

# Vodafone Business Broadband

Built with business in mind

Price Plan Guide  
Effective 1<sup>st</sup> July 2024



Together we can  
**vodafone**  
business



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# Information – 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.

Annual Price Increase: During your minimum period, each year, on the 1st April, your monthly plan charge will increase by £2.50 excluding VAT as detailed in your Contract Summary. Out of bundle charges will increase each April by Consumer Price Index rate published in January of that year + an additional 3.9%.

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 your Agreement with us for details of these definitions.



## Charges – Business Essential Plans

	Newline Connection	Router fee	Monthly Plan Charge		Average downstream speed	Upstream speed (up to)	Usage limits
			24 months	36 months			
Fibre 1	£0	£0	£23.00	£20.50	35Mbps	10Mbps	Unlimited
Fibre 2	£0	£0	£25.00	£23.00	63Mbps	19Mbps	Unlimited
Full Fibre 1	£0	£0	£23.00	£20.50	36Mbps	9Mbps	Unlimited
Full Fibre 2	£0	£0	£25.00	£23.00	73Mbps	18Mbps	Unlimited
Full Fibre 100	£0	£0	£26.50	£24.00	100Mbps	18Mbps	Unlimited
Full Fibre 200	£0	£0	£37.50	£34.00	200Mbps	27Mbps	Unlimited
Full Fibre 500	£0	£0	£42.00	£38.00	500Mbps	68Mbps	Unlimited
Full Fibre 900	£0	£0	£46.00	£41.50	910Mbps	105Mbps	Unlimited

### Inclusive features (all plans):



Vodafone Intelligent WiFi Hub



Static IP (multiple available on request)



Content Control<sup>4</sup>



Business support



## Charges – Business Pro II Plans

	Newline Connection	Router fee	Monthly Plan Charge		Average downstream speed	Upstream speed (up to)	Usage limits
			24 months	36 months			
Fibre 1	£0	£0	£32.50	£30.50	35Mbps	10Mbps	Unlimited
Fibre 2	£0	£0	£35.00	£33.00	63Mbps	19Mbps	Unlimited
Full Fibre 1	£0	£0	£32.50	£30.50	36Mbps	9Mbps	Unlimited
Full Fibre 2	£0	£0	£35.00	£33.00	73Mbps	18Mbps	Unlimited
Full Fibre 100	£0	£0	£36.50	£34.00	100Mbps	18Mbps	Unlimited
Full Fibre 200	£0	£0	£47.50	£44.00	200Mbps	27Mbps	Unlimited
Full Fibre 500	£0	£0	£52.00	£48.00	500Mbps	68Mbps	Unlimited
Full Fibre 900	£0	£0	£56.00	£51.50	910Mbps	105Mbps	Unlimited

### Inclusive features (all plans):



Vodafone Ultrahub with WiFi 6E



Super WiFi 6E Extender



Content Control4



Static IP (multiple available on request)



4G back-up



Dedicated Technical Business support



## Charges – Optional Add-ons

	Evening and weekend	International 300	Anytime UK Unlimited
Call packages	£3.33	£4.17	£6.67

	Free Voicemail	Smart Divert <sup>7</sup>	Voicemail Plus	Voicemail Premier	Call Management Features Package <sup>8</sup> (anonymous caller rejection, call divert <sup>9</sup> and call waiting)	Ring Back when	Business Caller Display
Calling features (individually charged <sup>2</sup> ) Subscription features (charged monthly unless stated)	£0	£4.50	£2.21	£5.00	£2.08	£2.50	£2.50

	3 way calling <sup>10</sup>	Last Number Calling Return	Ring back when free
Per Use Features	£0.25	£0.08	£0.08

	Support <sup>11</sup>
Service and optional support level (monthly charge)	Included



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## Charges – Business Broadband and Phone Packages

1. Our Acceptable Use Policy is detailed in our Agreement with you and also detailed on our website at [vodafone.co.uk/businessbroadband](https://vodafone.co.uk/businessbroadband)
2. Router fee might change subject to current offer.
3. This is a standard pricing and is subject to change depending on the current offer.
4. Content Control off by default.
5. Support Level descriptions are detailed in your Service Guide and also detailed on our website at [vodafone.co.uk/businessbroadband](https://vodafone.co.uk/businessbroadband)
6. Calling Features descriptions are detailed in the Vodafone Business Phone User Guide which can be found on our website at [vodafone.co.uk/businessbroadband](https://vodafone.co.uk/businessbroadband)
7. 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 at [vodafone.co.uk/businessbroadband](https://vodafone.co.uk/businessbroadband)
8. Call Management Feature Package includes Anonymous Caller Rejection, Call Waiting and Call Divert. (Call charges for the diverted part of the call may apply as per your Vodafone Broadband and Phone Services plan and add-ons).
9. Call charges for the diverted part of the call may apply as per your Vodafone Broadband and Phone Services plan and add-ons.
10. Whoever starts the call pays for the call. To keep a 3-Way Call open you must stay on the line. When you hang up, the other two callers will be disconnected.
11. Support opening times 08:00 – 21:00, 365 days a year.



## Charges – Business Broadband and Phone Service Maintenance

Description	Price (ex. VAT)
Missed Engineer Appointment Charge	£110.00
Amend Order (prior to install)	£15.00
Late Cancellation of Order - After Midday 2 Business Days Before Your Activation Date	£60.00
Connection Charge – New Line Provision	£0.00
Fault With Customer Premises – First Hour Charge	£115.00
Fault With Customer Premises - Hourly Charge	£52.00
Customer Requested Service Visit – Phone Socket Relocation	£130.00
Customer Requested Service Visit – Additional Phone Socket Relocation	£65.00
Replacement Vodafone Broadband Router	£72.00
Failure To Return Vodafone Broadband Router (for cancelled orders)	£99.00
Vodafone Broadband Router Returned in a Damaged State (other than wear and tear)	£99.00
Sure Signal Discount Removal (for cancelled orders)	£33.33
Special Fault Investigation	£150.00
• And/ Or + Special Fault Investigation – Internal Wiring Issue	£35.00
• And/ Or + Special Fault Investigation – Internal Equipment Issue	£22.00
Transfer of Account Ownership	£20.00
Phone Number Change	£45.00
Vodafone Broadband Router Postage and Packaging	£0.00





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## Charges – Recovery Charge Administrative and Late Payment

### Recovery Charges

A Recovery Charge may apply to you if any of the Services are terminated during your Minimum Period (while still in contract with us) depending on the circumstances of termination. Your Recovery Charge will be calculated based on your monthly plan charge x number of months remaining of your Minimum Period (or Renewal Term) from the date of termination) + any outstanding One-Off Charges.

Administrative and Late Payment Charges	
	Charge
Itemised Paper Bill Charge	£1.54 a month
Non-Direct Debit Payment Administration Fee	£3.53 a month
Bill Copy	£1.54 per copy
Late Payment	£4.17 per late payment



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## Information - 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 when you have added the Anytime Landline and Mobile call bundle. 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 Dialed 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](https://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](https://vodafone.co.uk/businessbroadband) for details.

### Optional Add-Ons

The below call packages (Anytime Landline & Mobile, Evening & Weekends, International 300) are available where added as an optional add-on and are subject to additional Charges as set out in this Price Plan Guide.

### Anytime Landline and Mobile

We apply all-inclusive tariffs to the first 60 minutes of UK landlines (numbers beginning 01, 02, 03) and UK mobile numbers (numbers beginning with 07 excluding personal numbers and Wi-Fi Services) which you dial directly. Calls can be made during Daytime, Evening & Weekend periods. If you wish to avoid additional call charges you should re-dial before 60 minutes have passed. Standard call charges apply if you exceed the 60 minute call cap.



## Information - Vodafone Business Phone

### International 300

Includes 300 minutes of calls to landlines to pre-defined International destinations and calls to mobiles to limited destinations each month (see below for included countries). Minutes above 300 will be charged at standard international calling rates plus prevailing call connection charge. You must keep your International 300 package for at least 30 days.

We reserve the right to vary the inclusive minutes and/or the countries included within the International 300 package. We will publish these changes on our website, so please check [vodafone.co.uk/businessbroadband](https://vodafone.co.uk/businessbroadband) regularly. The changes will take effect when posted on the website. Further terms and conditions may apply, see [vodafone.co.uk/businessbroadband](https://vodafone.co.uk/businessbroadband) for details.

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

\*Includes mobile

### Evening & Weekend Calls

We apply all-inclusive tariffs to the first 60 minutes of UK landlines only (for numbers beginning 01, 02, 03) which you dial directly starting on weekday evenings and throughout the weekend. Please see details of our all-inclusive calling periods below. If you wish to avoid additional call charges you should re-dial before 60 minutes have passed. Standard call charges apply if you exceed the 60 minute call cap.

### Calling Periods

**'Daytime'** is 7am – 7pm, Monday to Friday

**'Evening'** is 7pm – 7am, Monday to Friday

**'Weekend'** is all day Saturday and Sunday (midnight Friday – midnight Sunday)



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## Information - 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 line or any other service provider's broadband as each router is line specific. The router remains the property of Vodafone until the end of the Minimum Period.

### 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](https://vodafone.co.uk/myvodafone). To find out more, please see the Vodafone Business Broadband User Guide on [vodafone.co.uk/businessbroadband](https://vodafone.co.uk/businessbroadband), or call us on **0808 003 4515** 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](https://vodafone.co.uk/businessbroadband)



## Information – 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 per call applies for non-inclusive calls, unless otherwise stated. (15.8p on Essentials Tariff and 5p on Premium Tariff).

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 call –daytime, evening and weekends)		
	UK Landline 0800, 0808, 0500	UK Mobile	(01, 02, 03) Freephone Numbers	UK Landline 0800, 0808, 0500	UK Mobile	(01, 02, 03) Freephone Numbers
	Essentials Plan	0.158	0.158	0	0.096	0.108



### Information – Access and Service Charges to 08, 09 and 118 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/](http://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 on Premium Tariff and 9.17p per minute on Essentials Tariff.

- **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.



## Charges – Call Charges to other UK Numbers



Essentials Plan (applicable on Essentials Packages)	Description	Connection Charge	Access Charge	Service Charge (pence per minute)		
				Daytime	Evening	Weekend
SC001	0ppm Service Charge	0	9.17	0	0	0
SC002	1ppm Service Charge	0	9.17	0.83	0.83	0.83
SC003	2ppm Service Charge	0	9.17	1.67	1.67	1.67
SC004	3ppm Service Charge	0	9.17	2.5	2.5	2.5
SC005	4ppm Service Charge	0	9.17	3.33	3.33	3.33
SC006	5ppm Service Charge	0	9.17	4.17	4.17	4.17
SC007	6ppm Service Charge	0	9.17	5.00	5.00	5.00
SC008	7ppm Service Charge	0	9.17	5.83	5.83	5.83
SC009	8ppm Service Charge	0	9.17	6.67	6.67	6.67
SC010	9ppm Service Charge	0	9.17	7.5	7.5	7.5
SC011	10ppm Service Charge	0	9.17	8.3	8.3	8.3
SC012	11ppm Service Charge	0	9.17	9.17	9.17	9.17
SC013	12ppm Service Charge	0	9.17	10.00	10.00	10.00
SC014	13ppm Service Charge	0	9.17	10.83	10.83	10.83
SC015	15ppm Service Charge	0	9.17	12.50	12.50	12.50
SC016	20ppm Service Charge	0	9.17	16.67	16.67	16.67
SC017	25ppm Service Charge	0	9.17	20.83	20.83	20.83
SC018	30ppm Service Charge	0	9.17	25.00	25.00	25.00

## Charges – Call Charges to other UK Numbers



Essentials Plan (applicable on Essentials Packages)	Description	Connection Charge	Access Charge	Service Charge (pence per minute)		
				Daytime	Evening	Weekend
SC019	35ppm Service Charge	0	9.17	29.17	29.17	29.17
SC020	36ppm Service Charge	0	9.17	30.00	30.00	30.00
SC021	40ppm Service Charge	0	9.17	33.33	33.33	33.33
SC022	45ppm Service Charge	0	9.17	37.5	37.5	37.5
SC023	46ppm Service Charge	0	9.17	38.33	38.33	38.33
SC024	50ppm Service Charge	0	9.17	41.67	41.67	41.67
SC025	55ppm Service Charge	0	9.17	45.83	45.83	45.83
SC026	60ppm Service Charge	0	9.17	50.00	50.00	50.00
SC027	65ppm Service Charge	0	9.17	54.17	54.17	54.17
SC028	70ppm Service Charge	0	9.17	58.33	58.33	58.33
SC029	75ppm Service Charge	0	9.17	62.5	62.5	62.5
SC030	80ppm Service Charge	0	9.17	66.67	66.67	66.67
SC031	90ppm Service Charge	0	9.17	75.00	75.00	75.00
SC032	95ppm Service Charge	0	9.17	79.17	79.17	79.17
SC033	99ppm Service Charge	0	9.17	82.5	82.5	82.5
SC034	100ppm Service Charge	0	9.17	83.33	83.33	83.33
SC035	110ppm Service Charge	0	9.17	91.67	91.67	91.67
SC036	120ppm Service Charge	0	9.17	100.00	100.00	100.00

## Charges – Call Charges to other UK Numbers



Essentials Plan (applicable on Essentials Packages)	Description	Connection Charge	Access Charge	Service Charge (pence per minute)		
				Daytime	Evening Weekend	
SC037	145ppm Service Charge	0	9.17	120.83	120.83	120.83
SC038	150ppm Service Charge	0	9.17	125.00	125.00	125.00
SC039	155ppm Service Charge	0	9.17	129.17	129.17	129.17
SC040	180ppm Service Charge	0	9.17	150.00	150.00	150.00
SC041	200ppm Service Charge	0	9.17	166.67	166.67	166.67
SC042	220ppm Service Charge	0	9.17	183.33	183.33	183.33
SC043	250ppm Service Charge	0	9.17	208.33	208.33	208.33
SC044	300ppm Service Charge	0	9.17	250.00	250.00	250.00
SC045	360ppm Service Charge	0	9.17	300.00	300.00	300.00
SC046	5p Connection Charge	4.17	9.17	0	0	0
SC047	10p Connection Charge	8.33	9.17	0	0	0
SC048	15p Connection Charge	12.5	9.17	0	0	0
SC049	25p Connection Charge	20.83	9.17	0	0	0
SC050	30p Connection Charge	25.00	9.17	0	0	0
SC051	35p Connection Charge	29.17	9.17	0	0	0
SC052	40p Connection Charge	33.33	9.17	0	0	0
SC053	48p Connection Charge	40.00	9.17	0	0	0
SC054	50p Connection Charge	41.67	9.17	0	0	0

## Charges – Call Charges to other UK Numbers



Essentials Plan (applicable on Essentials Packages)	Description	Connection Charge	Access Charge	Service Charge (pence per minute)		
				Daytime	Evening	Weekend
SC055	70p Connection Charge	58.33	9.17	0	0	0
SC056	75p Connection Charge	62.5	9.17	0	0	0
SC057	100p Connection Charge	83.33	9.17	0	0	0
SC058	145p Connection Charge	120.83	9.17	0	0	0
SC059	150p Connection Charge	125	9.17	0	0	0
SC060	200p Connection Charge	166.67	9.17	0	0	0
SC061	250p Connection Charge	208.33	9.17	0	0	0
SC062	300p Connection Charge	250.00	9.17	0	0	0
SC063	400p Connection Charge	333.33	9.17	0	0	0
SC064	500p Connection Charge	416.67	9.17	0	0	0
SC065	600p Connection Charge	500.00	9.17	0	0	0
SC066	77p Connection Charge + 155ppm Service Charge	64.17	9.17	129.17	129.17	129.17
SC067	80p Connection Charge + 25ppm Service Charge	66.67	9.17	20.83	20.83	20.83
SC068	399p Connection Charge + 139ppm Service Charge	332.5	9.17	115.83	115.83	115.83
SC069	499p Connection Charge + 135ppm Service Charge	415.83	9.17	112.5	112.5	112.5

## Charges – Call Charges to other UK Numbers



Essentials Plan (applicable on Essentials Packages)	Description	Connection Charge	Access Charge	Service Charge (pence per minute)		
				Daytime	Evening	Weekend
SC070	550p Connection Charge + 275ppm Service Charge	458.33	9.17	229.17	229.17	229.17
SC071	574p Connection Charge + 299ppm Service Charge	478.33	9.17	249.17	249.17	249.17
SC072	698p Connection Charge + 349ppm Service Charge	581.67	9.17	290.83	290.83	290.83
SC073	250ppm Service Charge	0	9.17	208.33	208.33	208.33
SC074	5p Connection Charge + 5ppm Service Charge	4.17	9.17	4.17	4.17	4.17
SC075	10p Connection Charge + 10ppm Service Charge	8.33	9.17	8.33	8.33	8.33
SC076	40p Connection Charge + 40ppm Service Charge	33.33	9.17	33.33	33.33	33.33
SC077	70p Connection Charge + 70ppm Service Charge	58.33	9.17	58.33	58.33	58.33
SC078	150p Connection Charge + 150ppm Service Charge	125.00	9.17	125.00	125.00	125.00
SC079	200p Connection Charge + 200ppm Service Charge	166.67	9.17	166.67	166.67	166.67
SC080	445p Connection Charge + 257ppm Service Charge	370.83	9.17	214.17	214.17	214.17
SC081	0p Connection Charge + 18ppm Service Charge	0	9.17	15.00	15.00	15.00

## Charges – Call Charges to other UK Numbers



Essentials Plan (applicable on Essentials Packages)	Description	Connection Charge	Access Charge	Service Charge (pence per minute)		
				Daytime	Evening	Weekend
SC082	0p Connection Charge + 22ppm Service Charge	0	9.17	18.33	18.33	18.33
SC083	0p Connection Charge + 350ppm Service Charge	0	9.17	291.67	291.67	291.67
SC084	250p Connection Charge + 75ppm Service Charge	208.33	9.17	62.5	62.5	62.5
SC085	260p Connection Charge + 99ppm Service Charge	216.67	9.17	82.5	82.5	82.5
SC086	275p Connection Charge + 78ppm Service Charge	229.17	9.17	65.00	65.00	65.00
SC087	898p Connection Charge + 449ppm Service Charge	748.33	9.17	374.17	374.17	374.17
SC088	998p Connection Charge + 499ppm Service Charge	831.67	9.17	415.83	415.83	415.83
SC089	1198p Connection Charge + 599ppm Service Charge	998.33	9.17	499.17	499.17	499.17
SC090	1398p Connection Charge + 699ppm Service Charge	1165	9.17	582.5	582.5	582.5
SC091	1598p Connection Charge + 799ppm Service Charge	1331.67	9.17	665.83	665.83	665.83
SC092	7p Connection Charge + 7ppm Service Charge	5.83	9.17	5.83	5.83	5.83
SC093	13p Connection Charge + 13ppm Service Charge	10.83	9.17	10.83	10.83	10.83



## Charges – Call Charges to other UK Numbers



Essentials Plan (applicable on Essentials Packages)	Description	Connection Charge	Access Charge	Service Charge (pence per minute)		
				Daytime	Evening	Weekend
SC094	80p Connection Charge + 80ppm Service Charge	66.67	9.17	66.67	66.67	66.67
SC095	100p Connection Charge + 100ppm Service Charge	83.33	9.17	83.33	83.33	83.33
SC096	300p Connection Charge + 300ppm Service Charge	250.00	9.17	250.00	250.00	250.00
SC097	360p Connection Charge + 50ppm Service Charge	300.00	9.17	41.67	41.67	41.67
SC098	360p Connection Charge + 150ppm Service Charge	300.00	9.17	125.00	125.00	125.00
SC099	360p Connection Charge + 200ppm Service Charge	300.00	9.17	166.67	166.67	166.67
SC0100	360p Connection Charge + 360ppm Service Charge	300.00	9.17	300.00	300.00	300.00

Essentials Plan (applicable on Essentials Packages)	Call Connection Charge (pence per call)	Service Charge (pence per minute)		
		Daytime	Evening	Weekend
NTSFree	0	0	0	0
Personal Numbering c	15.83	10.71	6.20	3.28



## Charges – Call Charges to other UK Numbers

Personal Numbering d	15.83	13.51	7.96	7.96
Personal Numbering e	15.83	3.99	3.99	3.99
Personal Numbering f	15.83	24.25	16.17	8.08
Personal Numbering j	15.83	25.83	17.50	17.50
Personal Numbering k	15.83	30.00	20.00	20.00
Virtual mobile fw10	15.83	9.58	9.58	9.58
Virtual mobile fw12	15.83	9.58	9.58	9.58
05 g21	15.83	9.58	9.58	9.58
Personal numbering pn1	15.83	16.67	16.67	16.67
Personal numbering pn2	15.83	41.67	41.67	41.67
Personal numbering pn3	15.83	39.17	39.17	39.17
Personal numbering pn4	15.83	20.83	20.83	20.83
Personal numbering pn5	15.83	13.33	13.33	13.33
Personal numbering pn6	15.83	15.83	15.83	15.83
Personal numbering pn7	42.50	3.33	3.33	3.33
Personal numbering pn10	15.83	27.50	27.50	27.50

Essentials Plan (applicable on Essentials Packages)	Call Connection Charge (pence per call)	Service Charge (pence per minute)		
		Daytime	Evening	Weekend
Personal numbering pn11	15.83	41.67	41.67	41.67
Personal numbering pn12	15.83	21.67	21.67	21.67
Personal numbering pn13	15.83	30.83	30.83	30.83

## Charges – Call Charges to other UK Numbers



Personal numbering pn14	15.83	23.33	23.33	23.33
Personal Numbering pn15	15.83	10.00	10.00	10.00
Personal numbering pn16	15.83	10.83	10.83	10.83
Personal Numbering pn17	15.83	11.67	11.67	11.67
Personal Numbering pn18	15.83	12.50	12.50	12.50
Personal Numbering pn19	15.83	7.50	7.50	7.50
Personal numbering pn20	15.83	19.17	19.17	19.17
Personal numbering pn21	15.83	32.50	32.50	32.50
Personal numbering pn22	15.83	8.33	8.33	8.33
Virtual mobile fw1	15.83	12.92	12.92	12.92
Virtual mobile fw2	15.83	12.50	12.50	12.50
Virtual mobile fw3	15.83	13.75	13.75	13.75
Virtual mobile fw4	15.83	13.33	13.33	13.33
Virtual mobile fw5	15.83	12.50	12.50	12.50
Virtual mobile fw6	15.83	10.83	10.83	10.83

Essentials Plan (applicable on Essentials Packages)	Call Connection Charge (pence per call)	Service Charge (pence per minute)		
		Daytime	Evening	Weekend
Virtual mobile fw7	15.83	10.42	10.42	10.42
Virtual mobile fw8	15.83	15.83	15.83	15.83

## Charges – Call Charges to other UK Numbers



Virtual mobile fw9	15.83	8.33	8.33	8.33
Virtual mobile fw11	15.83	10.83	10.83	10.83
Paging Services ff10	21.67	0	0	0
Paging Services ff3	20.83	0	0	0
Paging Services ff8	15.00	0	0	0
GBRSNEN	15.83	0	0	0
GBRFREFF	0	0	0	0
GBRMOBPAG	15.83	12.50	12.50	12.50
IRLWSSP	29.17	0	0	0
Personal numbering pn99	13.17	9.00	9.00	9.00

## Charges – International Calls



Essentials Plan (applicable on Essentials Packages)	Call Connection Charge (pence per call)	Call Charge (pence per minute - Anytime)	
		Landline	Mobile
Afghanistan	15.83	108.33	133.33
Albania	15.83	41.67	66.67
Algeria	15.83	41.67	66.67
American Samoa	15.83	133.33	133.33
Andorra	15.83	33.33	58.33
Angola	15.83	83.33	108.33
Anguilla	15.83	58.33	83.33
Antarctica	15.83	133.33	133.33
Antigua and Barbuda	15.83	20.83	50.00
Argentina	15.83	66.67	91.67
Armenia	15.83	75.00	100.00
Aruba	15.83	58.33	83.33
Ascension Islands	15.83	83.33	83.33
Australia	15.83	12.50	41.67

## Charges – International Calls



Austria	0.00	12.50	15.83
Azerbaijan	15.83	50.00	75.00
Bahamas	15.83	58.33	58.33
Bahrain	15.83	75.00	100.00





## Charges – International Calls

Essentials Plan (applicable on Essentials Packages)	Call Connection Charge (pence per call)	Cal Charge (pence per minute - Anytime)	
		Landline	Mobile
Bangladesh	15.83	25.00	50.00
Barbados	15.83	25.00	50.00
Belarus	15.83	50.00	75.00
Belgium	0.00	12.50	15.83
Belize	15.83	75.00	100.00
Benin	15.83	66.67	91.67
Bermuda	15.83	20.83	50.00
Bhutan	15.83	66.67	91.67
Bolivia	15.83	83.33	108.33
Bosnia and Herzegovina	15.83	41.67	66.67
Botswana	15.83	66.67	91.67
Brazil	15.83	75.00	100.00
British Virgin Islands	15.83	58.33	58.33
Brunei Darussalam	15.83	66.67	91.67

## Charges – International Calls



Bulgaria	0.00	15.83	15.83
Burkina Faso	15.83	83.33	108.33
Burundi	15.83	83.33	108.33
Cambodia	15.83	187.50	208.33

Essentials Plan (applicable on Essentials Packages)	Call Connection Charge (pence per call)	Call Charge (pence per minute -Anytime)	
		Landline	Mobile
Cameroon	15.83	66.67	91.67
Canada	15.83	12.50	12.50
Cape Verde	15.83	83.33	108.33
Cayman Islands	15.83	58.33	83.33
Central African Republic	15.83	125.00	125.00
Chad	15.83	133.33	133.33
Chile	15.83	66.67	91.67
China	15.83	20.83	50.00

## Charges – International Calls



Colombia	15.83	83.33	108.33
Comoros	15.83	108.33	133.33
Congo	15.83	108.33	133.33
Cook Islands	15.83	133.33	133.33
Costa Rica	15.83	66.67	91.67
Croatia	0.00	15.83	15.83
Cuba	15.83	108.33	133.33
Cyprus	0.00	15.83	15.83
Czech Republic	0.00	15.83	15.83
DR Congo	15.83	83.33	108.33



## Charges – International Calls

Essentials Plan (applicable on Essentials Packages)	Call Connection Charge (pence per call)	Call Charge (pence per minute - Anytime)	
		Landline	Mobile
Denmark	0.00	12.50	15.83
Diego Garcia	15.83	166.67	166.67
Djibouti	15.83	83.33	108.33
Dominica	15.83	66.67	91.67
Dominican Republic	15.83	58.33	83.33
East Timor	15.83	187.50	208.33
Ecuador	15.83	83.33	108.33
Egypt	15.83	75.00	100.00
El Salvador	15.83	91.67	116.67
Equatorial Guinea	15.83	108.33	133.33
Eritrea	15.83	91.67	116.67
Estonia	0.00	15.83	15.83
Ethiopia	15.83	91.67	116.67
Falkland Islands	15.83	83.33	83.33

## Charges – International Calls



Faroe Islands	15.83	33.33	58.33
Fiji	15.83	83.33	108.33
Finland	0.00	15.83	15.83
France	0.00	12.50	15.83

### Essentials Plan (applicable on Essentials Packages)

	Call Connection Charge (pence per call)	Call Charge (pence per minute -Anytime)	
		Landline	Mobile
French Guiana	0.00	15.83	15.83
French Polynesia	15.83	166.67	187.50
Gabon	15.83	66.67	91.67
Gambia	15.83	66.67	91.67
Georgia	15.83	58.83	83.33
Germany	0.00	12.50	15.83
Ghana	15.83	75.00	100.00
Gibraltar	0.00	12.50	15.83
Greece	0.00	12.50	15.83

## Charges – International Calls



Greenland	15.83	83.33	108.33
Grenada	15.83	20.83	50.00
Guadeloupe	0.00	15.83	15.83
Guam	15.83	108.33	108.33
Guantanamo Bay	15.83	108.33	108.33
Guatemala	15.83	66.67	91.67
Guinea	15.83	83.33	108.33
Guyana	15.83	91.67	116.67
Haiti	15.83	83.33	108.33



## Charges – International Calls



Essentials Plan (applicable on Essentials Packages)	Call Connection Charge (pence per call)	Call Charge (pence per minute - Anytime)	
		Landline	Mobile
Honduras	15.83	66.67	91.67
Hong Kong	15.83	12.50	37.50
Hungary	0.00	15.83	15.83
Iceland	0.00	15.83	15.83
India	15.83	25.00	50.00
Indonesia	15.83	66.67	91.67
Iran	15.83	91.67	116.67
Iraq	15.83	91.67	116.67
Ireland (Republic of)	0.00	12.50	15.83
Israel	15.83	50.00	75.00
Italy (Inc. Vatican City)	0.00	12.50	15.83
Ivory Coast	15.83	91.67	116.67
Jamaica	15.83	25.00	50.00
Japan	15.83	12.50	33.33



## Charges – International Calls

Jordan	15.83	91.67	116.67
Kazakhstan	15.83	66.67	91.67
Kenya	15.83	75.00	100.00
Kiribati	15.83	133.33	133.33

Essentials Plan (applicable on Essentials Packages)	Call Connection Charge (pence per call)	Call Charge (pence per minute - Anytime)	
		Landline	Mobile
Kuwait	15.83	75.00	100.00
Kyrgyzstan	15.83	66.67	91.67
Laos	15.83	125.00	158.33
Latvia	0.00	15.83	15.83
Lebanon	15.83	91.67	116.67
Lesotho	15.83	66.67	91.67
Liberia	15.83	66.67	91.67
Libya	15.83	41.67	66.67
Liechtenstein	0.00	15.83	15.83

## Charges – International Calls



Lithuania	0.00	15.83	15.83
Luxembourg	0.00	15.83	15.83
Macau	15.83	66.67	91.67
Macedonia	15.83	41.67	66.67
Madagascar	15.83	83.33	108.33
Malawi	15.83	66.67	91.67
Malaysia	15.83	41.67	66.67
Maldives	15.83	83.33	108.33
Mali	15.83	83.33	108.33

Essentials Plan (applicable on Essentials Packages)	Call Connection Charge (pence per call)	Call Charge (pence per minute - Anytime)	
		Landline	Mobile
Malta	0.00	15.83	15.83
Marshall Islands	15.83	133.33	133.33
Martinique	0.00	15.83	15.83
Mauritania	0.00	108.33	133.33

## Charges – International Calls



Mauritius	15.83	91.67	116.67
Mexico	15.83	66.67	91.67
Micronesia	15.83	133.33	133.33
Moldova	15.83	58.33	83.33
Monaco	15.83	29.17	58.33
Mongolia	15.83	125.00	158.33
Montserrat	15.83	66.67	91.67
Morocco	15.83	41.67	66.67
Mozambique	15.83	83.33	108.33
Myanmar	15.83	108.33	133.33
Namibia	15.83	66.67	91.67
Nauru	15.83	133.33	133.33
Nepal	15.83	66.67	91.67
Netherlands	0.00	12.50	15.83

**Essentials Plan (applicable  
on Essentials Packages)**

Call Connection Charge  
(pence per call)

Call Charge  
(pence per minute -Anytime)

## Charges – International Calls



		Landline	Mobile
Netherlands Antilles	15.83	58.33	83.33
New Caledonia	15.83	166.67	166.67
New Zealand	15.83	25.00	50.00
Nicaragua	15.83	91.67	116.67
Niger	15.83	83.33	108.33
Nigeria	15.83	66.67	91.67
Norfolk Islands	15.83	166.67	166.67
North Cyprus	15.83	20.83	50.00
North Korea	15.83	133.33	133.33
Norway	0.00	12.50	15.83
Oman	15.83	75.00	100.00
Pakistan	15.83	25.00	50.00
Palau	15.83	133.33	133.33
Palestine	15.83	50.00	75.00
Panama	15.83	66.67	91.67



## Charges – International Calls

Papua New Guinea	15.83	83.33	108.33
Paraguay	15.83	66.67	91.67
Peru	15.83	66.67	91.67

Essentials Plan (applicable on Essentials Packages)	Call Connection Charge (pence per call)	Call Charge (pence per minute -Anytime)	
		Landline	Mobile
Philippines	15.83	66.67	100.00
Poland	0.00	15.83	15.83
Portugal	0.00	15.83	15.83
Puerto Rico	15.83	50.00	50.00
Qatar	15.83	75.00	100.00
Reunion	0.00	15.83	15.83
Romania	0.00	15.83	15.83
Russia	15.83	50.00	75.00
Rwanda	15.83	83.33	83.33
San Marino	15.83	41.67	41.67

## Charges – International Calls



Sao Tome and Principe	15.83	133.33	133.33
Saudi Arabia	15.83	58.33	83.33
Senegal	15.83	91.67	116.67
Serbia and Montenegro	15.83	41.67	66.67
Seychelles	15.83	91.67	116.67
Sierra Leone	15.83	66.67	91.67
Singapore	15.83	16.67	41.67
Slovakia	0.00	15.83	15.83

Essentials Plan (applicable on Essentials Packages)	Call Connection Charge (pence per call)	Call Charge (pence per minute - Anytime)	
		Landline	Mobile
Slovenia	0.00	15.83	15.83
Solomon Islands	15.83	133.33	133.33
Somalia	15.83	133.33	133.33
South Africa	15.83	50.00	75.00
South Korea	15.83	66.67	91.67

## Charges – International Calls



Spain	0.00	12.50	15.83
Sri Lanka	15.83	75.00	100.00
St. Helena	15.83	125.00	125.00
St. Kitts and Nevis	15.83	58.33	83.33
St. Lucia	15.83	20.83	50.00
St. Pierre and Miquelon	15.83	58.33	58.33
St. Vincent and The Grenadines	15.83	58.33	83.33
Sudan	15.83	66.67	91.67
Suriname	15.83	108.33	133.33
Swaziland	15.83	66.67	91.67
Sweden	0.00	15.83	15.83
Switzerland	15.83	12.50	37.50
Syria	15.83	91.67	116.67

Essentials Plan (applicable on Essentials Packages)	Call Connection Charge (pence per call)	Call Charge (pence per minute - Anytime)	
		Landline	Mobile



## Charges – International Calls



Taiwan	15.83	66.67	91.67
Tajikistan	15.83	83.33	108.33
Tanzania	15.83	66.67	91.67
Thailand	15.83	66.67	100.00
Togo	13.19	76.39	97.23
Tokelau	13.19	138.89	138.89
Tonga	13.19	104.17	104.17
Trinidad and Tobago	13.19	17.36	41.67
Tunisia	13.19	34.73	55.56
Turkey	13.19	17.36	41.67
Turkmenistan	13.19	62.50	83.33
Turks and Caicos Islands	13.19	55.56	76.39
Tuvalu	13.19	111.11	131.94
U.S.A	13.19	10.42	10.42
Uganda	13.19	55.56	76.39
Ukraine	13.19	41.67	62.50

## Charges – International Calls



United Arab Emirates	13.19	48.61	69.44
Uruguay	13.19	55.56	76.39

Essentials Plan (applicable on Essentials Packages)	Call Connection Charge (pence per call)	Call Charge (pence per minute - Anytime)	
		Landline	Mobile
US Virgin Islands	13.19	48.61	48.61
Uzbekistan	13.19	48.61	76.39
Vanuatu	13.19	111.11	111.11
Venezuela	13.19	55.56	76.39
Vietnam	13.19	104.17	131.94
Wallis and Futuna Islands	13.19	138.89	138.89
Western Samoa	13.19	138.89	138.89
Yemen	13.19	76.39	97.23
Zambia	13.19	55.56	76.39
Zimbabwe	13.19	62.50	83.33



## Charges – Calls to Satellite Numbers

Essentials Plan (applicable on Essentials Packages)	Call Connection Charge (pence per call)	Call Charge (pence per minute - Anytime)
SATINMBBSD	15.83	304.17
INMSATMM	15.83	304.17
Inmarsat_Aero	15.83	475
Inmarsat_B	15.83	475
Inmarsat_B_HSD	15.83	475
Inmarsat_BGAN	15.83	475
Inmarsat_BGAN_HSD	15.83	304.17
Inmarsat_Maritime	15.83	304.17
Inmarsat_Maritime_HSD	15.83	304.17
Inmarsat_Mini_M	15.83	304.17
Inmarsat	15.83	304.17
Personal_Number	15.83	316.67
ICO_Global_Comms	15.83	316.67
Ellipso	15.83	316.67
Iridium	15.83	316.67

Globalstar	15.83	208.33
Other	15.83	208.33
Emsat	15.83	250



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