

# Domestic Landline and Broadband Services

Onefocus Telecoms - an enhanced offering of competitive rates on landline rental, call charges and broadband, combined with a 24/7/365 fault-support helpdesk.

## Benefits to you include:

- No hidden call-connection charges
- Calls to all UK mobile phones **10.25 pence per minute**
- International landline calls from **2 pence per minute**
- Billing increments are per second and charged to the nearest 1p
- Fast, reliable up to 24Mb<sup>†</sup> download speed
- Easily set up 4-port wireless router
- 24/7/365 fault-support helpdesk answered by UK-based engineers.

## Transfer & Installation:

Log on to [www.ofgtelecoms.co.uk/transferlines/](http://www.ofgtelecoms.co.uk/transferlines/) or complete application form overleaf and either fax to **020 3301 3658** or email to [telecoms.uk@onefocusglobal.com](mailto:telecoms.uk@onefocusglobal.com) or post to: **Onefocus Telecoms, Avenue House, Enterprise Road, Raunds NN9 6JE**

Onefocus Telecoms landline services are not yet available to areas serviced by Kingston Communications.

Prices shown are correct as at 1st February 2011 and include VAT at 20%. Prices may be altered to reflect changes to the rate of VAT.

<sup>†</sup> Broadband speed is up to 24 Mb, depending on the exchange equipment and line length/quality.

| Local and National calls               |   | (Pence per minute) |      |
|--|---|--------------------|------|
| Calls to local and national landlines  |   | 1.4                |      |
| Calls to mobiles/portables             |   | 10.2               |      |
| International calls (Key destinations) |   | (Pence per minute) |      |
| Argentina                              | 3.6   | Netherlands        | 3.0  |
| Australia                              | 3.9   | New Zealand        | 3.3  |
| Barbados                               | 14.5  | South Africa       | 8.3  |
| Belgium                                | 2.9   | Spain              | 3.0  |
| Canada                                 | 2.0   | St Vincent         | 27.1 |
| Denmark                                | 2.8   | Sweden             | 3.2  |
| France/Germany/Ireland                 | 2.8   | Switzerland        | 3.6  |
| Italy                                  | 3.3   | Trinidad           | 15.5 |
| Jamaica                                | 13.3  | United States      | 2.0  |
| Calls to non-geographical numbers      |   | (Pence per minute) |      |
| 0844                                   | Between 5p & 35p (depending on the number called) | 0845               | 4.6  |
| 0871                                   | Between 5p & 35p (depending on the number called) | 0870               | 1.4  |

| Broadband   | Monthly rental | Set-up fee |
|---|----------------|------------|
| Deal 1 - LLU 5GB Usage allowance* <sup>Δ</sup>      | £13.80         | £30.00     |
| Deal 2 - LLU 40GB Usage allowance* <sup>ΔΔ</sup>    | £28.00         | £30.00     |
| Deal 3 - TIS 20GB Download allowance <sup>ΔΔΔ</sup> | £19.95         | £30.00     |
| Router**  | FOC            | FOC        |

| Line                   | Monthly rental | New Installation charges |
|------------------------|----------------|--------------------------|
| Domestic line          | £11.75         | Price on Application     |
| Features               |                |                          |
| Caller Display         | £2.00          | N/A                      |
| Call Minder            | £2.00          | N/A                      |
| Call Divert            | £2.00          | N/A                      |
| Call Waiting           | £2.00          | N/A                      |
| Choose to Refuse       | £2.00          | N/A                      |
| Advance Call Minder*** | £4.60          | N/A                      |

\* Subject to availability of LLU at the exchange serving your property

\*\* required for all Broadband connections \*\*\* Personalised answer phone

<sup>Δ</sup> Deal 1 allows you to send/receive between 10,000 - 20,000 emails each month and provides you with approximately 10 hrs Internet access per month.

<sup>ΔΔ</sup> Deal 2 allows you to send/receive up to 80,000 emails each month and provides you with approximately 20 hrs Internet access per month.

<sup>ΔΔΔ</sup> Deal 3 is unlimited except during Prime Time (6pm - 11pm) when there is a 2GB limit per month.

**Onefocus Telecoms -**  
*your* telecoms and broadband provider

T. +44 (0)20 3301 3650 E. [telecoms.uk@onefocusglobal.com](mailto:telecoms.uk@onefocusglobal.com) [www.ofgtelecoms.co.uk](http://www.ofgtelecoms.co.uk)



|                         |                  |       |
|-------------------------|------------------|-------|
| <b>Customer Details</b> | URN No:          | Date: |
| Name:                   |                  |       |
| Address:                |                  |       |
|                         |                  |       |
|                         |                  |       |
| Postcode:               |                  |       |
| Telephone number:       | Portable number: |       |
| Email address:          |                  |       |

### Fixed Line and Broadband service details and requirements

#### Line 1 (Please choose from the following options)

|   |                          |   |
|---|--------------------------|---|
| Transfer existing line  | <input type="checkbox"/> | Existing Line Provider _____  |
| Transfer existing line and broadband  | <input type="checkbox"/> |   |
| Transfer existing line and add broadband  | <input type="checkbox"/> | Existing Tel. number <input type="text"/>   |
| Install new line  | <input type="checkbox"/> |   |
| Install new line and add broadband  | <input type="checkbox"/> | Please confirm which broadband service you require:   |
| Add broadband to existing   | <input type="checkbox"/> | Deal 1 <input type="checkbox"/> Deal 2 <input type="checkbox"/> Deal 3 <input type="checkbox"/>                               |
| Add on: Caller Display <input type="checkbox"/> Call Divert <input type="checkbox"/> Call Minder <input type="checkbox"/> |                          | Call Waiting <input type="checkbox"/> Choose to Refuse <input type="checkbox"/> Advanced Call Minder <input type="checkbox"/> |

#### Line 2 (Please choose from the following options)

|   |                          |   |
|---|--------------------------|---|
| Transfer existing line  | <input type="checkbox"/> | Existing Line Provider _____  |
| Transfer existing line and broadband  | <input type="checkbox"/> |   |
| Transfer existing line and add broadband  | <input type="checkbox"/> | Existing Tel. number <input type="text"/>   |
| Install new line  | <input type="checkbox"/> |   |
| Install new line and add broadband  | <input type="checkbox"/> | Please confirm which broadband service you require:   |
| Add broadband to existing   | <input type="checkbox"/> | Deal 1 <input type="checkbox"/> Deal 2 <input type="checkbox"/> Deal 3 <input type="checkbox"/>                               |
| Add on: Caller Display <input type="checkbox"/> Call Divert <input type="checkbox"/> Call Minder <input type="checkbox"/> |                          | Call Waiting <input type="checkbox"/> Choose to Refuse <input type="checkbox"/> Advanced Call Minder <input type="checkbox"/> |

#### If you are ordering Broadband:

- Please confirm what type of Wordexes will be used on the broadband:  
Wordex 2000H  Wordex 2000  Wordex 2000 Laptop  Wordex 1500  Wordex 1500 Upgraded
- If the Broadband (Deal 1 or 2) is not available at your telephone exchange, then Deal 3 is the solution we have to offer. We will notify you before proceeding if this is the case.

NOTES:

#### Your Contract Agreement and Signature

I agree that this Contract Period shall be 18 months and accept that cancellation of this Contract within this same period will incur termination charges. I accept that there may be consequences from the transfer arising from my existing telephone contract and that it is my responsibility to check the Terms and Conditions of any existing contracts relevant to the services being transferred. I understand that for installation and faults, all standard BT Openreach engineering timescales apply. I accept that Broadband fair-usage policy applies. I accept that the Onefocus Standard Terms and Conditions apply to any new or existing Contract and am aware that a full set of Terms and Conditions is available on request.

|           |                 |  |     |     |     |
|-----------|-----------------|--|-----|-----|-----|
| Signature | Print Full Name | Date   |     |     |     |
|           |                 | <table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:33%; text-align: center;">d d</td> <td style="width:33%; text-align: center;">m m</td> <td style="width:34%; text-align: center;">y y</td> </tr> </table> | d d | m m | y y |
| d d       | m m             | y y  |     |     |     |

**Onefocus Telecoms - your telecoms and broadband provider**

T. +44 (0)20 3301 3650 E. [telecoms.uk@onefocusglobal.com](mailto:telecoms.uk@onefocusglobal.com) [www.ofgtelecoms.co.uk](http://www.ofgtelecoms.co.uk)

Onefocus EU Ltd, Welcome House, Falkland Close, Coventry CV4 8AU (Registered office) Company No. 4938684