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Price Information

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Consumer VAT Changes – Mobile

29th September 2017 Gareth Penman

There has been a recent change in legislation for consumers who subscribe to mobile services. These changes mean that VAT will be chargeable for all usage whilst roaming outside of the EU, in the destinations listed below, from the 1st November 17.

Europe Zone 2: Albania; Bosnia & Herzegovina; Channel Islands (inc. Guernsey, Jersey) & the Isle of Man; Faroe Islands, San Marino; Switzerland; Turkey

Asia Pacific Zone: Australia; New Zealand; Singapore; South Africa; Taiwan; Thailand
USA & Canada Zone: All American states plus Canada

Rest of World Zone 1: Afghanistan; Algeria; Angola; Anguilla; Antigua and Barbuda; Argentina; Armenia; Aruba; Azerbaijan; Bahrain; Bangladesh; Barbados; Belarus; Benin; Bermuda; Bolivia; Bonaire; Botswana; Brazil; Brunei; Burkina Faso; Cambodia; Cameroon; Cape Verde; Central African Republic; Chad; Chile; China; Colombia; Congo, People's Republic; Congo, The Democratic Republic; Costa Rica; Curacao; Dominica; Ecuador; Egypt; El Salvador; Fiji; Gabon; Gambia; Georgia; Ghana; Grenada; Guam; Guatemala; Guinea; Guinea-Bissau; Guyana; Haiti; Honduras; Hong Kong; India; Indonesia; Iraq; Israel; Jamaica; Japan; Jordan; Kazakhstan; Kenya; Kosovo; Kuwait; Kyrgyzstan; Lesotho; Liberia; Macau; Macedonia; Malawi; Malaysia; Mali; Mauritania; Mauritius; Mexico; Moldova; Mongolia; Montenegro; Montserrat; Morocco; Mozambique; Myanmar (Burma); Namibia; Nepal; New Caledonia; Nicaragua; Nigeria; Oman; Pakistan; Palestine; Panama; Papua New Guinea; Paraguay; Peru; Puerto Rico; Qatar; Russia; Rwanda; Samoa; Saudi Arabia; Senegal; Serbia; Sierra Leone; South Korea; Sri Lanka; St Helena; St Kitts and Nevis; St Lucia; St Vincent and the Grenadines; Sudan (inc. South Sudan); Suriname; Swaziland; Syria; Tahiti; Tajikistan; Tanzania; The Bahamas; The British Virgin Islands; The Cayman Islands; The Dominican Republic; The Falkland Islands; The Ivory Coast (Côte d'Ivoire); The Netherlands Antilles; The Philippines; The Seychelles; The US Virgin Islands; Timor-Leste; Togo; Tonga; Trinidad and Tobago; Tunisia; Turks and Caicos Islands; UAE (United Arab Emirates); Uganda; Ukraine; Uruguay; Vanuatu; Venezuela; Vietnam; Zambia; Zimbabwe

Rest of World Zone 2: Andorra; Belize; Bhutan; Burundi; Comoros; Cook Islands; Cuba; Djibouti; Equatorial Guinea; Ethiopia; Greenland; Laos; Lebanon; Libya; Madagascar; Maldives; Sao Tome and Principe; Solomon Islands; Turkmenistan; Uzbekistan

It is worth noting that Corporate Mobile Connections Ltd T/A Synergy Utilities are a B2B provider and as such most of our end user customers and partners will not see any changes as this does not affect business customers. Should require any more detail please refer on the legislation you can view the document here... <https://www.gov.uk/government/publications/vat-telecommunication-services-used-outside-the-eu>

Mobile Charges

28th September 2017 Gareth Penman

Business customers with 10 handsets or less will be subject to a 10% increase on line rental charges from 1st November 2017.

Customers with Corporate Mobile Connections Ltd T/A Synergy Utilities Fresh or hardware included in their tariff are exempt from this increase.

28th September 2017 Gareth Penman

From 1st November Corporate Mobile Connections Ltd T/A Synergy Utilities out of bundle rates will be adjusted as listed below

Roaming Euro Zone 1 MMS	50p
Roaming Euro Zone 2 MMS	50p
Roaming Asia Pacific MMS	60p
Roaming USA/Canada MMS	60p
Roaming RoW Zone 1 MMS	75p
Roaming RoW Zone 2 MMS	£1
Video call	50p
Video call international	60p
Radio paging services	50p
Corporate Mobile Connections Ltd T/A Synergy Utilities standard out of bundle data rate (UK and EU Zone 1) for both O2 and Vodafone is now 7p per MB.	

Changes to Network Service Pricing from 1st November 2017

28th September 2017 Gareth Penman

Corporate Mobile Connections Ltd T/A Synergy Utilities has recently reviewed its pricing, and in line with market conditions, as a result line rental will be increasing with effect from and including 1st November 2017. If you currently subscribe to any of the services shown in the table below, your monthly pricing will increase by the percentage shown from 1st November 2017.

Please note: the prices shown below are examples only. Your increase should be calculated by the product pricing plus the percentage shown.

Monthly Rental Price Increases

Product	Example Current Price	% Increase	Example New Price	Example £ Total Increase
Single Line	£23.50	5.32%	£24.75	£1.25
Multi-Line	£23.50	5.32%	£24.75	£1.25
ISDN2e	£26.50	4.71%	£27.75	£1.25
ISDN30	£26.00	4.80%	£27.25	£1.25

Access Charge for calls to Non Geographic numbers

Our standard Access Charge for calls to Non Geographic numbers (from fixed lines and IP services) will increase from 8.5ppm (+ VAT) to 10.0ppm (+VAT)

Inbound Rental

From 1st November 2017 we will be introducing standard number rental for each Inbound Number unless already stated in your tariff or contract. A summary of the charges can be found below.

Basic 1:1 Routing	£1.95 (including Contact Point service)
Advanced Routing	£10 (including Contact Path service)
Contact Pro Service	£20

All prices quote are monthly recurring rentals charged in advance per number and are exclusive of VAT

Paper Invoice Charge

Charges for paper invoicing will be standardised to £4.95 per invoice.

Changes to Out-of-bundle Mobile Costs

31st August 2017 Lucy Whitaker

From 1 October 2017, Corporate Mobile Connections Ltd T/A Synergy Utilities out-of-bundle mobile costs for UK data and MMS will be adjusted as highlighted below.

	Current Price	New Price
Standard UK data	5p per MB	7p per MB
Standard UK MMS	45.84p	50p

Corporate Mobile Connections Ltd T/A Synergy Utilities offers a wide range of bolt-ons that can help manage and reduce out-of-bundle costs. If you are concerned about how these changes might affect you, please contact your account manager or the Customer Loyalty team today on **03333 202 030** to discuss our latest, money-saving bolt-ons and tariffs.

New fair usage policy – Inclusive roaming allowances

4th July 2017 Ricky Shock

Inclusive roaming services on Corporate Mobile Connections Ltd T/A Synergy Utilities mobile tariffs have been built for business users who travel periodically, and not those who roam across foreign networks on a semi-permanent or permanent basis.

If a customer uses their mobile in destinations outside the UK that qualify for inclusive access to standard bundles (this includes those countries that qualify for daily roaming services such as World Travel Select and/or legislation such as Roam Like At Home), for more than 50% of the time in any four-month rolling period, they can expect to receive a communication requesting a moderation of roaming services.

If a customer's usage continues to exceed 50% as described above over the two-week period following the first notification, Corporate Mobile Connections Ltd T/A Synergy Utilities reserves the right to either charge customers for this excessive usage or bar roaming services. Customers will be notified before any action is taken.

Important Mobile EU Regulations – Updated

30th May 2017 Ricky Shock

As per our previous announcement, the new Roam Like At Home (RLAH) legislation means that from 15 June 2017, a number of changes will be implemented to existing products to ensure that users who are subscribed to our standard tariffs will no longer see any surcharges or increased rates when roaming in the EU.

Below is a summary of how we will be implementing these changes, across Vodafone and O2 DISE accounts:

**For Corporate Mobile Connections Ltd T/A Synergy Utilities Vodafone (including Corporate Mobile Connections Ltd T/A Synergy Utilities O2 ABS customers on Select&Share or Daisy Eureka tariffs)
O2 DISE with Corporate Mobile Connections Ltd T/A Synergy Utilities Mobile**

Mobile Subscription Price Increases

30th May 2017 Ricky Shock

Corporate Mobile Connections Ltd T/A Synergy Utilities has recently reviewed its pricing and, in line with changing market conditions and supply costs within the industry we will be implementing the following change

10% increase on monthly line rental charges across all subscriptions on either Vodafone or O2.

– Example: if you currently subscribe to a mobile tariff on either network offering 500 minutes, 500 SMS and 500MB data for £10 exc. VAT, your new monthly cost will be £11 exc. VAT

Additional bolt-ons or Corporate Mobile Connections Ltd T/A Synergy Utilities Fresh charges will not be affected by this change. In addition if you are on a bespoke tariff or tariff that is not currently live within our tariff portfolio, you may no longer be able to add additional connections to these tariffs. A number of tariffs are due to be retired alongside this change. However, our current portfolio consists of some of our best-value and 'easy to tailor' tariffs, so finding something that suits your mobile needs is easy.

There are a number of tariffs that are excluded from the above change, all customers will receive letters confirming how both the recent RLAH legislation and these rate adjustments will affect them.

Introduction of new charges for Number Configuration from the 1st May 2017

30th April 2017 Gareth Penman

From the 1st of May Corporate Mobile Connections Ltd T/A Synergy Utilities will be introducing a Number Configuration charge for Inbound Number in-life routing changes and new configurations on advanced plans. The new charges are as follows:

- Number configuration (including new configuration on advanced plans and in-life routing changes). Business hours: Monday – Friday, 9am – 5.30pm excl public and bank holidays. Charged per hour. Minimum Fee – £35 + VAT
- Out of hours configuration (including new configuration on advanced plans and in-life routing changes). Changes not within the Business hours stated above. Subject to availability. Single charge – £200 + VAT, PLUS hourly of £35 + VAT

Charges are applicable to all new customer advanced plan builds and customer requested in-life changes where the customer has access to make the changes themselves.