

# BT PSTN & ISDN Lines

## Q1. What are the benefits for our customers?

**Price reduction** – your customers now have the opportunity to order from /switch to another service provider for cheaper line rental.

**Better service** – BT outsources their customer service team to several different locations in the UK (even abroad), and most of the time you are speaking to different people each time you call. Crimson Technology's UK-based team make sure we do not pass your queries around different departments/offices and you can speak to the same person each time you call.

**One point of contact** – Your customer can have you as their single point of contact. This will help you to retain your business with the customers and therefore increase your competitiveness.

## Q2. Does the quality of the lines ordered through Crimson Technology differ from those ordered directly from BT?

Not at all! The lines that you order through Crimson Technology will still be installed and maintained by BT on BT's network. There is no difference at all between the lines ordered through Crimson Technology and the lines ordered directly from BT – except for the price!

## Q3. What lines can Crimson Technology supply?

Crimson Technology is authorised to sell all BT wholesale PSTN and ISDN access products. This includes:

*PSTN Residential Single Line / PSTN Business Single Line / PSTN Business Multi Line  
ISDN 2 Standard / ISDN 2 System / ISDN 2 Business Highway / ISDN 2 Home Highway / ISDN 30*

## Q4. What's the difference between "New", "Transfer" and "Change" orders?

**New** – To provide service for an End User who has no telephone line connected to BT's network. For this type of order, an engineering visit will normally be required. The engineering visit will be undertaken by BT on behalf of Crimson Technology.

**Transfer** – To provide service for an End User already has BT lines and wishes to transfer them to Entacall. In normal circumstances there will be no break in service during the transfer. BT will contact the End User to advise them that a request has been made to terminate their existing BT contract. BT will then coordinate both the cessation of the End User's existing service, and the commencement of the Crimson Technology service at the address on an agreed date.

**Change** – Already have BT lines from Crimson Technology and wish to change features on the line (e.g. provide additional network features). This is normally carried out without an engineering visit, unless additional wiring is required.

**Q5. What is the lead time for the order?**

**PSTN Lead Time**

New - 10 working days  
Transfer - 10 working days  
Change - 3 to 10 working days

**ISDN Lead Time**

New - 20 working Days  
Transfer - 10 working Days  
Change - 3 to 10 working Days

Please note above lead times are not guaranteed by BT as it depends on the outcome of site survey and BT's work load.

**Q6. If I order "New" BT lines from Crimson Technology, who will install the lines on my customer's premises?**

BT's engineer will conduct the site survey and visit End User's site with BT branded uniform and vehicle to complete the work. The BT engineer acts to fulfil the purpose of the visit and ensure the End User is satisfied with the work, but will not undertake work beyond the original order.

**Q7. Can customers choose their preferred installation date?**

You can state three preferred installation dates on the order form. BT will try to match one of these dates. However please bear in mind that the result of site survey may effect the final installation date.

**Q8. When I transfer I transfer my line to Crimson Technology, do I need to know the exact features on the line when I submit the order?**

Yes. You will lose any additional features during the transfer if you do not submit this information on the order. However if this happens you can always submit a "Change" order later on once the line has been transferred to Crimson Technology.

**Q9. If you experience faults on the BT lines after the lines are transferred to Crimson Technology (or the line was ordered directly from Crimson Technology), who do I report the fault to?**

Please report the fault to Entacall (Tel: 0870 770 9656) and we will contact BT and handle the fault for you. This allows you and your customer to have one point of contact (Entacall) when it comes to fault reporting – leave it to our experts to speak to BT on your behalf and make sure the fault is resolved properly.

All lines ordered through/transferred to Crimson Technology will receive free Standard Care. BT Standard Care desk operates during working hours (0800 – 1700 hours Monday to Friday, excluding Public and Bank Holidays). BT aim to respond to a fault report by Crimson Technology received before 17:00 hours on one working day by the end of the next working day. Where the fault is reported outside normal working hours, the fault will be treated as if it has been reported at the beginning of the next working day. Work will only be carried out during working hours.

**Q10. Are BT lines I order from Crimson Technology required to be CPSed to Crimson Technology**

Yes. By doing so you cansave around 30% - 70% against BT standard call charges.

**Q11. How do I place orders?**

Please Contact us via our [enquiry form](#) with your requirements.

**Q12. Are there any limitations on the type of lines that can be transferred to Crimson Technology?**

The following are a list of services that can NOT be transferred from BT:

- Payphones
- Access Lines (external extensions, not go through NCCP... etc.)
- Site lines (e.g. temporary lines. A "site" is defined by BT as having portal cabins/site offices)
- Feature Lines
- Feature Net
- Rented Products (equipment being rented from BT retail)
- REDABC (obsolete product and cannot be left on line)
- Cable Lines (Non BT network)
- NHS Line
- Virtual Private Network
- School Internet
- Switched Multi-Megabit Data Service

**Q13. Payment**

All monthly payment must be made by Direct Debit – either from you or your customers. A [Direct Debit Mandate](#) must be posted to Crimson Technology within 3 working days after placing orders.

# PSTN Pricing

PSTN (Analogue) lines - All charges shown are in Great-Britain Pounds **PER LINE** and VAT exclusive.

\*BT Prices above are quoted from [www.bt.com](http://www.bt.com) on 01/09/2004

BT Price	One off charge	Recurring monthly charge	New & Transfer Orders <sup>1</sup>
New line - business	99.00	13.72	

Entacall Price	One off charge	Recurring monthly charge
Residential - New	98.00	11.50
Residential - Transfer	2.00	11.50
Business - New	98.00	12.50
Business - Transfer	2.00	12.50

## Change Orders<sup>2</sup>

Entacall Price	One off charge	Recurring monthly charge
Residential - Change		Retail Price
Business - Change		Please refer to the Select Services Pricing

## Cancellation Orders<sup>3</sup>

Entacall Price	One off charge	Recurring monthly charge
Residential/Business	Retail Price 3.00	Retail Price -

- 1 New order - to provide a brand new PSTN line into premises.  
Transfer order - to transfer an existing BT PSTN line to Entacall.
- 2 Change order - to change features on a line that is already with Entacall.
- 3 Cancellation order - this charge applies when an order was submitted to Entacall and then cancelled by customer for whatever reason before the installation/transfer date.

# PSTN - Select Services Pricing

1 - Residential PSTN Single Line

2 - Business PSTN Single Line

3 - Business PSTN Multi Line

4 - Standard 5 Mail Boxes

5 - Standard + 2 Additional Mail Boxes

6 - Standard + 4 Additional Mail Boxes

Entacall	BT	Activation Charge (1 off)	Recurring Charge (pm)	Availability		
				Residential S <sup>1</sup>	Business S <sup>2</sup>	Business M <sup>3</sup>
<b>Call Divert</b>	Call Diversion	-	0.67	✓	✓	✓
<b>Call Waiting</b>	Call Waiting	-	0.67	✓	✓	X
<b>Reminder</b>	Call Barring (both way)	-	0.67	✓	✓	X
<b>Outgoing Call Barring</b>	Reminder Call	-	0.67	✓	✓	X
<b>Call Alarm</b>	Reminder Call pay per use	0.50				
<b>Call Alarm Pay Per use</b>	Ring Back	-	0.67	✓	✓	X
<b>Smart Call Back</b>	Ring Back Inhibit	-	-	✓	✓	X
<b>Smart Call Back Inhibit</b>	Three-Way Calling	-	0.67		✓	X
<b>Multiple Calling</b>	Three Way Calling pay per use	0.50				
<b>Dual Ring Tone</b>	Call Sign	-	0.67	✓	X	X
<b>Caller ID Display</b>	Caller Display	-	0.67	✓	✓	✓
<b>Call Back</b>	Call Return 1471	-	-			X
<b>Withhold Caller ID</b>	Withhold Number, per call	-	-	✓	✓	✓
	Withhold Number	-	-			
<b>Call Back Extra</b>	1471 Extra	-	5.00	✓	✓	X
	Call Minder	-	3.00	✓	✓	X
	Call Minder Extensions (3+6)	-	3.30	✓	✓	X
	Call Minder Premier (5) <sup>4</sup>	-	4.60	✓	✓	X
	Call Minder Premier (5+2) <sup>5</sup>	-	5.00	✓	✓	X
	Call Minder Premier (5+4) <sup>6</sup>	-	5.80	✓	✓	X
	1571 Messaging	-	-	✓	✓	X
<b>Voicemail</b>	Wholesale 1571		1.50	✓	✓	
<b>Meter Pulse</b>	Meter Pulse Facility	47.00	3.50	X	X	✓

# ISDN2 Pricing

ISDN2 (Digital) lines - All charges shown are in Great-Britain Pounds PER LINE and VAT exclusive

- 1 New order - to provide a brand new ISDN line into premises.
- 2 Transfer order - to transfer an existing BT ISDN line to Entacall.
- 3 Cancellation order - this charge applies when an order was submitted to Entacall and then cancelled by customer for whatever reason before the installation/transfer date.

## New Orders<sup>1</sup>

Entacall Price	One off charge		Recurring monthly charge	
		Retail Price		Retail Price
ISDN 2e Standard		248.00		27.00
ISDN 2e System		248.00		27.00
ISDN 2 Business Highway		248.00		27.00
ISDN 2 Home Highway		248.00		27.00

## Transfer Orders<sup>2</sup>

Entacall Price	One off charge		Recurring monthly charge	
		Retail Price		Retail Price
ISDN 2e Standard		15.00		27.00
ISDN 2e System		15.00		27.00
ISDN 2 Business Highway		15.00		27.00
ISDN 2 Home Highway		15.00		27.00

## Cancellation Orders<sup>3</sup>

Entacall Price	One off charge		Recurring monthly charge	
		Retail Price		Retail Price
ISDN2		10.00		-

# ISDN30 Pricing

ISDN30 (Digital) lines - All charges shown are in Great-Britain Pounds and VAT exclusive

The Wholesale ISDN30 service has a **minimum threshold of 8 channels** per Customer per single site location

- 1 New order - to provide a brand new ISDN line into premises.
- 2 Transfer order - to transfer an existing BT ISDN line to Entacall.
- 3 Cancellation order - this charge applies when an order was submitted to Entacall and then cancelled by customer for whatever reason before the installation/transfer date.

## New Orders<sup>1</sup>

Entacall Price	One off charge		Recurring monthly charge	
		Retail Price		Retail Price
ISDN 30 (Site install)		620.00		-
ISDN 30 (per channel)		35.00		13.65

## Transfer Orders<sup>2</sup>

Entacall Price	One off charge		Recurring monthly charge	
		Retail Price		Retail Price
ISDN 30 (per transfer)		85.00		-
ISDN 30 (per channel)		-		13.65

## Cancellation Orders<sup>3</sup>

Entacall Price	One off charge		Recurring monthly charge	
		Retail Price		Retail Price
ISDN30		15.00		-

# ISDN Features & Number Pricing

All charges shown are in Great-Britain Pounds and VAT exclusive

## DDI Pricing

Entacall Price	One off charge		Recurring monthly charge	
	Retail Price		Retail Price	
Charge per DDI Installation		97.00		-
One-off charge per block of 10		10.00		2.50

## MSN Pricing

Entacall Price	One off charge		Recurring monthly charge	
	Retail Price		Retail Price	
Available for groups of size between 2 and 10 numbers		20.00	Per number in excess of 2	1.00

## Call and Network Features – charges apply per directory number or continuous number range

1- ISDN 2 Standard   2 – ISDN 2 System   3 – ISDN 2 Business Highway   4 – ISDN 2 Home Business Highway   5 – ISDN 30

Features	Charges				Availability				
	One off charge		Recurring monthly charge		1	2	3	4	5
	Retail Price		Retail Price						
<b>Call Line Identity Presentation</b>	0.00		1.45		✓	✓	✓	X	✓
<b>Incoming Calls Barred</b>	0.00		1.45		✓	✓	✓	X	✓
<b>Outgoing Calls Barred</b>	0.00		1.45		✓	✓	✓	X	✓
<b>Administration Call Forwarding</b>									
Unconditional	0.00		1.45		✓	✓	✓	X	✓
on busy	0.00		1.45		✓	✓	✓	X	✓
on no reply	0.00		1.45		✓	✓	✓	X	✓
<b>Call Waiting with Call hold</b>	0.00		1.45		✓	X	✓	X	✓
<b>Presentation Number</b>	60.00		2.35		✓	✓	✓	X	✓

\*All our telecommunications are provide by Entacall.