

ISDN

ISDN is a digital voice service enabling essential communications, designed for SME and Large Enterprise and is established as the preferred method of telephony for businesses.

There are two available options on our ISDN services. ISDN2 is configured to provide 2 channels and ISDN30 can be configured to provide between 8 and 30 channels. This means you have the capability to make or receive 2, or between 8 and 30 concurrent calls.

ISDN services are offered on a 12 month contract and we do not charge any call connection fees, or insist on any minimum call spend; you simply benefit from our competitive call rates.

It is free to transfer your existing service to Zen and you can benefit from the low channel rental and low call costs 10 working days from your order being confirmed. During the transfer process there is no downtime and no change to the physical aspects of your service. You are able to make and receive calls as normal and there will be no changes to your phone numbers.

Zen's excellent Customer Service and Support comes as standard. You can also choose the premium care option for 24/7/365 cover, to give you peace of mind that your service is in safe hands.



Key Benefits

- High quality digital voice service for businesses of all sizes.
- No call connection fees or minimum call charges on any landline or mobile calls. All calls billed per second, and there is no minimum call spend.
- Free transfers, with no service disruption or downtime. There is also no need to change any of your phone numbers.
- Award winning Customer Service and Support, with an option for 24/7/365 support available.
- Always on connections, providing fast and secure communications.
- Direct dial in numbering, so all staff and departments can be contacted directly.
- Paperless billing as standard. All your calls are shown on the Customer Portal, and you are able to access these 24/7.

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

Richard Tang,
Managing Director

That's Zen thinking

Product Guide

Pricing

We do not insist on any minimum call spend to benefit from these rates. There are no hidden extras, so you will only pay for your service and calls.

All services are offered on a 12 month contract.

Product Options	Setup	Monthly Rental
Transfer Fee	Free	
ISDN30 Rental per Channel		£14.70
ISDN2 Rental (per circuit / 2 channels)		£27.00
Rental Charge (per DDI number)		£0.30
ISDN30 Connection Charge – New Installations only	£680.00	
ISDN2 Connection Charge (per circuit / 2 channels)	£180.00	
ISDN30 Installation Charge per Channel	£40.00	
Installation Charge per DDI Installation	£90.00	
DDI Connection Charge per number	£0.90	

Call Rates	Day	Evening	Weekend
	7am to 7pm	7pm to 7am	Fri 7pm to Mon 7am
UK Landlines (01,02,03)	1.00	0.85	0.85
02	9.00	7.23	7.23
T-Mobile	9.00	8.51	7.23
Orange	9.00	7.23	7.23
Vodafone	9.00	7.23	7.23
3	10.00	7.23	7.23

Please note that all prices are per minute and include VAT. Prices valid from April 2012.

Support Options	Description	Monthly Rental
Standard	We aim to resolve the fault by the end of the next working day, when raised to Zen before midday, during business hours of 0900-1700 Mon to Fri.	Free
Premium	We aim to resolve the fault within 8 hours 24/7/365	£5.00 per Channel

Calling Features	Description	Set Up	Monthly Rental
Administration Provided Call Forward of Voice & Data Calls	All calls to the service are diverted to a single destination		£2.00
Calling Line Identity	Presents or restricts the number of the line on outbound calls		£0.50
Connected Line Identity	Shows the number where the call is connected, which may be different from the number dialled		£0.50
Presentation Number	Present a generic number on all outbound calls	£60.00	£0.50

To transfer your existing ISDN service to Zen, or to speak to someone about a new installation please call 0845 058 9000.

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 Hosting
- Dedicated Servers
- Colocation
- Data Backup

