

Billing Specification

From January 1st 2009 Swains plc standard billing format will be amended to:

Removal of 1p minimum call charge (where currently applied)

Introduction of 0.5p set up fee

Call duration invoiced in 6 second increments (6 seconds = 0.1 minute)

Call rounding to 2 decimal places

Standard itemisation levels:

- Email full itemisation
- Paper itemisation of calls above 40p

Bespoke billing formats previously agreed will remain unaltered.