

Lift Phones + Office Phone Setup

Moor Park House Estate Management

Telephone Line Maintenance Levels

In the event of a fault with any phone line, Openreach will handle the fault in accordance with the Maintenance Level selected and the appropriate fee paid.

Level 1	Free	End of next working day + 1 working day, fix Monday to Friday.
Level 2	£2.50	End of next working day, fix Monday to Saturday.
Level 3	£6.50	Report AM fix PM. Report PM, fix next AM. Applies 24/7
Level 4	£7.50	Best efforts to fix within 6 hours.

Setup/Installation Fees

Switch Providers from BT to Cloudscape	FREE
Adding a Broadband Service to 01252 737734	FREE
TP-LINK AC1600 Wireless Dual Band Gigabit VDSL/ADSL Modem Route from Amazon using Prime. Includes VAT with free delivery.	£84.99
TP-LINK AC250 RE200 Wi-Fi Access Point	£25.00

Ongoing costs per month

CloudScape Line Rental with Maintenance Level 2 - £11.67 + 20% VAT Quantity 4	£56.02
Cloudscape Broadband capped at 40/10 - £16.66 + 20% VAT Quantity 1	£20.00
Voipfone Broadband Voice - £3.00 per extension * 6 - £18 + 20% VAT	£21.60
Voipfone Broadband Voice calls from 6 extension. Say £10 inc VAT	£10.00
Exchange Line Calls generated by each lift modem 50p a day * 4 * 30 - Estimated	<u>£60.00</u>
New Monthly Cost to include office phone costs	£167.62

Current Annual Expenditure thought to be	£3000.00
Like for Like Comparison (£56.02 + £60.00 + £20.00) * 12	£1656.24
Annual Saving by switching from BT to Cloudscape	£1343.76
Expenditure for 2019 to include Office Phone and Extensions	£2012.00

Call Costs on the Voipfone Network

Note that there is no connection charge, with per second billing after the first minute

Service Used	Pence per minute (ex VAT)	Pence per minute (inc VAT)
01, 02, 03	1p	1.20p
0800 & 0808	FREE	FREE
Internal and System Calls	FREE	FREE
O2, EE, Three, Virgin and Vodafone	10p	12p
Lyca and Others	20p	24p

The Lifts - Switching Service from BT to Cloudscape

Lift Location	Landline Number	BT Account Number	Notes
Serving #4 and #5	01252 725864		ADSL - GU10 1FA. In Contract? L2
Serving #7	01252 737734	VP 2391 9670	FTTC 40/10 Upgrade - GU10 1FA L4
Serving #10 and #11	01252 719138	VP 2391 9670	ADSL - GU10 1FA
Moor Park House	01252 721222	TH 1692 2511	ADSL - GU10 1FE

All numbers to be ex-directory

Contact Numbers: Cloudscape - 0116 274 7360 or 0345 688 7227 Voipfone – 020 7043 5555