

## SCHEDULE FIVE ANNEX

### WHOLESALE ACCESS TO EMERGENCY SERVICES

#### PRICE LIST

##### SET UP CHARGES

**Initial Setup Charge = £100**

To include: Access to Magrathea's Emergency Services data entry interface

##### ONGOING CHARGES

**Monthly Management Fee: £100\***

\* Magrathea will waive the Monthly Management Fee where a Customer already takes a monthly billable service to a minimum value of £100 plus VAT, provided that invoices for such services are paid when due.

##### Monthly Call Charges

Level 1	0 to 9 Emergency Calls per month	£25 per month (fixed charge)		
Level 2	10 to 29 Emergency Calls per month	£50 per month (fixed charge)		
Level 3	30 or more Emergency Calls per month	Call set-up fee	Peak	Off-Peak
		£1.21p per call†	0.005p per minute†	0.005p per minute†
		†£50 per month minimum spend		

##### 24 HOUR EMERGENCY OPERATOR CONTACT

Where a call is forwarded to the Customer's 24 Hour Response Line due to missing or invalid data being submitted to Magrathea, Magrathea will charge £20 per call.

##### ADMINISTRATION COSTS FOR CORRECTION OF MISSING OR INVALID DATA

Where a query is received by Magrathea from BT or the Emergency Handling Authority for one of the following issues, Magrathea will charge £20 per incidence:

- Incomplete or invalid End User data submitted via our NTS API to the EHA.
- Call made to 112/999 where incomplete or invalid address data has been submitted for the CLI presented.
- Call made to 112/999 where a valid CLI is not presented.

**All rates and charges are exclusive of VAT**