50
Vietnam	137.50	137.50	152.50	152.50
Western Samoa	150.00	150.00	165.00	165.00



# Call Prices

## International

Destination	International Land Line		International Mobile	
	Peak	Off Peak	Peak	Off Peak
Yemen	137.50	137.50	152.50	152.50
Zambia	112.50	112.50	127.50	127.50
Zimbabwe	112.50	112.50	127.50	127.50

## Termination Fees

Business Phone Line	£249 per line, channel and connection and for each year or part year remaining on your contract.
Business Broadband	
Fibre Broadband*	
* Plus if you cancel your fibre connection within the first 12 months, you will also be liable to pay the remaining service charges which would have been payable in the first 12 months if the agreement had continued.	
Business Mobile	£50 plus remaining rental charges you would have been due until the end of the Minimum Period. Part months will be counted as full months.

## Standard Variable Rate

After the minimum period or any fixed term renewal period charges may be charged at the Standard Variable Rate, which is the prices published in the Pricing Schedule plus 25%. All prices exclude VAT which is charged at the applicable rate.

### Time Bands

Peak; Monday to Friday, 8am-6pm  
Off Peak; Monday to Friday, before 8am & after 6pm and all day Saturday and Sunday

### Moving Premises

When you're moving premises, it is important to give us as much notice as possible (at least 30 days). Contact Titan Telecom on the details to the right, and we will coordinate the transfer of supply to your new premises, arrange an engineer's appointment and secure the retention of your telephone numbers wherever possible. If it is not possible to retain your number, we can offer effective solutions to ensure you never miss a call.

### Address

Titan Telecom  
PO Box 844  
Manchester M22 4ZG

### Telephone

0844 257 0844<sup>1</sup>

### Fax

0844 257 0845

### E-mail

info@titantelecom.uk.com

### Website

www.titantelecom.uk.com

### Opening Hours

Monday to Friday  
9am to 6pm

<sup>1</sup>Calls cost 7p per minute plus your telephone company's network access charge. Titan Telecom charges 8p, other providers may vary.





Titan  
telecom

Broadband

## Affordable, fast business broadband and fibre broadband packages.

As well as offering you the lowest prices for your telecom service, Titan Telecom also offers several high quality, **affordable**, fast business broadband and fibre broadband packages.

### Essential Broadband Package

- Only £7.99 Per Month
- Up to 17 Mbps download speed <sup>3</sup>
- 30 day, no obligation trial <sup>1</sup>
- 20GB usage limit <sup>2</sup>
- UK based technical support

### Ultimate Broadband Package

- Only £14.99 Per Month
- Up to 17 Mbps download speed <sup>3</sup>
- 30 day, no obligation trial <sup>1</sup>
- Unlimited usage <sup>2</sup>
- UK based technical support

### Essential Fibre Package

- Only £31.99 Per Month
- Up to 38 Mbps download speed <sup>4</sup>
- Up to 10 Mbps upload speed <sup>4</sup>
- Unlimited usage <sup>2</sup>
- UK based technical support

### Absolute Fibre Package

- Only £39.99 Per Month
- Up to 76 Mbps download speed <sup>4</sup>
- Up to 19 Mbps upload speed <sup>4</sup>
- Unlimited usage <sup>2</sup>
- UK based technical support

### Broadband Package Pricing

Service	Charge
Wireless router	P&P £7.99 <sup>5</sup>
Static IP Address	£1 per month
Email addresses	Free of Charge
Moving broadband to a different telephone line	£50.00
Broadband reconnection	£50.00
Abortive end user site visit	£85.00
Engineer visit	£140.00

### Fibre Package Pricing

Service	Charge
Wireless router	P&P £7.99 <sup>5</sup>
Static IP Address	£1 per month
Email addresses	Free of Charge
Moving broadband to a different telephone line	£50.00
Broadband reconnection	£50.00
Abortive end user site visit	£85.00
Engineer visit	£140.00

<sup>1</sup> There is no contractual commitment to Titan Telecom within the first 30 days of service allowing you to evaluate how good our services are. If you choose to leave Titan Telecom during the trial period you will be required to pay for any equipment and service charges incurred during the period we supplied you, but there would be no penalty for ending the contract early. Excludes Fibre broadband.

<sup>2</sup> Titan Telecom operates a fair usage policy for its Ultimate Broadband and fibre broadband packages. You will incur no additional charge or suspension of service as a consequence of exceeding any usage threshold. If Titan Telecom believe that your use of the Service is adversely affecting the network (or any part of it) or other customers, then Titan Telecom may moderately regulate your usage. For customers on Essential Broadband this includes a 20GB usage limit, for usage above this limit a charge of £2.00 per 2GB applies.

<sup>3</sup> Broadband speed of up to 17 Mbps is based upon over 10% of users on the network achieving these speeds.

<sup>4</sup> Speeds based on over 10% of users on the network achieving these speeds. The actual speed you will receive is subject to line distance from the principal connection point to your premises and line quality. Speeds vary significantly by location. External factors e.g. internet congestion and premises wiring can also significantly affect speed.

An engineer will need to attend your premises to complete the connection. If you fail to provide access on the appointed date a missed appointment fee of £125 will apply. On the day the work is scheduled to be completed you will experience a temporary interruption to your telephone service and any existing broadband connection you may have. You must have a router with a VDSL Modem to connect to your fibre broadband. If you do not have one, we will supply one and a £7.99 delivery charge will apply. FTTC is subject to exchange availability.

<sup>5</sup> If you terminate your broadband or fibre contract with Titan Telecom and you have taken a router which is not returned within 14 days of termination, in good condition and suitable packaging, you will be charged £50.

Fluctuation in Broadband line speed is expected to occur within the first 10 days of service whilst your line speed automatically adjusts to the maximum speed it can reliably support. All prices quoted exclude VAT which is charged at the applicable rate. Broadband and Fibre broadband service is not subject to the Titan Telecom price guarantee.

# Mobile Pricing

Destination	Cost
UK Landlines (01,02,03)	1p per minute
UK Mobiles (excl. 3)	9p per minute
Three	12.9p per minute
Other Mobile	12.9p per minute
SMS	8p per message
MMS	30p per message
Data (no data bundle taken)	15p per MB
Voicemail	9p per minute
084 / 087 / 118 / 09 numbers	Service Charge <sup>1</sup> + Access Charge <sup>2</sup>
1) Service Charge = Set by the provider you are calling 2) Access Charge = 37.5p per minute	
070 numbers	Up to £2.50 per minute/SMS/Call
SMS short codes	

As if our low call rates are not low enough, we have capped the charges for most calls. The first hour of any call will not cost above the capped rate.

Calls are capped at the rates quoted for the first hour of a call. Calls longer than 60 minutes will be charged at the applicable rate after 60 minutes. Calls to mobiles will be charged at the stated operator rates. All calls will be charged per 60 seconds and rounded up to the nearest penny and a connection charge of 5p applies to UK numbers starting 01, 02 and 03 and 9p to all other calls. A text message consists of up to 160 characters, if you send a longer message, you will be charged for two or more text messages as appropriate. All prices shown exclude VAT.

Top International caller destinations are Ireland, USA, France, Spain, Canada, Australia, Germany, Italy, Netherlands, New Zealand, Belgium, Portugal, Switzerland, Sweden, Poland, Turkey, Denmark, Hong Kong, Austria, Bangladesh, India, China, Pakistan and Norway. Excludes calls to mobiles except USA. Please see [www.titantelem.com](http://www.titantelem.com) for full details of all our prices.

Bundle	Cost
100 MB	£1.50 per month
1 GB	£5.00 per month
3 GB	£11.00 per month
10 GB	£20.00 per month
100 minutes & 100 SMS	£2.50 per month
300 minutes & 1000 SMS	£7.50 per month
Unlimited minutes & SMS	£12.00 per month
Unlimited min & SMS + 1GB	£15.00 per month

Contact Details	
Phone	0844 257 0844*
Lost/Stolen	0844 254 8488*
Fax	0844 257 0845*
Website	<a href="http://www.titantelem.com">www.titantelem.com</a>
e-mail	<a href="mailto:info@titantelem.com">info@titantelem.com</a>
Address	Titan Telecom, PO Box 844, Manchester M22 4ZG

**Lost/Stolen Mobile Phones**

If your phone has been lost or stolen, we can help.

**Call 0844 257 8488 straight away**

We will bar your SIM card to prevent unauthorized charges being made to your account.

For details of the handsets currently offered please visit our website at [www.titantelem.com/mobile](http://www.titantelem.com/mobile). Handset rental is charge at the applicable rate per connection per month. Please refer to your contract for confirmation of the make, model and charge you have agreed to.

Handsets are sent separately from SIM cards, please call to activate your SIM and your new handset will be despatched.

Handset and Rental	Cost
Tier 1 handset rental	£9.99 per month
Tier 2 handset rental	£14.99 per month
Tier 3 handset rental	£19.99 per month
Tier 4 handset rental	£24.99 per month
SIM only	£6.99 per month

Capped Calls	
UK Landlines	9p
Calls to Mobile (excl. 3)	29p
International Top 20	19p

**Tailor your mobile call plan with a Talk and Text Bundle and a Data Bundle for your perfect package. Bundles charged monthly.**

Out of bundle usage charged at: 33p per minute for calls to standard UK landline, voicemail and mobile, 12p per SMS and 50p per MB. Only one Talk and Text and one Data bundle per connection.

Bundles for UK use only. Calls to 01, 02, 03, voicemail and standard UK mobile numbers use bundled minutes which are rounded up to the nearest minute. Calls to non-standard destinations charged at non bundle price listed above. Calls longer than 60 minutes will be charged at the applicable out of bundle cost. Call restricted to a maximum of 99 distinct dialled numbers, beyond this number calls will be charged at the applicable out of bundle cost.

\* Calls cost 7p per minute plus your telephone company's network Access Charge

## Ireland, Channel Islands and European Union

Cost to call from UK: 20p    Cost of calling the UK: 23.6p    Cost of calling within group: 23.6p    Cost of calling any other country: 162p Cost to receive calls: 6.5p    Cost of SMS to destination: 10p    Cost of SMS from destination: 7.3p    Cost of downloading data: 0.055p per KB									
Aland Islands	Andorra	Austria	Belgium	Bulgaria	Canary Islands	Cyprus (South)	Czech Republic	Denmark	Estonia
Finland	France	Germany	Gibraltar	Greece	Guernsey	Hungary	Iceland	Ireland	Isle of Man
Italy	Jersey	Latvia	Liechtenstein	Lithuania	Luxembourg	Malta	Monaco	Netherlands	Norway
Poland	Portugal	Reunion	Romania	San Marino	Slovakia	Slovenia	Spain	Sweden	Vatican City

## Other European Countries and Eastern Mediterranean

Cost to call from UK: 30p    Cost of calling the UK: 143p    Cost of calling any other country: 333p Cost to receive calls: 95p    Cost of SMS to destination: 25p    Cost of SMS from destination: 48p    Cost of downloading data: 1p per KB									
Albania	Belarus	Bosnia & Herzegovina	Croatia	Cyprus (North)	Faroe Islands	Georgia	Israel	Macedonia	Moldova
Palestine	Serbia	Switzerland	Turkey	Ukraine					

## Asia Pacific and South Africa

Cost to call from UK: 50p    Cost of calling the UK: 143p    Cost of calling any other country: 333p Cost to receive calls: 95p    Cost of SMS to destination: 25p    Cost of SMS from destination: 57p    Cost of downloading data: 1p per KB									
Australia	China	Hong Kong	Japan	Korea (South)	Malaysia	New Zealand	Norfolk Island	Singapore	South Africa
Thailand									

## Canada and USA

Cost to call from UK: 20p    Cost of calling the UK: 162p    Cost of calling any other country: 333p Cost to receive calls: 95p    Cost of SMS to destination: 15p    Cost of SMS from destination: 57p    Cost of downloading data: 1p per KB									
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## Middle East

Cost to call from UK: 30p    Cost of calling the UK: 209p    Cost of calling any other country: 333p Cost to receive calls: 143p    Cost of SMS to destination: 25p    Cost of SMS from destination: 57p    Cost of downloading data: 1p per KB									
Bahrain	Egypt	Jordan	Kuwait	Oman	Qatar	Saudi Arabia	UAE		

Rest of World									
Cost to call from UK: 120p Cost of calling the UK: 228p Cost of calling any other country: 333p									
Cost to receive calls: 143p Cost of SMS to destination: 25p Cost of SMS from destination: 57p Cost of downloading data: 1p per KB									
Afghanistan	Algeria	American Samoa	Angola	Anguilla	Antarctica	Antigua	Argentina	Armenia	Aruba
Ascension Islands	Azerbaijan	Bahamas	Bangladesh	Barbados	Belize	Benin	Bermuda	Bhutan	Bolivia
Botswana	Brazil	Brunei	Burkina Faso	Burundi	Caicos Islands	Cambodia	Cameroon	Cape Verde	Cayman Islands
Central African Republic		Chad	Chile	Christmas Islands	Cocos	Colombia	Comoros	Congo	Cook Island
Costa Rica	Ivory Coast	Cuba	Diego Garcia	Djibouti	Dominica	Dominican Rep.	Ecuador	El Salvador	Equatorial Guinea
Eritrea	Ethiopia	Falkland Island	Fiji	French Polynesia	Futuna Islands	Gabon	Gambia	Ghana	Greenland
Grenada	Guam	Guatemala	Guinea	Guyana	Haiti	Honduras	India	Indonesia	Iran
Iraq	Jamaica	Kazakhstan	Kenya	Korea (North)	Kosovo	Kyrgyzstan	Laos	Lebanon	Lesotho
Liberia	Libya	Macau	Madagascar	Malawi	Maldives	Mali	Marshall Islands	Mauritania	Mauritius
Mayotte	Mexico	Micronesia	Mongolia	Montserrat	Morocco	Mozambique	Myanmar	N. Mariana Islands	Nagorno
Namibia	Nauru	Nepal	Netherlands Antilles	New Caledonia	Nicaragua	Nigeria	Niue	Pakistan	Palau
Panama	Papua New Guinea	Paraguay	Peru	Philippines	Pitcairn Islands	Puerto Rico	Russia	Rwanda	Samoa
Sao Tome	Senegal	Seychelles	Sierra Leone	Solomon Islands	Somalia	Somaliland	South Ossetia	Sri Lanka	St. Helena
St. Kitts	St. Lucia	St. Martin	St. Vincent	Sudan	Suriname	Swaziland	Syria	Taiwan	Tajikistan
Tanzania	Timor	Togo	Tokelau	Tonga	Transnistria	Trinidad & Tobago	Tristan da Cunha	Tunisia	Tuvalu
Uganda	Uruguay	Uzbekistan	Vanuatu	Venezuela	Vietnam	Virgin Islands (UK and USA)	Wallis	Western Sahara	Yemen
Zambia	Zimbabwe	Martinique							

Prices stated above are per minute prices. For Ireland, Channel Islands and European Union there will be a minimum call charge of 30 seconds per call and each call is billed per second and will be rounded up to the nearest second. All other International Roaming calls will be charged per minute and will be rounded up to the nearest minute. For pricing on all other services, including data access, MMS messaging and Video Calls to international destinations or whilst abroad, please call our customer services team. International coverage is subject to roaming using available partnered networks. Where partnered networks are not available, alternative networks may be used. It is not possible to guarantee international coverage will be suitable for access to all or any of the services. Calls to Satellite/Inmarsat phones will be charged at £5 per minute at all times.