

Your Price Plan Guide for Vodafone Business Broadband and Phone



Charges effective from: 1 July 2016

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Vodafone Business Broadband and Phone Price Plan Guide



Notes and Charges disclaimer

Charges exclude VAT which shall be charged at the standard rate.

The Vodafone Business Broadband and Phones Services are subject to our Agreement with you appended to the Service Guide which can also be found at vodafone.co.uk/businessbroadband.

This Vodafone Business Broadband and Phone Price Plan Guide includes a complete list of all premium rate and international call costs and Charges.

Whilst we do everything we can to make sure that all our prices and Charges are accurately reflected across all our documentation and other materials, including this Price Plan Guide, occasionally inconsistencies may occur. In the event of conflict, our Website shall take precedence.

Glossary

In this Price Plan Guide we use certain capitalised terms which have specific meanings. Please refer to the Glossary at back of the Service Guide which explains what these meanings are.

'Service Guide' is the document titled 'Your guide to Vodafone Business Broadband and Phone' which we send to you following your order for Vodafone Business Broadband and Phone Services and which is also set out at vodafone.co.uk/businessbroadband.

'Early Termination Fee' and 'Standard List Price' are defined in the Glossary which forms part of the Service Guide.

Other capitalised terms used in this Price Plan Guide refer to Service features of the same name which are more particularly described in the User Guides also set out at vodafone.co.uk/businessbroadband.

Charges – Business Phone



	Vodafone Business Phone	Vodafone Business Phone Premium	
Length of Agreement (months)	24	12	24

	ONE-OFF CHARGES		
New line Connection ¹	£50.00	£50.00	£50.00
Take Over Existing Line	n/a	n/a	n/a

	MONTHLY CHARGES		
Line Rental	£14.00	£18.99	£17.99

	INCLUSIVE FEATURES		
Support Levels ²	Standard Support	Support Plus	Support Plus
Calling Features	Last Calling Number (1471)	Last Calling Number (1471)	Last Calling Number (1471)
	Present Withheld Number (1470)	Present Withheld Number (1470)	Present Withheld Number (1470)
	Number Conceal (141)	Number Conceal (141)	Number Conceal (141)
	Voicemail (1571) (available on request)	Voicemail (1571) (available on request)	Voicemail (1571) (available on request)
	n/a	Smart Divert ³ (available on request)	Smart Divert ³ (available on request)
Call Plan	Pence Per Minute Rates (as per Price Plan Guide)	Pence Per Minute Rates (as per Price Plan Guide)	500 free anytime minutes per month to UK landlines
Directory Entry	✓	✓	✓

1. Connection Fee: A connection fee applies on new line installations.

2. Support levels are detailed in your Service Guide and are also shown on our Website.

3. Smart Divert: you pay for the diverted part of the call and calls made to the access number (when using the service remotely) which are charged at Vodafone's Standard List Price. A PIN number will be sent to you to prevent unauthorised usage which you shall be responsible for keeping secure. The Smart Divert description is detailed in the Vodafone Business Phone User Guide which you can find on our website vodafone.co.uk/businessbroadband.



	Vodafone Business Phone	Vodafone Business Phone Premium	
Length of Agreement (months)	24	12	24

OPTIONAL ADD-ONS (monthly charge)			
CALL PACKAGES:			
Mobile 500	£5.00	£5.00	£5.00
International 500	£5.00	£5.00	£5.00
Anytime UK Unlimited	£4.17	£4.17	£4.17

CALLING FEATURES (individually charged) ⁴			
Subscription features (charged monthly unless stated):			
Voicemail Plus	£2.21	£2.21	£2.21
Voicemail Premier	£5.00	£5.00	£5.00
Business Caller Display	£2.50	£2.50	£2.50
Call Divert	£2.50	n/a	n/a
Call Waiting	£2.50	£2.50	£2.50
3-Way Calling	£2.50	£2.50	£2.50
Reminder Call	£2.50	£2.50	£2.50
Ring Back When Free	£2.50	£2.50	£2.50
Anonymous Caller Rejection	£2.50	£2.50	£2.50
Caller Reject	£2.50	£2.50	£2.50

PER USE FEATURES			
3-Way Calling	£0.25	£0.25	£0.25
Reminder Call	£0.10	£0.10	£0.10
Ring Back When Free	£0.10	£0.10	£0.10

OPTIONAL SUPPORT LEVELS (monthly charge)			
Support Plus	£3.00	n/a	n/a

SERVICE AND SUPPORT			
UK Support ⁵	✓	✓	✓

4. Calling Features descriptions are detailed in the Vodafone Business Phone User Guide which can be found on our website vodafone.co.uk/businessbroadband.

5. UK support opening times 08:00 – 21:00, 365 days a year.

Charges – Business Broadband



	Vodafone Business Broadband		Vodafone Business Superfast Fibre	Vodafone Business Superfast Fibre Plus
Length of Agreement (months)	12	24	24	24

ONE-OFF CHARGES				
Fibre Activation	n/a	n/a	£40.00	£40.00

MONTHLY CHARGES				
Broadband Rental	£10.33	£9.33	£18.67	£23.83

BANDWIDTH				
Downstream Speed	Up to 17Mbps	Up to 17Mbps	Up to 38Mbps	Up to 76Mbps
Upstream Speed	Up to 1Mbps	Up to 1Mbps	Up to 10Mbps	Up to 19Mbps
Data Limits ¹	Unlimited	Unlimited	Unlimited	Unlimited

INCLUSIVE FEATURES				
Single Dynamic IP	✓	✓	✓	✓
Single Static IP (available on request)	✓	✓	✓	✓
Vodafone Broadband Router ²	✓	✓	✓	✓
Content Control ³	✓	✓	✓	✓
Support Levels ⁴	Standard Support	Standard Support	Support Plus	Support Plus

OPTIONAL SUPPORT LEVELS (monthly charge)				
Support Plus	£3.00	£3.00	n/a	n/a

SUPPORT / SERVICE				
UK Support ⁵	✓	✓	✓	✓

1. Our Acceptable Use Policy is detailed in our Agreement with you and also detailed on our website at vodafone.co.uk/businessbroadband

2. Postage and Packaging: Standard List Price (currently £6.99 but subject to change).

3. Content control default is off.

4. Support level descriptions are detailed in your Service Guide and also detailed on our website vodafone.co.uk/businessbroadband.

5. UK support opening times 08:00 – 21:00, 365 days a year.

Charges – Business Broadband and Phone Packages



	PACKAGES					
	Vodafone Business Broadband & Phone		Vodafone Business Superfast Fibre & Phone	Vodafone Business Superfast Fibre Plus & Phone	Vodafone Business Superfast Fibre & Phone Premium	Vodafone Business Superfast Fibre Plus & Phone Premium
Length of Agreement (months)	12	24	24	24	24	24

	ONE-OFF CHARGES					
New Line Connection ¹	£50.00	£50.00	£50.00	£50.00	£50.00	£50.00
Fibre Activation ¹	n/a	n/a	£40.00	£40.00	£40.00	£40.00

	MONTHLY CHARGES NEW CUSTOMER					
Line Rental	£18.99	£17.99	£17.99	£17.99	£17.99	£17.99
Broadband Rental	£10.33	£7.00	£13.00	£17.00	£21.00	£26.00

	MONTHLY CHARGES EXISTING CUSTOMER					
Line Rental	£18.99	£17.99	£17.99	£17.99	£17.99	£17.99
Broadband Rental	£10.33 ²	£2.83 ²	£8.83 ²	£12.83 ²	£16.83 ²	£21.83 ²

	BANDWIDTH					
Downstream Speed	Up to 17Mbps	Up to 17Mbps	Up to 38Mbps	Up to 76Mbps	Up to 38Mbps	Up to 76Mbps
Upstream Speed	Up to 1Mbps	Up to 1Mbps	Up to 10Mbps	Up to 19Mbps	Up to 10Mbps	Up to 19Mbps
Data Limits ³	Unlimited					

	INCLUSIVE FEATURES					
Single Dynamic IP	✓	✓	✓	✓	✓	✓
Single Static IP (available on request)	✓	✓	✓	✓	✓	✓
Vodafone Broadband Router ⁴	✓	✓	✓	✓	✓	✓
Content Control ⁵	✓	✓	✓	✓	✓	✓
Support Level ⁶	Support Plus					
Inclusive Calling Features ⁷	Last Calling Number (1471) Present Withheld Number (1470) Number Conceal (141) Voicemail (1571) (available on request) Smart Divert (available on request) ⁸					
Call Plan	Pence per minute rates (as per Price Plan Guide)	500 anytime minutes per month to UK landlines			Unlimited anytime minutes per month to UK mobiles and landlines	
Directory Entry	✓	✓	✓	✓	✓	✓
Mobile Wi-Fi Device ⁹	n/a	n/a	n/a	n/a	✓	✓



OPTIONAL ADD-ONS (monthly charge)						
CALL PACKAGES and STATIC IP						
	Vodafone Business Broadband & Phone	Vodafone Business Superfast Fibre & Phone	Vodafone Business Superfast Fibre Plus & Phone	Vodafone Business Superfast Fibre & Phone Premium	Vodafone Business Superfast Fibre Plus & Phone Premium	
Mobile 500	£5.00	£5.00	£5.00	n/a	n/a	n/a
International 500	£5.00	£5.00	£5.00	£5.00	£5.00	£5.00
Anytime UK Unlimited	£4.17	£4.17	£4.17	£4.17	n/a	n/a
Multiple Static IP	£7.50	£7.50	£7.50	£7.50	£6.50	£6.50

CALLING FEATURES (individually charged) ⁸						
Subscription features (charged monthly unless stated):						
Voicemail Plus	£2.21	£2.21	£2.21	£2.21	£2.21	£2.21
Voicemail Premier	£5.00	£5.00	£5.00	£5.00	£5.00	£5.00
Business Caller Display	£2.50	£2.50	£2.50	£2.50	£1.50	£1.50
Call Waiting	£2.50	£2.50	£2.50	£2.50	£1.50	£1.50
3-Way Calling	£2.50	£2.50	£2.50	£2.50	£1.50	£1.50
Reminder Call	£2.50	£2.50	£2.50	£2.50	£1.50	£1.50
Ring Back When Free	£2.50	£2.50	£2.50	£2.50	£1.50	£1.50
Anonymous Caller Rejection	£2.50	£2.50	£2.50	£2.50	£1.50	£1.50
Caller Reject	£2.50	£2.50	£2.50	£2.50	£1.50	£1.50

PER USE FEATURES						
3-Way Calling	£0.25	£0.25	£0.25	£0.25	£0.25	£0.25
Reminder Call	£0.10	£0.10	£0.10	£0.10	£0.10	£0.10
Ring Back When Free	£0.10	£0.10	£0.10	£0.10	£0.10	£0.10
Sure Signal (30% discount applies on equipment)	✓	✓	✓	✓	✓	✓

SERVICE AND OPTIONAL SUPPORT LEVEL (monthly charge)						
UK Support ¹⁰	✓	✓	✓	✓	✓	✓
Premier Support ¹¹	£5.00	£5.00	£5.00	£5.00	£4.00	£4.00

1. Connection Fee: A connection fee applies on new line installations as well as a fibre activation charge.
2. Existing Pay monthly mobile customers get a preferential rate. Excludes SIM only or Pay as you go mobile customers. This discount may be removed if the mobile service is terminated.
3. Our Acceptable Use Policy is detailed in our Agreement with you and also detailed on our website at vodafone.co.uk/businessbroadband.
4. Postage and Packaging: Standard List Price (currently £6.99 but subject to change).
5. Content control off by default.
6. Support level descriptions are detailed in your Service Guide and also detailed on our website vodafone.co.uk/businessbroadband.
7. Calling Features descriptions are detailed in the Vodafone Business Phone User Guide which can be found on our website vodafone.co.uk/businessbroadband.
8. Smart Divert: You pay for the diverted part of the call and calls made to the access number (when using the service remotely) which are charged at Vodafone's Standard List Price. A PIN number will be sent to you to prevent unauthorised usage which you shall be responsible for keeping secure. The Smart Divert description is detailed in the Vodafone Business Phone User Guide which you can find on our website vodafone.co.uk/businessbroadband.
9. 4GB of UK data is included per month for the first 24 months. Terms apply, see vodafone.co.uk/businessbroadband for details.
10. UK Support opening times 08:00 – 21:00, 365 days a year.
11. Premier Support opening hours are 24/7, 365 days a year.

Vodafone Business Broadband and Phone Service Maintenance Charges



Description	EX-VAT Price
Missed engineer appointment Charge	£91.67
Amend order (prior to install)	£12.50
Late cancellation of order – after midday 2 Business Days before your Activation Date	£50.00
Fault with Customer Premises – first hour charge	£95.83
Fault with Customer Premises – hourly charge	£43.33
Customer requested service visit – phone socket relocation	£108.33
Customer requested service visit – additional phone socket relocation	£54.17
Replacement Vodafone Broadband router	£108.33
Failure to return Vodafone Broadband router (for cancelled orders)	£108.33
Vodafone Broadband router returned in a damaged state (other than fair wear and tear)	£45.83
Sure Signal discount removal (for cancelled orders)	£33.33
Special Fault Investigation	£125.00
and/or + Special Fault Investigation – Internal wiring issue	£29.17
and/or + Special Fault Investigation – Internal equipment issue	£18.33
Transfer of account ownership	£16.67
Phone Number Change	£20.83
Vodafone Broadband router Postage and Packaging	£6.99



Early Termination Fee (ETF)

Price Plan	One-off cease fee	12 MONTH Monthly ETF	24 MONTH Monthly ETF
Vodafone Business Phone	£15.00		£6.53
Vodafone Business Phone Premium	£15.00	£9.49	£8.49
Vodafone Business Broadband	£15.00	£6.47	£6.75
Vodafone Business Superfast Fibre	£15.00		£7.15
Vodafone Business Superfast Fibre Plus	£15.00		£9.76
Vodafone Business Broadband and Phone	£15.00	£15.96	£17.66
Vodafone Business Superfast Fibre and Phone	£15.00		£9.97
Vodafone Business Superfast Fibre Plus and Phone	£15.00		£11.42
Vodafone Business Superfast Fibre and Phone Premium	£15.00		£18.97
Vodafone Business Superfast Fibre Plus and Phone Premium	£15.00		£21.42

An Early Termination Fee may apply to you if any of the Services are terminated during your Minimum Term (while still in contract with us) depending on the circumstances of termination. Your Early Termination Fee will be calculated based on the price plan you agreed to with us and how many days you have left in your Minimum Term at the time the Agreement is terminated. In addition a one-off cease fee of £15.00 may be charged to reflect the reasonable cost to us for processing the early termination of your Agreement. For example, if you are on Vodafone Business Phone and Broadband plan 12 months (as set out above) and terminate your Agreement with us with 31 days remaining in your Minimum Term, your Early Termination Fee would be £15.96+£15.00 = £30.96 (exc VAT).

Administrative and Late Payment Charges

Description	Charge
Itemised Paper Bill Charge	£1.54 per month
Non-Direct Debit Payment Administration Fee	£3.53 per month
Bill Copy	£1.54 (charge for each copy)
Late Payment	£4.17 (for each late payment)

Vodafone Business Phone



Inclusive calls with line rental

We apply all inclusive tariffs to the first 60 minutes for all plans with inclusive minutes, except where you have selected the Anytime UK unlimited calls as an optional add-on. The premium packages include unlimited calls to UK landlines (for numbers beginning 01, 02, 03) and mobiles. Our Standard List Price rates apply if you exceed the 60-minute maximum duration. To continue making inclusive calls simply hang up and redial before the 60 minutes has lapsed. Unused minutes will not be carried over to your next billing period.

Direct dialled call Charges:

Details of our call Charges are set out in this Price Plan Guide.

We will publish changes on our Website, so please check vodafone.co.uk/businessbroadband regularly. The changes will take effect when posted on the Website unless otherwise specified in our Agreement with you. In the event of conflict, the rates detailed on our Website shall take precedence. Further terms may apply, see vodafone.co.uk/businessbroadband for details.

Optional add-ons

The below call packages (Mobile 500, International 500 and Anytime UK unlimited calls) are available where added as an optional add-on and are subject to additional Charges as set out in this Price Plan Guide.

Mobile 500

Mobile 500 phone tariff applies to Customers who subscribe to this plan. 500 minutes are to UK mobiles only (this does not include other numbers that begin with 07 such as personal numbers, Wi-Fi services etc). Our Standard List Price rates apply once 500 minutes usage limit has been reached. Unused minutes will not be carried over to your next billing period. You must keep your Mobile 500 package for at least 30 days.

International 500

International 500 phone tariff applies to Customers who subscribe to this plan. 500 minutes are to the following destinations (excludes mobile for those destinations without a *).

Andorra	China*	Iceland	Martinique	South Korea
Argentina	Croatia	India*	Netherlands	Spain
Australia	Cyprus	Ireland	New Zealand	Sweden
Austria	Czech Republic	Israel	Poland	Taiwan
Azores	Denmark	Italy	Portugal	Thailand*
Bangladesh*	France	Japan	Puerto Rico*	USA*
Belgium	Germany	Luxembourg	Romania	
Bulgaria	Greece	Madeira	Singapore*	
Canada*	Hong Kong	Malaysia	Slovakia	
Canary Islands	Hungary	Malta	Slovenia	

*Includes mobile

Our Standard List Price rates apply once 500 minutes usage limit has been reached. Unused minutes will not be carried over to your next billing period. You must keep your International 500 package for at least 30 days.

Anytime UK unlimited calls

Anytime UK unlimited call tariff applies to Customers who subscribe to this plan. Applies to numbers beginning 01, 02 and 03 which you dial directly. Anytime calls can be made during daytime, evening and weekend periods. You must keep your Anytime UK unlimited calls package for at least 30 days.

Vodafone Business Broadband Services



Broadband and Wi-Fi Speeds

Any Vodafone Business Broadband speeds referred to in this Price Plan Guide, the Agreement, on our Website or any of our other materials are maximum download speeds.

Broadband speeds are dependent on all hardware, computing and other equipment components meeting certain minimum specifications, being fully functional and working at full speed.

The range of wireless equipment can vary according to the layout of your business premises. Other factors can also impact internet speeds, such as distance of your business premises from the network exchange, the number of people using the internet, the level of use of the internet and other environmental and technological influences.

Vodafone Broadband Router

We will provide a Vodafone Broadband router to any new Customers who wish to take our Vodafone Business Broadband Service (subject to successful Vodafone Business Broadband Service availability checks and credit checks). The router cannot be used on any other service provider's broadband and it remains the property of Vodafone until the end of the Minimum Term.

Content Controls

Content controls allow you to decide which websites your business End Users can access. At no extra cost, you can protect any device connected to your Vodafone Business Broadband Service via the Vodafone Broadband router. The default setting for content controls for your service is set to off. You can activate and manage content controls for your Business Broadband Service by accessing your account. With Vodafone My Account, you can track your mobile costs and manage your account online at vodafone.co.uk/myvodafone. To find out more, please see the Vodafone Business Broadband User Guide on vodafone.co.uk/businessbroadband, or call us on **08080 034 515** free from a landline or mobile, or on **191** from a Vodafone mobile.

Anti-Virus Software

Our recommended anti-virus software is F-Secure SAFE. For further information, please visit vodafone.co.uk/businessbroadband.

Static IP

Single Static IP address is available as a free feature when requested. If you require Multiple Static IP addresses it will be charged as an add on feature. Only one block is purchasable per Vodafone Business Broadband Service and will replace any single static IP addresses which exists. Minimum terms apply. For more information please visit vodafone.co.uk/businessbroadband.

Mobile Wi-Fi Device

Standalone device included with selected packages or available to purchase separately. 4GB of UK data is included per month for the first 24 months, if this is exceeded our Standard List Price Charges shall apply. Terms apply, please visit vodafone.co.uk/businessbroadband for details.

Direct Dialed Call Charges



Call Charges are shown in pence per minute, with a charging period determined by the time you are connected to the Network. If the price point is published as price per minute then charging is rounded up to the nearest minute. Fixed fee Charges are not rounded as these are not based on call duration.

Call durations are accurate to the nearest second.

A call connection Charge of 5p per call applies for all non-inclusive calls, unless otherwise stated.

The rates set out below apply when your inclusive usage has been reached, when your Option add-on usage has been reached and also where there is no inclusive all package included.

Inclusive calls are subject to a 60-minute maximum duration per call. Our Standard List Price shall apply if you exceed the 60-minute maximum duration. To continue making inclusive calls simply hang up and redial before the 60 minutes has lapsed.

Please be aware of any manufacturer-specific issues which may affect your call Charges (such as your phone manufacturer). For more information please refer to your device's manufacturer documentation.

Call Charges to UK landline and mobile numbers

	Connection Charge (pence per call)	STANDARD (pence per minute)		
		Daytime	Evening	Weekend
UK Landline (numbers beginning with 01, 02, 03)	£0.05	£0.05	£0.05	£0.05
UK Mobile	£0.05	£0.09	£0.09	£0.09
0800, 0808, 0500 Freephone Number	Free	Free	Free	Free

Call Charges to Other UK Numbers



Changes to the way 08, 09 and 118 calls are charged

Telephone numbers starting 08, 09 and 118 are called service numbers. From 1 July 2015, Ofcom (the UK communications regulator) changed the way these numbers are charged. These changes are designed to make the cost of calls clearer for you, and were communicated through a campaign called UK Calling (**please visit ukcalling.info/ for further information**).

Calls to UK landlines (numbers beginning with 01, 02 and 03) are unaffected and will continue to be inclusive during the published periods within this Price Plan Guide.

Calls to 084, 087, 09 and 118 numbers

From 1 July 2015, the cost of calling these numbers has split into two parts:

- **The access charge**
This is the cost of connecting your call from a Vodafone Business Phone.
This will be charged at 5p per minute by us.
- **The service charge**
This is the remainder of the cost of the call.

The service charge is decided by the organisation you call, who must communicate it clearly.

For example, if the service charge was 20p per minute, the organisation you are calling might say: "Calls cost 20p per minute, plus your phone company's access charge".

By adding together our standard access charge and the service charge, you'll know exactly how much each call will cost.

0800 and 0808 numbers

Numbers starting 0800 or 0808 will remain free from landlines and also mobile.

Access and Service Charges to 08, 09 and 118 Numbers



Rate Codes	Description	Connection Charge (pence per call)	Access Charge (pence per minute)	Service Charge (pence per minute)			Charge type:
				Daytime	Evening	Weekend	
SC001	0ppm Service Charge	0	5.00	0	0	0	ppm only
SC002	1ppm Service Charge	0	5.00	0.83	0.83	0.83	ppm only
SC003	2ppm Service Charge	0	5.00	1.67	1.67	1.67	ppm only
SC004	3ppm Service Charge	0	5.00	2.50	2.50	2.50	ppm only
SC005	4ppm Service Charge	0	5.00	3.33	3.33	3.33	ppm only
SC006	5ppm Service Charge	0	5.00	4.17	4.17	4.17	ppm only
SC007	6ppm Service Charge	0	5.00	5.00	5.00	5.00	ppm only
SC008	7ppm Service Charge	0	5.00	5.83	5.83	5.83	ppm only
SC009	8ppm Service Charge	0	5.00	6.67	6.67	6.67	ppm only
SC010	9ppm Service Charge	0	5.00	7.50	7.50	7.50	ppm only
SC011	10ppm Service Charge	0	5.00	8.33	8.33	8.33	ppm only
SC012	11ppm Service Charge	0	5.00	9.17	9.17	9.17	ppm only
SC013	12ppm Service Charge	0	5.00	10.00	10.00	10.00	ppm only
SC014	13ppm Service Charge	0	5.00	10.83	10.83	10.83	ppm only
SC015	15ppm Service Charge	0	5.00	12.50	12.50	12.50	ppm only
SC016	20ppm Service Charge	0	5.00	16.67	16.67	16.67	ppm only
SC017	25ppm Service Charge	0	5.00	20.83	20.83	20.83	ppm only
SC018	30ppm Service Charge	0	5.00	25.00	25.00	25.00	ppm only
SC019	35ppm Service Charge	0	5.00	29.17	29.17	29.17	ppm only
SC020	36ppm Service Charge	0	5.00	30.00	30.00	30.00	ppm only
SC021	40ppm Service Charge	0	5.00	33.33	33.33	33.33	ppm only
SC022	45ppm Service Charge	0	5.00	37.50	37.50	37.50	ppm only
SC023	46ppm Service Charge	0	5.00	38.33	38.33	38.33	ppm only
SC024	50ppm Service Charge	0	5.00	41.67	41.67	41.67	ppm only
SC025	55ppm Service Charge	0	5.00	45.83	45.83	45.83	ppm only
SC026	60ppm Service Charge	0	5.00	50.00	50.00	50.00	ppm only
SC027	65ppm Service Charge	0	5.00	54.17	54.17	54.17	ppm only
SC028	70ppm Service Charge	0	5.00	58.33	58.33	58.33	ppm only
SC029	75ppm Service Charge	0	5.00	62.50	62.50	62.50	ppm only
SC030	80ppm Service Charge	0	5.00	66.67	66.67	66.67	ppm only
SC031	90ppm Service Charge	0	5.00	75.00	75.00	75.00	ppm only
SC032	95ppm Service Charge	0	5.00	79.17	79.17	79.17	ppm only
SC033	99ppm Service Charge	0	5.00	82.50	82.50	82.50	ppm only
SC034	100ppm Service Charge	0	5.00	83.33	83.33	83.33	ppm only
SC035	110ppm Service Charge	0	5.00	91.67	91.67	91.67	ppm only
SC036	120ppm Service Charge	0	5.00	100.00	100.00	100.00	ppm only
SC037	145ppm Service Charge	0	5.00	120.83	120.83	120.83	ppm only
SC038	150ppm Service Charge	0	5.00	125.00	125.00	125.00	ppm only
SC039	155ppm Service Charge	0	5.00	129.17	129.17	129.17	ppm only
SC040	180ppm Service Charge	0	5.00	150.00	150.00	150.00	ppm only
SC041	200ppm Service Charge	0	5.00	166.67	166.67	166.67	ppm only
SC042	220ppm Service Charge	0	5.00	183.33	183.33	183.33	ppm only
SC043	250ppm Service Charge	0	5.00	208.33	208.33	208.33	ppm only
SC044	300ppm Service Charge	0	5.00	250.00	250.00	250.00	ppm only
SC045	360ppm Service Charge	0	5.00	300.00	300.00	300.00	ppm only
SC046	5p Connection Charge	4.17	5.00	0.00	0.00	0.00	ppc only
SC047	10p Connection Charge	8.33	5.00	0.00	0.00	0.00	ppc only
SC048	15p Connection Charge	12.50	5.00	0.00	0.00	0.00	ppc only
SC049	25p Connection Charge	16.67	5.00	0.00	0.00	0.00	ppc only
SC050	30p Connection Charge	25.00	5.00	0.00	0.00	0.00	ppc only
SC051	35p Connection Charge	29.17	5.00	0.00	0.00	0.00	ppc only
SC052	40p Connection Charge	33.33	5.00	0.00	0.00	0.00	ppc only



Rate Codes	Description	Connection Charge (pence per call)	Access Charge (pence per minute)	Service Charge (pence per minute)			Charge type:
				Daytime	Evening	Weekend	
SC053	48p Connection Charge	40.00	5.00	0.00	0.00	0.00	ppc only
SC054	50p Connection Charge	41.67	5.00	0.00	0.00	0.00	ppc only
SC055	70p Connection Charge	58.33	5.00	0.00	0.00	0.00	ppc only
SC056	75p Connection Charge	62.50	5.00	0.00	0.00	0.00	ppc only
SC057	100p Connection Charge	83.33	5.00	0.00	0.00	0.00	ppc only
SC058	145p Connection Charge	120.83	5.00	0.00	0.00	0.00	ppc only
SC059	150p Connection Charge	125.00	5.00	0.00	0.00	0.00	ppc only
SC060	200p Connection Charge	166.67	5.00	0.00	0.00	0.00	ppc only
SC061	250p Connection Charge	208.33	5.00	0.00	0.00	0.00	ppc only
SC062	300p Connection Charge	250.00	5.00	0.00	0.00	0.00	ppc only
SC063	400p Connection Charge	333.33	5.00	0.00	0.00	0.00	ppc only
SC064	500p Connection Charge	416.67	5.00	0.00	0.00	0.00	ppc only
SC065	600p Connection Charge	500.00	5.00	0.00	0.00	0.00	ppc only
SC066	77p Connection Charge + 155ppm Service Charge	64.17	5.00	129.17	129.17	129.17	ppc + ppm (both charges apply from start of call)
SC067	80p Connection Charge + 25ppm Service Charge	66.67	5.00	20.83	20.83	20.83	ppc + ppm (both charges apply from start of call)
SC068	399p Connection Charge + 139ppm Service Charge	332.50	5.00	115.83	115.83	115.83	ppc + ppm (both charges apply from start of call)
SC069	499p Connection Charge + 135ppm Service Charge	415.83	5.00	112.50	112.50	112.50	ppc + ppm (both charges apply from start of call)
SC070	550p Connection Charge + 275ppm Service Charge	458.33	5.00	229.17	229.17	229.17	ppc + ppm (ppm starts after first 60 seconds)
SC071	574p Connection Charge + 299ppm Service Charge	478.33	5.00	249.17	249.17	249.17	ppc + ppm (ppm starts after first 60 seconds)
SC072	698p Connection Charge + 349ppm Service Charge	581.67	5.00	290.83	290.83	290.83	ppc + ppm (ppm starts after first 60 seconds)
SC073	250ppm Service Charge	0.00	5.00	208.33	208.33	208.33	ppc + ppm (ppm starts after first 60 seconds)
SC074	5p Connection Charge + 5ppm Service Charge	4.17	5.00	4.17	4.17	4.17	ppc + ppm (ppm starts after first 60 seconds)
SC075	10p Connection Charge + 10ppm Service Charge	8.33	5.00	8.33	8.33	8.33	ppc + ppm (ppm starts after first 60 seconds)
SC076	40p Connection Charge + 40ppm Service Charge	33.33	5.00	33.33	33.33	33.33	ppc + ppm (ppm starts after first 60 seconds)
SC077	70p Connection Charge + 70ppm Service Charge	58.33	5.00	58.33	58.33	58.33	ppc + ppm (ppm starts after first 60 seconds)
SC078	150p Connection Charge + 150ppm Service Charge	125.00	5.00	125.00	125.00	125.00	ppc + ppm (ppm starts after first 60 seconds)
SC079	200p Connection Charge + 200ppm Service Charge	166.67	5.00	166.67	166.67	166.67	ppc + ppm (ppm starts after first 60 seconds)
SC080	445p Connection Charge + 257ppm Service Charge	370.83	5.00	214.17	214.17	214.17	ppc + ppm (ppm starts after first 60 seconds)

Call Charges to Other UK Numbers



Rate Codes	Call Connection Charge (pence per call)	Service Charge (pence per minute)		
		Daytime	Evening	Weekend
NTSFree	£0.00	£0.00	0.00	0.00
Personal Numbering c	5	£0.1071	6.20	3.28
Personal Numbering d	5	13.51	7.96	7.96
Personal Numbering e	5	3.99	3.99	3.99
Personal Numbering f	5	24.25	16.17	8.08
Personal Numbering j	5	25.83	17.50	17.50
Personal Numbering k	5	30.00	20.00	20.00
Virtual fw10	5	9.58	9.58	9.58
Virtual fw12	5	9.58	9.58	9.58
05 g21	5	9.58	9.58	9.58
Personal numbering pn1	5	16.67	16.67	16.67
Personal numbering pn2	5	41.67	41.67	41.67
Personal numbering pn3	5	39.17	39.17	39.17
Personal numbering pn4	5	20.83	20.83	20.83
Personal numbering pn5	5	13.33	13.33	13.33
Personal numbering pn6	5	15.83	15.83	15.83
Personal numbering pn7	43	3.33	3.33	3.33
Personal numbering pn8	5	15.83	15.83	15.83
Personal numbering pn9	5	18.33	18.33	18.33
Personal numbering pn10	5	27.50	27.50	27.50
Personal numbering pn11	5	41.67	41.67	41.67
Personal numbering pn12	5	21.67	21.67	21.67
Personal numbering pn13	5	30.83	30.83	30.83
Personal numbering pn14	5	23.33	23.33	23.33
Personal numbering pn15	5	10.00	10.00	10.00
Personal numbering pn16	5	10.83	10.83	10.83
Personal numbering pn17	5	11.67	11.67	11.67
Personal numbering pn18	5	12.50	12.50	12.50
Personal numbering pn19	5	7.50	7.50	7.50
Personal numbering pn20	5	19.17	19.17	19.17
Personal numbering pn21	5	32.50	32.50	32.50
Personal numbering pn22	5	8.33	8.33	8.33
Virtual mobile FW1	5	12.92	12.92	12.92
Virtual mobile FW2	5	12.50	12.50	12.50
Virtual mobile FW3	5	13.75	13.75	13.75
Virtual mobile FW4	5	13.33	13.33	13.33
Virtual mobile FW5	5	12.50	12.50	12.50
Virtual mobile FW6	5	10.83	10.83	10.83
Virtual mobile FW7	5	10.42	10.42	10.42
Virtual mobile FW8	5	15.83	15.83	15.83
Virtual mobile FW9	5	8.33	8.33	8.33
Virtual mobile FW11	5	10.83	10.83	10.83
Paging Services FF10	22	0.00	0.00	0.00
Paging Services FF3	21	0.00	0.00	0.00
Paging Services FF8	15	0.00	0.00	0.00

International Calls



Country	Call Connection Charge (pence per call)	Call Charge (pence per minute) – Anytime	
		Landline	Mobile
Afghanistan	5.00	100.00	125.00
Albania	5.00	37.50	58.33
Algeria	5.00	37.50	58.33
American Samoa	5.00	125.00	125.00
Andorra	5.00	29.17	50.00
Angola	5.00	75.00	100.00
Anguilla	5.00	50.00	75.00
Antarctica	5.00	125.00	125.00
Antigua and Barbuda	5.00	16.67	41.67
Argentina	5.00	58.33	83.33
Armenia	5.00	66.67	91.67
Aruba	5.00	50.00	75.00
Ascension Islands	5.00	75.00	75.00
Australia	5.00	8.33	33.33
Austria	5.00	20.83	41.67
Azerbaijan	5.00	41.67	66.67
Bahamas	5.00	50.00	50.00
Bahrain	5.00	66.67	91.67
Bangladesh	5.00	20.83	41.67
Barbados	5.00	20.83	41.67
Belarus	5.00	41.67	66.67
Belgium	5.00	8.33	33.33
Belize	5.00	66.67	91.67
Benin	5.00	58.33	83.33
Bermuda	5.00	16.67	41.67
Bhutan	5.00	58.33	83.33
Bolivia	5.00	75.00	100.00
Bosnia and Herzegovina	5.00	37.50	58.33
Botswana	5.00	58.33	83.33
Brazil	5.00	66.67	91.67
British Virgin Islands	5.00	50.00	50.00
Brunei Darussalam	5.00	58.33	83.33
Bulgaria	5.00	37.50	58.33
Burkina Faso	5.00	75.00	100.00
Burundi	5.00	75.00	100.00
Canada	5.00	8.33	8.33
Cape Verde	5.00	75.00	100.00
Cayman Islands	5.00	50.00	75.00
Central African Republic	5.00	116.67	116.67
Chad	5.00	125.00	125.00
Chile	5.00	58.33	83.33
China	5.00	16.67	41.67
Colombia	5.00	75.00	100.00
Comoros	5.00	100.00	125.00
Congo	5.00	100.00	125.00
Cook Islands	5.00	125.00	125.00
Costa Rica	5.00	58.33	83.33
Croatia	5.00	37.50	58.33
Cuba	5.00	100.00	125.00
Cyprus	5.00	16.67	41.67
Czech Republic	5.00	20.83	41.67
DR Congo	5.00	75.00	100.00
Denmark	5.00	8.33	33.33
Diego Garcia	5.00	158.33	158.33



Djibouti	5.00	75.00	100.00
Dominica	5.00	58.33	83.33
Dominican Republic	5.00	50.00	75.00
East Timor	5.00	187.50	208.33
Ecuador	5.00	75.00	100.00
Egypt	5.00	66.67	91.67
El Salvador	5.00	83.33	108.33
Equatorial Guinea	5.00	100.00	125.00
Eritrea	5.00	83.33	108.33
Estonia	5.00	41.67	66.67
Ethiopia	5.00	83.33	108.33
Falkland Islands	5.00	75.00	75.00
Faroe Islands	5.00	29.17	50.00
Fiji	5.00	75.00	100.00
Finland	5.00	20.83	41.67
France	5.00	8.33	33.33
French Guiana	5.00	100.00	125.00
French Polynesia	5.00	158.33	187.50
Gabon	5.00	58.33	83.33
Gambia	5.00	58.33	83.33
Georgia	5.00	50.00	75.00
Germany	5.00	8.33	33.33
Ghana	5.00	66.67	91.67
Gibraltar	5.00	16.67	41.67
Greece	5.00	8.33	33.33
Greenland	5.00	75.00	100.00
Grenada	5.00	16.67	41.67
Guadeloupe	5.00	66.67	91.67
Guam	5.00	100.00	100.00
Guantanamo Bay	5.00	100.00	100.00
Guatemala	5.00	58.33	83.33
Guinea	5.00	75.00	100.00
Guyana	5.00	83.33	108.33
Haiti	5.00	75.00	100.00
Honduras	5.00	58.33	83.33
Hong Kong	5.00	8.33	33.33
Hungary	5.00	20.83	41.67
Iceland	5.00	37.50	58.33
India	5.00	20.83	41.67
Indonesia	5.00	58.33	83.33
Iran	5.00	83.33	108.33
Iraq	5.00	83.33	108.33
Ireland (Republic of)	5.00	8.33	33.33
Israel	5.00	41.67	66.67
Italy (Inc. Vatican City)	5.00	8.33	33.33
Ivory Coast	5.00	83.33	108.33
Jamaica	5.00	20.83	41.67
Japan	5.00	8.33	29.17
Jordan	5.00	83.33	108.33
Kazakhstan	5.00	58.33	83.33
Kenya	5.00	66.67	91.67
Kiribati	5.00	125.00	125.00
Kuwait	5.00	66.67	91.67
Kyrgyzstan	5.00	58.33	83.33
Laos	5.00	116.67	150.00
Latvia	5.00	41.67	66.67
Lebanon	5.00	83.33	108.33
Lesotho	5.00	58.33	83.33



Liberia	5.00	58.33	83.33
Libya	5.00	37.50	58.33
Liechtenstein	5.00	16.67	41.67
Lithuania	5.00	41.67	66.67
Luxembourg	5.00	16.67	41.67
Macau	5.00	58.33	83.33
Macedonia	5.00	37.50	58.33
Madagascar	5.00	75.00	100.00
Malawi	5.00	58.33	83.33
Malaysia	5.00	37.50	58.33
Maldives	5.00	75.00	100.00
Mali	5.00	75.00	100.00
Malta	5.00	20.83	41.67
Marshall Islands	5.00	125.00	125.00
Martinique	5.00	66.67	91.67
Mauritania	5.00	100.00	125.00
Mauritius	5.00	83.33	108.33
Mexico	5.00	58.33	83.33
Micronesia	5.00	125.00	125.00
Moldova	5.00	50.00	75.00
Monaco	5.00	25.00	50.00
Mongolia	5.00	116.67	150.00
Montserrat	5.00	58.33	83.33
Morocco	5.00	37.50	58.33
Mozambique	5.00	75.00	100.00
Myanmar	5.00	100.00	125.00
Namibia	5.00	58.33	83.33
Nauru	5.00	125.00	125.00
Nepal	5.00	58.33	83.33
Netherlands	5.00	8.33	33.33
Netherlands Antilles	5.00	50.00	75.00
New Caledonia	5.00	158.33	158.33
New Zealand	5.00	20.83	41.67
Nicaragua	5.00	83.33	108.33
Niger	5.00	75.00	100.00
Nigeria	5.00	58.33	83.33
Norfolk Islands	5.00	158.33	158.33
North Cyprus	5.00	16.67	41.67
North Korea	5.00	125.00	125.00
Norway	5.00	8.33	33.33
Oman	5.00	66.67	91.67
Pakistan	5.00	20.83	41.67
Palau	5.00	125.00	125.00
Palestine	5.00	41.67	66.67
Panama	5.00	58.33	83.33
Papua New Guinea	5.00	75.00	100.00
Paraguay	5.00	58.33	83.33
Peru	5.00	58.33	83.33
Philippines	5.00	58.33	91.67
Poland	5.00	20.83	41.67
Portugal	5.00	16.67	41.67
Puerto Rico	5.00	41.67	41.67
Qatar	5.00	66.67	91.67
Reunion	5.00	75.00	100.00
Romania	5.00	41.67	66.67
Russia	5.00	41.67	66.67
Rwanda	5.00	75.00	75.00
San Marino	5.00	37.50	37.50



Sao Tome and Principe	5.00	125.00	125.00
Saudi Arabia	5.00	50.00	75.00
Senegal	5.00	83.33	108.33
Serbia and Montenegro	5.00	37.50	58.33
Seychelles	5.00	83.33	108.33
Sierra Leone	5.00	58.33	83.33
Singapore	5.00	12.50	37.50
Slovakia	5.00	20.83	41.67
Slovenia	5.00	37.50	58.33
Solomon Islands	5.00	125.00	125.00
Somalia	5.00	125.00	125.00
South Africa	5.00	41.67	66.67
South Korea	5.00	58.33	83.33
Spain	5.00	8.33	33.33
Sri Lanka	5.00	66.67	91.67
St. Helena	5.00	116.67	116.67
St. Kitts and Nevis	5.00	50.00	75.00
St. Lucia	5.00	16.67	41.67
St. Pierre and Miquelon	5.00	50.00	50.00
St. Vincent and The Grenadines	5.00	50.00	75.00
Sudan	5.00	58.33	83.33
Suriname	5.00	100.00	125.00
Swaziland	5.00	58.33	83.33
Sweden	5.00	12.50	41.67
Switzerland	5.00	8.33	33.33
Syria	5.00	83.33	108.33
Taiwan	5.00	58.33	83.33
Tajikistan	5.00	75.00	100.00
Tanzania	5.00	58.33	83.33
Thailand	5.00	58.33	91.67
Togo	5.00	83.33	108.33
Tokelau	5.00	158.33	158.33
Tonga	5.00	116.67	116.67
Trinidad and Tobago	5.00	16.67	41.67
Tunisia	5.00	37.50	58.33
Turkey	5.00	16.67	41.67
Turkmenistan	5.00	66.67	91.67
Turks and Caicos Islands	5.00	58.33	83.33
Tuvalu	5.00	125.00	150.00
U.S.A.	5.00	8.33	8.33
Uganda	5.00	58.33	83.33
Ukraine	5.00	41.67	66.67
United Arab Emirates	5.00	50.00	75.00
Uruguay	5.00	58.33	83.33
US Virgin Islands	5.00	50.00	50.00
Uzbekistan	5.00	58.33	83.33
Vanuatu	5.00	125.00	125.00
Venezuela	5.00	58.33	83.33
Vietnam	5.00	116.67	150.00
Wallis and Futuna Islands	5.00	158.33	158.33
Western Samoa	5.00	158.33	158.33
Yemen	5.00	83.33	108.33
Zambia	5.00	58.33	83.33
Zimbabwe	5.00	66.67	91.67

Calls to Satellite Numbers



Destination	Call Connection Charge (pence per call)	Call Charge (pence per minute) – Anytime
SATINMBBSD	5.00	304.17
INMSATMM	5.00	304.17
Inmarsat_Aero	5.00	475.00
Inmarsat_B	5.00	475.00
Inmarsat_B_HSD	5.00	475.00
Inmarsat_BGAN	5.00	475.00
Inmarsat_BGAN_HSD	5.00	304.17
Inmarsat_Maritime	5.00	304.17
Inmarsat_Maritime_HSD	5.00	304.17
Inmarsat_Mini_M	5.00	304.17
Inmarsat	5.00	304.17
Personal_Number	5.00	316.67
ICO_Global_Comms	5.00	316.67
Ellipso	5.00	316.67
Iridium	5.00	316.67
Globalstar	5.00	208.33
Other	5.00	208.33
Emsat	5.00	250.00

Operator Connected Calls



Dial Prefix	Operator Type	Charge
100	National	Free to call. Onward call connection charges apply as set out above.
155	International	Free to call. Onward call connection charges apply as set out above.
195	Special Assistance	10 free-of-charge calls per day. Onward call connection charges apply as set out above.

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