

Business Talk and Business Talk Plus

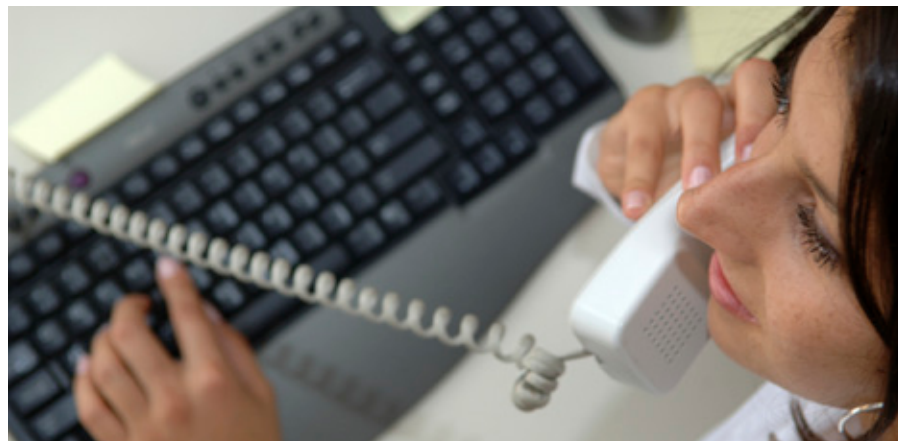
Business Talk and Business Talk Plus from Zen Internet is our own landline and calls service for businesses – from Small Office/Home Office to larger Enterprises.

Zen Internet has now introduced its own innovative telephone line and calls services for business customers; **Business Talk** and Business Talk Plus. These services provide affordable telephony services with the same level of expert support that customers expect from one of the UK's leading and award-winning Internet Service Providers, all on a **one month contract**.

Our Business Talk package allows customers to make calls to 01, 02 and 03 numbers for as little as 0.85p per minute. By selecting our Business Talk Plus calls package, customers receive 1000 inclusive minutes to UK landlines at any time of the day and calls to the most commonly dialled international destinations for as little as 1.7p per minute. All calls to Zen Internet are free of charge, meaning we will not charge you for ringing us.

Zen do not have a minimum call, set up or call connection fee for any calls to UK landline, mobile or international telephone numbers - Zen Internet believes customers should only be charged for the time they are talking and not for the time they are not.

Zen Internet is proud to be considered as a one-stop shop for both broadband and telephony services, both of which are on a one month contract and are supported by our award-winning customer service and technical support.



Key Benefits

- The ideal choice of telephone line to deliver Zen's award-winning broadband service.
- One month telephone line contract with no requirement to commit to either 12 or 18 months commitment terms as with most other providers
- Simple, easy to understand tariffs with no hidden charges or surprises
- No call connection, call setup or minimum call charges to UK 01, 02, 03, 0845, 0870, UK mobile or international fixed and mobile numbers
- Pay as you go - pay for what you use and not for what you don't
- Inclusive minutes option for even cheaper UK calls with additional discounts to specific key international destinations
- No need to purchase additional discount plans to receive discounts on calls to international destinations
- Per second billing instead of by the minute
- Additional calling features in feature packs at a fraction of the monthly price of other suppliers

Our mission is to provide the best ISP service in the UK.

Richard Tang,
Managing Director

That's Zen thinking

Product Guide

Pricing

Zen Business Talk and Business Talk Plus offers highly competitive call rates and our aim is to provide a calls package that would see customers save considerable amounts on their phone bill quickly and easily. The Business Talk Plus package includes 1000 inclusive minutes to UK landlines (01/02/03 numbers) and low cost call rates to international fixed and mobile telephone numbers.

	Zen Business Talk	Zen Business Talk Plus
Anytime Inclusive Call Minutes to UK 01,02,03 numbers	0	1000
Daytime Calls		
01,02,03 numbers	1.28ppm	Included then 1.28ppm *
0845 numbers	4.68ppm	
0870 numbers	3.4ppm	
Calls to mobiles	From 8.94ppm	
Evening and Weekend Calls		
01,02,03 numbers	0.85ppm	Included then 0.85ppm*
0845 numbers	1.7ppm	
0870 numbers	1.28ppm	
Calls to Mobiles	From 7.23ppm	
Calls to Key international destinations	From 2.55ppm	From 1.7ppm
Service Maintenance	4 hour Zen response and 48 hour estimated time to repair Monday – Friday, 9am – 5pm	
Contract term	1 month	
Monthly Charge (exc VAT)	£13.49	£19.99
Standard features included in the monthly charge (exc VAT)		
Call Return (1471) (3)	FREE	
Ring Back (5) (Pay Per Use)	15p per activation	
Three Way calling (Pay Per Use)	15p per activation	
Reminder Call (Pay Per Use)	15p per activation	
Zen optional calling feature packs		
	Monthly charge (exc VAT)	
Caller Identity - Caller Display	75p	
Call Waiting & Diversion	£2.00	
Call Screening - Anonymous caller Rejection/Choose to Refuse	£1.50	
Call Barring – Outgoing calls barred by Zen apart from calls to 999/112/Customer Controlled/Premium & International	50p	
1571 Answer Phone	£1.50	

* Call charges applicable if the monthly inclusive Business Talk Plus call minutes allowance is exceeded.

All call charges are pence per minute and calls are charged by the second, ppm = pence per minute.

Evening call rates are applicable from 19.00 - 07.00.

All Business Talk and Business Talk Plus pricing excludes VAT.

How to order the service

To transfer your landline to Business Talk or Business Talk Plus visit

www.zen.co.uk/voice or call 0845 058 9000

or to purchase a new Business Talk service please call us on 0845 058 9000.

Note: If you are a Business customer all payments are to be made via your credit account (where available), otherwise all payments are to be made via direct debit.

Zen Internet

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Zen Internet

Zen Internet, an independent Internet Service Provider (ISP), has been delivering services to business and residential users in the UK since 1995.

Led by founder and Managing Director Richard Tang, Zen's mission is to provide the best ISP service in the UK and is committed to investing in the latest technologies and providing high levels of service, support and reliability

Our Portfolio includes:

- Broadband
- Leased Lines & Ethernet
- IP VPN
- Voice
- Managed Firewalls
- Domain Names
- Web Hosting
- Managed Server Virtualisation
- Managed Hosting
- Dedicated Servers
- Colocation
- Data Backup

