

## In – Life Price Change Notifications

Dear Customer

We reluctantly give notice of price increases resulting from the continued inflationary pressures that are impacting our supply costs.

We have focused hard to minimise price increases on current/core and next-generation products.

We fully understand that any price increase is never welcome, especially in the current climate, and please be assured that we have no option but to pass these on. Therefore, we give notice below of upcoming price rises, and also detail the most recent previous changes.

### 1<sup>st</sup> April 2024

Wildix License increase applying to:

- All Wildix Subscription Licenses 35p increase.

Reason for change: Wildix have increased their license costs. Increase deferred for customers with new services contracted in the previous six months.

Venture License increase applying to:

- All Venture Subscription Licenses £1 increase.
- Unlimited Call Recording £5 increase.

Reason for change: We absorbed supplier price increases in 2023. Unfortunately, we now have to pass these on.

SIP Trunk increase applying to:

- All SIP Trunks increase to £13.75

Reason for change: Supplier price increases. Note that all SIP trunks include a Free Calls Allowance.

Traditional Telephone Lines increase applying to:

- ISDN Channels to £24.99
- PSTN Analogue Lines to £18.99

Reason for change: As we approach the BT PSTN Switch Off, our cost to provide and support these services is increasing.

Mobile increase Applying to:

- O2 Connections – 7.9%
- Vodafone Connections – 7.9%

Reason for change: Supplier price increases as widely reported in the press.

## 1<sup>st</sup> August 2023

IT Support and Hosting 10% Increase Applying to:

- All IT Support Services
- All Hosted Desktop Services

Control and Shift historically apply a 10% increase bi-annually. Inflationary pressures require us to apply this increase to support the service levels our customers expect.

## 1<sup>st</sup> May 2023

Wildix License Increase Applying to:

- All Wildix Licenses 65p increase

Reason for change: Wildix have increased their license costs.

Broadband Increase Applying to:

- ADSL 14%
- FTTC 9%
- SoGEA 6%
- FTTP no increase

Reason for change: Supplier cost increases have been applied to services, with legacy connection types affected to a greater degree. Change deferred for service start dates or recontract dates in 2023.

IPScope License Increase Applying to:

- All IPScope Licenses 7% increase

Reason for change: Industry price rises of up to 17% require us to pass on some of the additional cost in supplying our aggregated services.

Microsoft Azure and PAAS Increase Applying to:

- All Azure PAAS Services 7% increase

Reason for change: Microsoft currency corrections of 9% across all Azure platform licenses require us to pass on some of the additional cost in supplying our aggregated services.

Leased Line 9% Increase Applying to:

- Ethernet DIA Leased Lines

9% increase applied to those services with the November price rise deferred. Services increased by 5.7% in November aligned with the 9% increase. Change deferred for service start dates or recontract dates in 2023.