



Home Talk and Home Talk Plus

Home Talk and Home Talk Plus from Zen Internet is our own landline and calls service for home users.

Zen Internet has now introduced its own innovative telephone line and calls services for residential customers; [Home Talk](#) and Home 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 Home Talk package allows customers to make calls to 01, 02 and 03 numbers for as little as 1.02p per minute. By selecting our Home Talk Plus calls package, customers receive 1000 inclusive minutes to UK landlines at any time of the day and the most commonly dialled international destinations cost as little as 3.06p 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 a UK landline, mobile or international telephone number - 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
- Unique 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, 0870, 0845, 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
- The same low international call charges regardless of when the call is made
- Per second billing instead of by the minute
- Additional calling features in 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 Home Talk and Home 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 Home Talk Plus package includes 1,000 inclusive minutes to UK landlines (01/02/03 numbers) and low cost call rates to international fixed and mobile telephone numbers.

| | Zen Home Talk | Zen Home Talk Plus |
|---|---|---------------------------------|
| Anytime inclusive call minutes to UK 01,02,03 numbers | 0 | 1000 |
| Daytime calls | | |
| 01,02,03 numbers | 4.09ppm | included then 4.09ppm * |
| 0845 numbers | | 5.62ppm |
| 0870 numbers | | 4.09ppm |
| Calls to mobiles | | From 11.23ppm |
| Evening and weekend calls | | |
| 01,02,03 numbers | 1.02ppm | included then 1.02ppm * |
| 0845 numbers | | 2.04ppm |
| 0870 numbers | | 1.53ppm |
| Calls to Mobiles | | From 8.68ppm |
| Calls to key international destinations | From 6.13ppm | From 3.06ppm |
| Service maintenance | 4 hour Zen response and 96 hour estimated time to repair Monday – Friday, 9am – 5pm | |
| Contract term | 1 month | |
| Monthly Charge (inc VAT) | £11.22 | £17.35 |
| Standard features included in the monthly charge (inc VAT) | | |
| Call Return (1471) (3) | | FREE |
| Ring Back (5) (Pay Per Use) | | 18p per activation |
| Three Way calling (Pay Per Use) | | 18p per activation |
| Reminder Call (Pay Per Use) | | 18p per activation |
| Zen optional calling feature packs | | Monthly charge (inc VAT) |
| Caller Identity - Caller Display | | 90p |
| Call Waiting & Call Diversion | | £2.40 |
| Call Screening - Anonymous caller Rejection/Choose to Refuse | | £1.80 |
| Call Barring – Outgoing calls barred by Zen apart from calls to 999/112/Customer Controlled/Premium & International | | 60p |
| 1571 Answer Phone | | £1.80 |

* Call charges applicable if the monthly inclusive Home 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 Home Talk and Home Talk Plus pricing includes VAT.

How to order the service

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

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

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

Note: If you are a residential customer 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

