RED5 networks

Pricing Summary – March 2021

RED5 Networks Limited

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Welcome to the Red5 Networks Pricing Summary

This document contains pricing for all our standard services, including phone lines and ISDN2/30, business broadband, leased lines, VoIP services and where to find information on anything that's not included here.

It's broken down in to the below sections to help you find what you need.

Voice
Our phone line services from single analogue lines to ISDN2 and ISDN30, as well as our VoIP services such as SIP trunks, DDIs, line features and install fees.

Broadband
Business broadband offerings including ADSL, FTTC and FTTP from multiple carriers, as well as bolt-on options such as additional IP addresses and care levels.

Data
Leased line services covering our standard setup fees and rental pricing for EAD (Ethernet Access Direct), EFM (Ethernet First Mile) and GEA (Generic Ethernet Access).

UltraNet
RED5's exclusive UltraNet connectivity portfolio. UltraNet was designed and built by RED5 to take on all kinds of business connectivity challenges.

Miscellaneous
This section covers anything that isn't complicated enough to have its own. You'll find hardware, such as routers and firewalls; labour rates and over usage charges here.

What's new?

This version of our pricing summary includes some fantastic additions to our already extensive portfolio. These services will be some of the most important yet as we move toward the 2025 PSTN switch off.

SoGEA & SoGFAST (SoBB) Services

Single Order broadband (SoBB) services are the replacement for traditional ADSL and FTTC services. Due to the planned phase out of the PSTN (telephone network) in 2025, the current format of telephone line with broadband service on top will no longer be possible. SoBB uses the existing infrastructure to provide data only services allowing our customers to be ready for the switch off. Due to no longer needing the underlying analogue line rental, there are potential savings available as well. For those needing to maintain a telephony service, we can provide hosted voice seats on top of SoBB to provide even better value and a host of additional features such as voicemail to email, mobile application and call forwarding.

Additional Routers & Firewall

In part due to the latest FTTP speeds and to tie in with the new SoBB services, we have added some additional equipment to our existing inventory. A new mid-range managed firewall (Gemini Pro Firewall) has been added to cope with the faster speeds of FTTP without the additional processing requirements of our existing Enterprise unit. We have then added an Enterprise Router option to be used where the added security of a dedicated managed firewall isn't required to give our customers options for all deployments.

WLR - Wholesale Line Rental

		Packages		
Ref Code	Service	Details		Price
R300011	Analogue Line	Single line	Includes Std Care	£11.95 /m
R300015	AL - Standard Care	Care level 2 upgrade		£0.00 /m
R300016	AL- Pro Care	Care level 3 upgrade		£6.00 /m
R300017	AL- Ultimate Care	Care level 4 upgrade		£8.00 /m
R300022	Analogue Line	Multiline - Main	Includes Std Care	£11.95 /m
R300023	Analogue Line	Multiline - Aux	Includes Std Care	£11.95 /m
R300025	ML - Pro Care	Care level 3 upgrade		£6.00 /m
R300026	ML - Ultimate Care	Care level 4 upgrade		£8.00 /m
R300031	ISDN2e	Per circuit (2 Channels)	Includes Std Care	£25.95 /m
R300035	I2e - Pro Care	Care level 3 upgrade		£6.00/cct /m
R300036	I2e - Ultimate Care	Care level 4 upgrade		£8.00/cct /m
R300041	ISDN30	Per channel (Min 8)	Includes Std Care	£14.95 /m
R300045	I30 - Pro Care	Care level 3 upgrade		£3.00/chl /m
R300046	I30 - Ultimate Care	Care level 4 upgrade		£5.00/chl /m
R300051	DDI	Each	ISDN2e or 30e	£0.50 /m
R300055	DDI Block	10 DDI	ISDN2e or 30e	£4.00 /m
R300061	CLIP	CLI Presentation	Incoming no. display	£1.00 /m
R300064	Number Present	Outbound CLI Present	ISDN30 only	£1.00 /m
R300071	Caller Diversion		*21 Service	£1.00 /m
R300074	Call Barring	Admin Controlled	Various	£1.00 /m
R300091	WLR Feature			£POA

WLR - Wholesale Line Rental (Cont'd)

Code	Type	Details	Price
	One Off Fees		
R300201	Analogue Install	Per line	£85.00
R300204	Analogue Install	Focused Appointment (Mon-Fri, 2 hr)- Add.*	£50.00
R300211	ISDN2e Install	Per circuit	£200.00
R300221	ISDN30e Install	Per circuit	£1200.00
R300231	ISDN30e Setup	Per channel (min 8)	£10.00
R300241	ISDN DDI	2e or 30e – per DDI	£1.00
R300251	Analogue Trans	Per line	£15.00
R300261	ISDN2e Trans	Per circuit	£55.00
R300271	ISDN30e Trans	Per 8 channels	£105.00
R300275	ISDN2e Cease	Per circuit	£30.00
R300277	ISDN30e Cease	Per channel	£18.00
R300364	Number Present	Outbound CLI Setup Fee	£55.00

*In addition to normal install costs (R300201)

USEFUL TIP – Know your Phone Line Care Levels

Different care levels offer faster response times from Openreach for fixes on analogue lines and ISDN2/30.

Standard Care	**End of next working day fix**	**Mon – Sat (08:00 – 18:00)**
		excluding Bank Holidays
Pro Care	**In by 13:00, same day fix**	**Mon – Fri (07:00 – 21:00)**
	In after 13:00, fix by 13:00 next day	**Sat – Sun (08:00 – 18:00)**
Ultimate Care	**6-hour fix**	**Mon – Sun**
		24/7/265

Make sure the care level is suitable!

Business Broadband

ADSL Broadband (BTW)				
Code	Service	Average Speeds	Data Allowance	Price
R100011	ADSL Standard (BTW)	11Mb down / 1Mb up	100GB**	£19.95 /m
R100031	ADSL Ultimate (BTW)	11Mb down / 1Mb up	500GB**	£24.95 /m

FTTC Broadband (BTW)				
Code	Service	Average Speeds	Data Allowance	Price
R100221	FTTC Ultimate	35Mb down / 9Mb up	500GB**	£29.95 /m
R100231	FTTC Ultimate +	63Mb down / 17Mb up	500GB**	£34.95 /m
R100251	FTTC Ultra (G.fast)	140Mb down / 25Mb up	500GB**	£44.95 /m
R100261	FTTC Ultra + (G.fast)	290Mb down / 40Mb up	500GB**	£49.95 /m

FTTP Broadband (BTW)***				
Code	Service	Average Speeds	Data Allowance	Price
R100320	FTTP Base	0.5Mb down / 0.5Mb up	500GB**	£24.95 /m
R100321	FTTP Ultimate	35Mb down / 9Mb up	500GB**	£39.95 /m
R100331	FTTP Ultimate +	63Mb down /17Mb up	500GB**	£44.95 /m
R100351	FTTP Ultra	140Mb down / 25Mb up	500GB**	£49.95 /m
R100361	FTTP Ultra +	290Mb down / 40Mb up	500GB**	£64.95 /m
R100381	FTTP HS Ultra	400Mb down / 55Mb up	500GB**	£84.95 /m
R100391	FTTP HS Ultra +	800Mb down / 90Mb up	500GB**	£109.95 /m

Single Order (SoBB) Broadband (BTW)***				
Code	Service	Average Speeds	Data Allowance	Price
RBSOB01	SoGEA Base	0.5Mb down / 0.5Mb up	500GB**	£19.95 /m
RBSOU01	SoGEA Ultimate	35Mb down / 9Mb up	500GB**	£29.95 /m
RBSOUP01	SoGEA Ultimate +	63Mb down /17Mb up	500GB**	£34.95 /m
RBSOUL01	SoGFAST Ultra	140Mb down / 25Mb up	500GB**	£44.95 /m
RBSOULP01	SoGFAST Ultra +	290Mb down / 40Mb up	500GB**	£49.95 /m

Business Broadband (Cont'd)

ADSL Broadband (TTB)				
Code	Service	Average Speeds	Data Allowance	Price
R100032	ADSL Ultimate (TTB)	11Mb down / 1Mb up	500GB**	£19.95 /m

FTTC Broadband (TTB)				
Code	Service	Average Speeds	Data Allowance	Price
R100222	FTTC Ultimate (TTB)	35Mb down / 9Mb up	500GB**	£24.95 /m
R100232	FTTC Ultimate + (TTB)	63Mb down /17Mb up	500GB**	£29.95 /m

All our business broadband connections come with a single static IP address
All services are subject to local exchange & cabinet availability
Average speeds are based on speeds of at least 50% of our customer base at peak time (8pm to 10pm). For a more accurate estimate of your potential speeds, please visit the BT wholesale checker (BT Wholesale Checker)
* Pricing for exchanges that are still 20CN is available on request
** Overuse will be billed at our prevailing over usage rates. Please see Miscellaneous charges section for more info.
*** FTTP and SoBB services do not require analogue line rental
BTW = BT Wholesale underlying carrier
TTB = TalkTalk Business underlying carrier

Business Broadband (Cont'd)

Broadband Options			
Code	Service	Details	Price
R100611	Block of 2 IP	/30 subnet	£8.00 /m
R100621	Block of 6 IP	/29 subnet	£12.00 /m
R100631	Block of 14 IP	/28 subnet	£20.00 /m
R100701	Enhanced Care (BT)	20 hour broadband fix (20/1CN)*	£14.00 /m
R100706	Enhanced Care (TTB)	20 hour broadband fix	£14.00 /m
R100711	Premium Care (BT)	8 hour broadband fix (21CN Only)*	£18.00 /m

One Off Fees				
Code	Type	Lead Time **	Carrier	Price
R100401	ADSL New Setup	5-10 working days	BT	£50.00
R100402	ADSL New Setup (TTB)	5-10 working days	TTB	£30.00
R100403	ADSL Simultaneous Provide	Subject to line install	BT/TTB	£50.00
R100405	Expedited ADSL Setup	2-5 working days	BT	£180.00
R100411	ADSL Transfer In	5-10 working days	BT/TTB	Free
R100413	ADSL Modify	Carrier/Package	BT/TTB	£20.00
R100421	FTTC New Setup	7-13 working days	BT	£75.00
R100422	FTTC New Setup (TTB)	7-13 working days	TTB	£55.00
R100425	Expedited FTTC Setup	5-10 working days	BT	£260.00
R100431	FTTC Transfer In	10-15 working days	BT/TTB	£55.00
R100433	FTTC Modify	Package change	BT/TTB	£20.00
R100441	ADSL/FTTC/FTTP/SoBB Cease	30 days	BT/TTB	£40.00
R100461	FTTP New Setup	10-14 working days	BT	£125.00
R100463	FTTP HS New Setup	10-14 working days	BT	£650.00
R100472	SoBB New Setup – Site Visit	5-10 working days	BT	£125.00
R100475	SoBB Conversion – No Site Visit	10-14 working days	BT	£85.00
R100476	SoBB Conversion – Site Visit	10-14 working days	BT	£125.00

* Not available with SoBB services
** Subject to engineer availability
BTW = BT Wholesale underlying carrier
TTB = TalkTalk Business underlying carrier

USEFUL TIP - Broadband Care Levels

Standard broadband packages come with 'Standard Care', which provides a 40 working hour fix. How would you cope without a connection for 5 days?

Time to consider a care level upgrade!

Ethernet Leased Lines

Packages				
Code	Service	Speed (Down / Up)	Data Allowance	Price†
R200561	EFM (Custom)	Up to 30Mb/30Mb	Unlimited*	£POA
R200571	EAD (Custom)	Up to 1Gb/1Gb	Unlimited*	£POA
R200581	GEA (Custom)	20Mb/20Mb	Unlimited*	£POA
R200591	P2P (Custom)	Up to 1Gb/1Gb	Unlimited*	£POA

All our ethernet circuits come with a single static IP address (except P2P- Point to Point)
*Subject to fair-use policy
†Available on 12/36/60 month terms

Ethernet Options			
Code	Service	Details	Price
R100621	Block of 6 IP	/29 subnet – 5 usable (requires ripe validation)	£12.00 /m
R100631	Block of 14 IP	/28 subnet – 13 usable (requires ripe validation)	£20.00 /m

One Off Fees			
Code	Type	Details	Price
R200901	Installation Fee	Subject to survey	£POA
R200955	Router Setup	Router Configuration (Cisco/Huawei/etc)	£350.00

UltraNet Leased Lines (subject to coverage)

UltraNet Packages				
Code	Service	Speed (Down / Up)	Data Allowance	Price†
R5UN001	Base Contended connection for SoHo or failover use	1-100Mb/1-100Mb	Unlimited*	£POA
R5UN011	Pro Low contention connection for mission critical sites & services	1-100Mb/1-100Mb	Unlimited*	£POA

*Subject to fair-use policy
†36 month minimum term

One Off Fees			
Code	Service	Details	Price
R200401	Installation	Subject to survey	£POA

ISDN over UltraNet (subject to coverage)

For information on our ISDN over UltraNet offerings, please see R5Doc024.

Miscellaneous

Hardware			
Code	Item	Description	Price
R400011	SoHo Router/Firewall	ADSL/FTTC/SoGEA + Wifi	£55.00
R400021	Pro Router/Firewall	ADSL/FTTC/SoGEA + Wifi	£80.00
R400031	Ent Router/Firewall	FTTC/GFAST/FTTP + Wifi	£125.00
RHWGM01	Gemini Micro	Firewall - 3 NIC	£15.00 /m
RHWGP01	Gemini Pro	Firewall - 4 NIC	£30.00 /m
RHWGE01	Gemini Enterprise	Firewall - 8 NIC	£45.00 /m

Engineer & Consultancy Services			
Code	Item	Details	Price
R500011	Engineer	Installation + support	£75 /hour
R500021	Consultancy	Design and project management	£98 /hour
R500031	Enterprise Engineer	Advanced consultancy & support	£98 /hour

Overusage Charges			
Code	Item	Details	Price
OVERBB	Overuse - Broadband	Per 1GB	£2.00

Mobile Services

For information on our mobile SIM and data SIM offerings, please see R5Doc026.

Cloud Services

For information on our cloud services offerings including hosted phone systems, SIP trunks/DDI and hosted server systems, please see R5Doc020.

Loan Equipment

Will be charged for at £50 a week or as agreed.

Who are Red5 Networks?

Red5 Networks is a Norfolk-based telephony & internet service provider, specialising in high quality leased line connectivity.

We provide leased line solutions via copper, fibre and our UltraNet wireless infrastructure. We supply traditional and superfast fibre business-class broadband, as well as fixed lines and ISDN. Additionally, Red5 networks can deliver mobile voice and data services, VoIP telephony and hosted telephone systems.

Whatever service you require, Red5 has the experience and ability to get the job done.

Standard Terms & Conditions

For our standard terms & conditions, please visit http://www.r5n.co.uk/documents

Notes

All recurring transactions are subject to a minimum 24-month contract unless otherwise stated. Shorter and longer contracts are negotiable.

A £5.00 per month administration charge will be applied for customers not paying via direct debit

All prices are exclusive of VAT and subject to change without notice

All equipment prices exclude set up / configuration labour