## Vodafone Business Broadband



| Information - Vodafone Business Broadband and Phone Price Plan Guide | Page 3 |
| :---: | :---: |
| Charges - Business Essential Plans | Page 4 |
| Charges - Business Pro Plans | Page 5 |
| Charges - Business Pro II Plans | Page 6 |
| Charges - Optional Add-ons | Page 7 |
| Charges - Business Broadband and Phone Packages | Page 8 |
| Charges - Business Broadband and Phone Service Maintenance | Page 9 |
| Charges - Early Termination Fee, Administrative and Late Payment | Page 10 |
| Information - Vodafone Business Phone | Pages 11 \& 12 |
| Information - Vodafone Business Broadband Services | Page 13 |
| Information - Direct Dialled Call Charges | Page 14 |
| Information - Access and Service Charges to 08, 09 and 118 Numbers | Page 15 |
| Charges - Access and Service Charges to 08, 09 and 118 Numbers - Essentials Plan | Pages 16-22 |
| Charges - Call Charges to other UK Numbers - Essentials Plan | Pages 23-25 |
| Charges - International Calls - Essentials Plan | Pages 26-38 |
| Charges - Calls to Satellite Numbers - Essentials Plan | Page 39 |
| Charges - Access and Service Charges to 08, 09 and 118 Numbers - Premium Plan | Pages 40-44 |
| Charges - Call Charges to other UK Numbers - Premium Plan | Pages 45-47 |
| Charges - International Calls - Premium Plan | Pages 48-60 |
| Charges - Calls to Satellite Numbers - Premium Plan | Page 61 |
| Charges - Operator Connected Calls - Premium Plan | Page 62 |

## 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 Confirmation Booklet 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 Confirmation Booklet which explains what these meanings are.
‘Service Confirmation Booklet’ is the document titled ‘Vodafone Business Broadband Service Confirmation Booklet’ that can be found at vodafone.co.uk/businessbroadband Early Termination Fee' and 'Standard List Price' are defined in the Glossary which forms part of the Service Guide. These include rates for the Essentials and Premium Packages. 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

| Essentials | New line connection ${ }^{1}$ | Router fee ${ }^{3}$ | Broadband monthly fee (agreement term in months) |  |  |  | Average downstream speed | Upstream speed Up to | Usage limits ${ }^{2}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 12 | 18 | 24 | 36 |  |  |  |
| Fibre 1 | €0 | €0 | €22.50 | €20.83 | €21.67 | £18.00 | 35Mbps | 10Mbps | Unlimited |
| Fibre 2 | €0 | €0 | N/A | €24.17 | €24.17 | £20.50 | 63Mbps | 19Mbps | Unlimited |
| Fibre 100 | €0 | €0 | N/A | €25.83 | €24.00 | N/A | 100Mbps | 19Mbps | Unlimited |

Inclusive features (all plans):


Vodafone Intelligent WiFi Hub

- Static IP (multiple available on request)

| Pro | New line connection ${ }^{1}$ | Router fee ${ }^{3}$ | Broadband monthly fee (agreement term in months) |  | Average downstream speed | Upstream speed Up to | Usage limits ${ }^{2}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 24 | 36 |  |  |  |
| Fibre 1 | €0 | €0 | £26.50 | €24.00 | 35Mbps | 10Mbps | Unlimited |
| Fibre 2 | €0 | €0 | £29.00 | £26.00 | 63Mbps | 19Mbps | Unlimited |
| Full Fibre 1 | €0 | €0 | €26.50 | €24.00 | 36Mbps | 9Mbps | Unlimited |
| Full Fibre 2 | €0 | €0 | £29.00 | £26.00 | 73Mbps | 18Mbps | Unlimited |
| Full Fibre 100 | €0 | €0 | €30.50 | €27.50 | 100Mbps | 18Mbps | Unlimited |
| Full Fibre 200 | €0 | €0 | £41.67 | €37.50 | 200Mbps | 27Mbps | Unlimited |
| Full Fibre 500 | €0 | €0 | £45.83 | €41.25 | 500 Mbps | 68Mbps | Unlimited |
| Full Fibre 900 | €0 | €0 | €50.00 | £45.00 | 910Mbps | 105Mbps | Unlimited |

Inclusive features (all plans):

I
Vodafone Intelligent WiFi Hub
Static IP (multiple available on request)

Super WiFi Extender
4 G back-up

## Content Control ${ }^{4}$

Dedicated Technical Business support

| Pro II | New line connection ${ }^{1}$ | Router fee ${ }^{3}$ | Broadband monthly fee (agreement term in months) |  | Average downstream speed | Upstream speed Up to | Usage limits ${ }^{2}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 24 | 36 |  |  |  |
| Full Fibre 1 | €0 | €0 | €30.00 | €28.00 | 36Mbps | 9Mbps | Unlimited |
| Full Fibre 2 | €0 | €0 | €32.50 | €30.50 | 73Mbps | 18Mbps | Unlimited |
| Full Fibre 100 | €0 | €0 | €34.00 | €31.50 | 100Mbps | 18Mbps | Unlimited |
| Full Fibre 200 | €0 | €0 | €45.00 | £41.50 | 200Mbps | 27Mbps | Unlimited |
| Full Fibre 500 | €0 | €0 | €49.50 | €45.50 | 500Mbps | 68Mbps | Unlimited |
| Full Fibre 900 | €0 | € | €53.50 | €49.00 | 910Mbps | 105Mbps | Unlimited |

Inclusive features (all plans):


Vodafone Ultrahub with WiFi 6E
$\bullet$
Static IP (multiple available on request)

464 G back-up

## Content Control ${ }^{4}$

Dedicated Technical Business support

| Optional Add-ons | Evening and weekend |  |  | International 300 |  | Anytime UK Unlimited |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Call packages | €4.17(€3.33) |  |  | £4.17 |  | £6.67 |  |
| Optional Add-ons | Free Voicemail | Smart <br> Divert ${ }^{7}$ | Voicemail Plus | Voicemail Premier | Call Management Features Package ${ }^{8}$ (anonymous caller rejection, call divert ${ }^{9}$ and call waiting) | Ring <br> Back <br> when <br> Free | Business Caller Display |
| Calling features (individually charged') <br> Subscription features (charged monthly unless stated) | €0 | €4.50 | €2.21 | £5.00 | £2.08 | £2.50 | £2.50 |


|  |  |  |  |
| :--- | :---: | :---: | :---: |
| Optional Add-ons | 3-Way Calling ${ }^{10}$ | Last Number Calling Return | Ring Back When Free |
| Per Use Features | $£ 0.25$ | $£ 0.08$ | $£ 0.08$ |

1. Our Acceptable Use Policy is detailed in our Agreement with you and also detailed on our website at 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
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
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
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.

|  | Price (ex. VAT) |
| :---: | :---: |
| Description |  |
| 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 |
| Connection Charge - New Line Provision | N/A |
| 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 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 | N/A |


| Early Termination Fee (ETF) | New Customer |  |  | Existing Customer |  |  | One-off cease fee |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 12 | 18 | 24 | 12 | 18 | 24 |  |
| Vodafone Business Phone | N/A | N/A | £6.67 | N/A | N/A | £6.67 | £15.00 |
| Vodafone Business Phone Premium | €9.49 | N/A | €9.28 | $€ 9.49$ | N/A | €9.28 | €15.00 |
| Vodafone Business Broadband 38 | N/A | N/A | €11.58 | N/A | N/A | €11.58 | €15.00 |
| Vodafone Business Broadband 76 | N/A | N/A | €14.97 | N/A | N/A | £14.97 | €15.00 |
| Vodafone Business Broadband Essentials Fibre 1 | N/A | £9.81 | €31.44 | N/A | £8.46 | £24.85 | £15.00 |
| Vodafone Business Broadband Essentials Fibre 2 | N/A | £13.42 | €36.28 | N/A | £12.07 | €31.76 | £15.00 |

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. For example, if you are on Vodafone Business Phone Premium 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 $£ 9.49$ (ex VAT).

| Administrative and Late Payment Charges |  |
| :--- | ---: |
| 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 paymen |

## 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 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 (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.

## 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 regularly. The changes will take effect when posted on the website. Further terms and conditions may apply, see 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 | Martinque | 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)

## 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 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 08080034515 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

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 Premium Plan Essentials Plan

## Connection Charge

 (pence per call)| UK Landline |  | $(01,02,03)$ <br> Freephone |
| :---: | :---: | :---: |
| $0800,0808,0500$ | UK Mobile | Numbers |
| $£ 0.05$ | $£ 0.05$ | $£ 0$ |
| $£ 0.158$ | $£ 0.158$ | $£ 0$ |

## Standard

(pence per call - daytime, evening and weekends)

| UK Landline |  |
| :---: | :---: |
| 0800, 0808, 0500 | UK Mobile |
| $£ 0.05$ | $£ 0.09$ | €0.108

(01, 02, 03) Freephone Numbers € 0 €

## 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 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 - Access and Service Charges to 08, 09 and 118 Numbers

| Essentials Plan (applicable on Essentials Packages) | Description | Connection Charge | Access Charge | Service Charge (pence per minute) |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | Daytime | Evening | Weekend |
| SC001 | Oppm 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 | $€ 9.17$ | £2.50 | £2.50 | £2.50 |
| 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 | £5 | €5 |
| 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 | €7.50 | €7.50 | €7.50 |
| SC011 | 10ppm Service Charge | €0 | £9.17 | £8.33 | £8.33 | £8.33 |
| SC012 | 11ppm Service Charge | €0 | £9.17 | £9.17 | £9.17 | £9.17 |
| SC013 | 12ppm Service Charge | €0 | £9.17 | £10 | £10 | £10 |
| 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 | €25 | €25 |

Charges - Access and Service Charges to 08, 09 and 118 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 | €30 | €30 |
| SC021 | 40ppm Service Charge | €0 | £9.17 | €33.33 | £33.33 | €33.33 |
| SC022 | 45ppm Service Charge | €0 | $€ 9.17$ | €37.50 | €37.50 | €37.50 |
| 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 | €50 | €50 |
| 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 | $€ 9.17$ | €62.50 | €62.50 | €62.50 |
| SC030 | 80ppm Service Charge | €0 | £9.17 | £66.67 | £66.67 | €66.67 |
| SC031 | 90ppm Service Charge | €0 | £9.17 | €75 | €75 | €75 |
| SC032 | 95ppm Service Charge | €0 | £9.17 | €79.17 | €79.17 | €79.17 |
| SC033 | 99ppm Service Charge | €0 | $€ 9.17$ | €82.50 | €82.50 | €82.50 |
| 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 | £100 | £100 |

Charges - Access and Service Charges to 08, 09 and 118 Numbers


Charges - Access and Service Charges to 08, 09 and 118 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 | €62.50 | £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 | £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 | £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 | €332.50 | $€ 9.17$ | £115.83 | £115.83 | £115.83 |
| SC069 | 499p Connection Charge + 135ppm Service Charge | £415.83 | $€ 9.17$ | £112.50 | £112.50 | £112.50 |

Charges - Access and Service Charges to 08, 09 and 118 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 | $5 p$ Connection Charge +5 ppm 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 | $€ 9.17$ | £125 | £125 | £125 |
| 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 | Op Connection Charge +18 ppm Service Charge | €0 | $€ 9.17$ | £15 | £15 | £15 |

Charges - Access and Service Charges to 08, 09 and 118 Numbers

| Essentials Plan (applicable on Essentials Packages) | Description | Connection Charge | Access Charge | Service Charge (pence per minute) |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | Daytime | Evening | Weekend |
| SC082 | Op Connection Charge +22 ppm Service Charge | €0 | $€ 9.17$ | £18.33 | £18.33 | £18.33 |
| SC083 | Op Connection Charge + 350ppm Service Charge | €0 | $€ 9.17$ | £291.67 | £291.67 | £291.67 |
| SC084 | 250p Connection Charge + 75ppm Service Charge | £208.33 | $€ 9.17$ | €62.50 | €62.50 | €62.50 |
| SC085 | 260p Connection Charge + 99ppm Service Charge | £216.67 | $€ 9.17$ | €82.50 | €82.50 | $€ 82.50$ |
| 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 | £1165.00 | $€ 9.17$ | $€ 582.50$ | $€ 582.50$ | $€ 582.50$ |
| SC091 | 1598p Connection Charge + 799ppm Service Charge | £1331.67 | $€ 9.17$ | £665.83 | £665.83 | £665.83 |
| SC092 | 7 p Connection Charge +7 ppm 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 |


| 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 | $€ 9.17$ | £250 | €250 | £250 |
| SC097 | 360p Connection Charge + 50ppm Service Charge | €300 | $€ 9.17$ | $€ 41.67$ | €41.67 | $€ 41.67$ |
| SC098 | 360p Connection Charge + 150ppm Service Charge | €300 | $€ 9.17$ | £125 | £125 | £125 |
| SC099 | 360p Connection Charge + 200ppm Service Charge | €300 | $€ 9.17$ | £166.67 | £166.67 | £166.67 |
| SC0100 | 360p Connection Charge + 360ppm Service Charge | €300 | $€ 9.17$ | €300 | €300 | €300 |

Charges - Call Charges to other UK Numbers

| Essentials Plan (applicable on Essentials Packages) | (pence per call) | $\begin{gathered} \text { Service Cenarge } \\ \text { (pence per minute) } \end{gathered}$ |  |  |
| :---: | :---: | :---: | :---: | :---: |
|  |  | Daytime | Evening | Weekend |
| NTSFree | €0 | €0 | €0 | €0 |
| Personal Numbering c | €15.80 | £10.80 | £10.80 | £10.80 |
| Personal Numbering d | £15.80 | £10.80 | £10.80 | £10.80 |
| Personal Numbering e | €15.80 | £10.80 | £10.80 | £10.80 |
| Personal Numbering f | €15.80 | £10.80 | £10.80 | £10.80 |
| Personal Numbering j | £15.80 | £10.80 | £10.80 | £10.80 |
| Personal Numbering k | €15.80 | £10.80 | £10.80 | £10.80 |
| Virtual mobile fw10 | £15.83 | $€ 9.58$ | €9.58 | $€ 9.58$ |
| Virtual mobile fw12 | €15.83 | $€ 9.58$ | £9.58 | £9.58 |
| 05 g 21 | £15.83 | $€ 9.58$ | €9.58 | $€ 9.58$ |
| Personal numbering pn1 | £15.80 | £10.80 | £10.80 | £10.80 |
| Personal numbering pn2 | €15.80 | £10.80 | £10.80 | £10.80 |
| Personal numbering pn3 | €15.80 | £10.80 | £10.80 | €10.80 |
| Personal numbering pn4 | €15.80 | £10.80 | £10.80 | £10.80 |
| Personal numbering pn5 | £15.80 | £10.80 | £10.80 | £10.80 |
| Personal numbering pn6 | €15.80 | £10.80 | £10.80 | £10.80 |
| Personal numbering pn7 | £15.80 | £10.80 | £10.80 | £10.80 |
| Personal numbering pn10 | €15.80 | £10.80 | £10.80 | €10.80 |


| Essentials Plan (applicable on Essentials Packages) | (pence per call) | (pence per minute) |  |  |
| :---: | :---: | :---: | :---: | :---: |
|  |  | Daytime | Evening | Weekend |
| Personal numbering pn11 | £15.80 | £10.80 | €10.80 | €10.80 |
| Personal numbering pn12 | €15.80 | £10.80 | £10.80 | £10.80 |
| Personal numbering pn13 | €15.80 | £10.80 | €10.80 | €10.80 |
| Personal numbering pn14 | £15.80 | £10.80 | £10.80 | £10.80 |
| Personal Numbering pn15 | £15.80 | £10.80 | £10.80 | £10.80 |
| Personal numbering pn16 | €15.80 | £10.80 | €10.80 | €10.80 |
| Personal Numbering pn17 | €15.80 | £10.80 | €10.80 | €10.80 |
| Personal Numbering pn18 | £15.80 | £10.80 | £10.80 | £10.80 |
| Personal Numbering pn19 | €15.80 | £10.80 | £10.80 | £10.80 |
| Personal numbering pn20 | €15.80 | £10.80 | €10.80 | €10.80 |
| Personal numbering pn21 | £15.80 | £10.80 | €10.80 | £10.80 |
| Personal numbering pn22 | €15.80 | £10.80 | £10.80 | £10.80 |
| 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 |

Charges - Call Charges to other UK Numbers

| Essentials Plan (applicable on Essentials Packages) | (pence per call) | (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 |
| 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 | €0 | €0 | €0 |
| GBRSNEN | £15.83 | €0 | €0 | €0 |
| GBRFREFF | €0 | €0 | €0 | €0 |
| GBRMOBPAG | £15.83 | £12.50 | €12.50 | £12.50 |
| IRLNWSSP | €29.17 | €0 | €0 | €0 |
| Personal numbering pn99 | €15.80 | £10.80 | €10.80 | €10.80 |


| Essentials Plan (applicable on Essentials Packages) | (pence per call) | (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 |
| Argentina | £15.83 | £66.67 | £91.67 |
| Armenia | £15.83 | €75 | £100 |
| Aruba | £15.83 | £58.33 | £83.33 |
| Ascension Islands | £15.83 | £83.33 | £83.33 |
| Australia | £15.83 | €12.50 | £41.67 |
| Austria | £15.83 | €25 | €50 |
| Azerbaijan | £15.83 | €50 | €75 |
| Bahamas | £15.83 | $€ 58.33$ | £58.33 |
| Bahrain | £15.83 | €75 | £100 |


| Essentials Plan (applicable on Essentials Packages) | (pence per call) | (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Bangladesh | £15.83 | £25 | £50 |
| Barbados | £15.83 | £25 | £50 |
| Belarus | £15.83 | £50 | £75 |
| Belgium | £15.83 | £12.50 | £41.67 |
| Belize | £15.83 | £75 | £100 |
| Benin | £15.83 | £66.67 | £91.67 |
| Bermuda | £15.83 | £20.83 | £50 |
| 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 | £100 |
| British Virgin Islands | £15.83 | £58.33 | £58.33 |
| Brunei Darussalam | £15.83 | £66.67 | £91.67 |
| Bulgaria | £15.83 | £41.67 | £66.67 |
| 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) | (pence per call) | (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 | £125 |
| Chad | £15.83 | £133.33 | £133.33 |
| Chile | £15.83 | €66.67 | £91.67 |
| China | €15.83 | £20.83 | €50 |
| 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 | £15.83 | €41.67 | £66.67 |
| Cuba | £15.83 | £108.33 | £133.33 |
| Cyprus | £15.83 | €20.83 | €50 |
| Czech Republic | €15.83 | €25 | €50 |
| DR Congo | £15.83 | £83.33 | £108.33 |


| Essentials Plan (applicable on Essentials Packages) | (pence per call) | (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Denmark | £15.83 | £12.50 | €37.50 |
| 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 | £100 |
| El Salvador | £15.83 | £91.67 | £116.67 |
| Equatorial Guinea | £15.83 | £108.33 | £133.33 |
| Eritrea | £15.83 | €91.67 | £116.67 |
| Estonia | £15.83 | £50 | £75 |
| Ethiopia | £15.83 | £91.67 | £116.67 |
| Falkland Islands | £15.83 | £83.33 | £83.33 |
| Faroe Islands | £15.83 | €33.33 | €58.33 |
| Fiji | £15.83 | £83.33 | £108.33 |
| Finland | £15.83 | €25 | €50 |
| France | £15.83 | £12.50 | €37.50 |

Charges - International Calls

| Essentials Plan (applicable on Essentials Packages) | (pence per call) | (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| French Guiana | £15.83 | £108.33 | £133.33 |
| 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 | $€ 58.33$ | £83.33 |
| Germany | £15.83 | £12.50 | €37.50 |
| Ghana | £15.83 | €75 | £100 |
| Gibraltar | £15.83 | €20.83 | £50 |
| Greece | £15.83 | €12.50 | €37.50 |
| Greenland | £15.83 | €83.33 | £108.33 |
| Grenada | £15.83 | £20.83 | £50 |
| Guadeloupe | £15.83 | €75 | £100 |
| 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) | (pence per call) | (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Honduras | £15.83 | £66.67 | £91.67 |
| Hong Kong | £15.83 | £12.50 | €37.50 |
| Hungary | £15.83 | €25 | €50 |
| Iceland | £15.83 | €33.33 | £66.67 |
| India | €15.83 | €25 | €50 |
| Indonesia | £15.83 | £66.67 | £91.67 |
| Iran | €15.83 | €91.67 | £116.67 |
| Iraq | £15.83 | £91.67 | £116.67 |
| Ireland (Republic of) | £15.83 | £12.50 | €37.50 |
| Israel | €15.83 | €50 | €75 |
| Italy (Inc. Vatican City) | £15.83 | €12.50 | €37.50 |
| Ivory Coast | £15.83 | £91.67 | £116.67 |
| Jamaica | £15.83 | €25 | €50 |
| Japan | £15.83 | €12.50 | €33.33 |
| Jordan | £15.83 | £91.67 | £116.67 |
| Kazakhstan | £15.83 | £66.67 | £91.67 |
| Kenya | €15.83 | €75 | £100 |
| Kiribati | £15.83 | £133.33 | £133.33 |

Charges - International Calls

| Essentials Plan (applicable on Essentials Packages) | (pence per call) | (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Kuwait | £15.83 | €75 | £100 |
| Kyrgyzstan | £15.83 | £66.67 | €91.67 |
| Laos | £15.83 | £125 | £158.33 |
| Latvia | £15.83 | £50 | €75 |
| 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 | £15.83 | €20.83 | €50 |
| Lithuania | £15.83 | €50 | €75 |
| Luxembourg | €15.83 | €20.83 | €50 |
| 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 <br> (pence per call) | Call Charge <br> (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Malta | £15.83 | €25 | €50 |
| Marshall Islands | £15.83 | £133.33 | £133.33 |
| Martinique | £15.83 | €75 | £100 |
| Mauritania | £15.83 | £108.33 | £133.33 |
| 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 | £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 | £15.83 | £12.50 | €37.50 |


| Essentials Plan (applicable on Essentials Packages) | (pence per call) | (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Netherlands Antilles | £15.83 | £58.33 | £83.33 |
| New Caledonia | £15.83 | £166.67 | £166.67 |
| New Zealand | £15.83 | £25 | £50 |
| 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 |
| North Korea | £15.83 | £133.33 | £133.33 |
| Norway | £15.83 | £12.50 | £37.50 |
| Oman | £15.83 | £75 | £100 |
| Pakistan | £15.83 | £25 | £50 |
| Palau | £15.83 | £133.33 | £133.33 |
| Palestine | £15.83 | £50 | £75 |
| Panama | £15.83 | £66.67 | £91.67 |
| Papua New Guinea | £15.83 | £83.33 | £108.33 |
| Paraguay | £15.83 | £66.67 | £91.67 |
| Peru | £15.83 | £66.67 | €91.67 |

Charges - International Calls

| Essentials Plan (applicable on Essentials Packages) | (pence per call) | (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Philippines | £15.83 | £66.67 | £100 |
| Poland | £15.83 | €25 | €50 |
| Portugal | £15.83 | £20.83 | €50 |
| Puerto Rico | £15.83 | €50 | £50 |
| Qatar | £15.83 | €75 | £100 |
| Reunion | £15.83 | £83.33 | £108.33 |
| Romania | £15.83 | €50 | €75 |
| Russia | £15.83 | £50 | €75 |
| Rwanda | £15.83 | £83.33 | £83.33 |
| San Marino | £15.83 | €41.67 | £41.67 |
| 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 | £15.83 | £25 | €50 |


| Essentials Plan (applicable on Essentials Packages) | (pence per call) | (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Slovenia | £15.83 | £41.67 | £66.67 |
| Solomon Islands | £15.83 | £133.33 | £133.33 |
| Somalia | £15.83 | £133.33 | £133.33 |
| South Africa | £15.83 | £50 | €75 |
| South Korea | £15.83 | £66.67 | £91.67 |
| Spain | £15.83 | £12.50 | €37.50 |
| Sri Lanka | £15.83 | €75 | £100 |
| St. Helena | £15.83 | £125 | £125 |
| St. Kitts and Nevis | £15.83 | $€ 58.33$ | £83.33 |
| St. Lucia | £15.83 | £20.83 | €50 |
| 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 | £15.83 | £16.67 | €50 |
| Switzerland | £15.83 | £12.50 | €37.50 |
| Syria | £15.83 | £91.67 | £116.67 |

Charges - International Calls

| Essentials Plan (applicable on Essentials Packages) | (pence per call) | (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| 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 |
| Togo | £15.83 | £91.67 | £116.67 |
| Tokelau | £15.83 | £166.67 | £166.67 |
| Tonga | £15.83 | £125 | £125 |
| Trinidad and Tobago | £15.83 | £20.83 | €50 |
| Tunisia | £15.83 | €41.67 | £66.67 |
| Turkey | £15.83 | £20.83 | €50 |
| Turkmenistan | £15.83 | €75 | £100 |
| Turks and Caicos Islands | £15.83 | £66.67 | £91.67 |
| Tuvalu | £15.83 | £133.33 | £158.33 |
| U.S.A | £15.83 | £12.50 | £12.50 |
| Uganda | £15.83 | €66.67 | £91.67 |
| Ukraine | £15.83 | £50 | €75 |
| United Arab Emirates | €15.83 | €58.33 | £83.33 |
| Uruguay | £15.83 | €66.67 | £91.67 |

Charges - International Calls

| Essentials Plan (applicable on Essentials Packages) | (pence per call) | (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| US Virgin Islands | £15.83 | $€ 58.33$ | £58.33 |
| Uzbekistan | £15.83 | £58.33 | £91.67 |
| Vanuatu | £15.83 | £133.33 | £133.33 |
| Venezuela | £15.83 | £66.67 | £91.67 |
| Vietnam | €15.83 | €125 | £158.33 |
| Wallis and Futuna Islands | £15.83 | £166.67 | £166.67 |
| Western Samoa | £15.83 | £166.67 | £166.67 |
| Yemen | £15.83 | £91.67 | £116.67 |
| Zambia | £15.83 | £66.67 | £91.67 |
| Zimbabwe | £15.83 | €75 | £100 |

Charges - Calls to Satellite Numbers
$\begin{array}{|l|c|c|}\hline & & \\ \hline\end{array}$ Call Connection Charge $\left.\begin{array}{c}\text { (pence per call) }\end{array}\right)$

Charges - Access and Service Charges to 08, 09 and 118 Numbers

| Premium Plan (applicable on Premium Packages) | Description | Connectio n Charge | Access Charge | Service Charge (pence per minute) |  |  | Charge Type |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | Daytime | Evening | Weekend |  |
| SC001 | Oppm Service Charge | €0 | £5 | €0 | €0 | €0 | ppmonly |
| SC002 | 1ppm Service Charge | €0 | £5 | €0.83 | €0.83 | €0.83 | ppmonly |
| SC003 | 2ppm Service Charge | €0 | £5 | £1.67 | £1.67 | £1.67 | ppm only |
| SC004 | 3ppm Service Charge | €0 | €5 | £2.50 | £2.50 | £2.50 | ppmonly |
| SC005 | 4ppm Service Charge | €0 | £5 | €3.33 | €3.33 | €3.33 | ppmonly |
| SC006 | 5ppm Service Charge | €0 | £5 | £4.17 | £4.17 | £4.17 | ppmonly |
| SC007 | 6ppm Service Charge | €0 | £5 | ¢5 | €5 | £5 | ppmonly |
| SC008 | 7ppm Service Charge | €0 | £5 | £5.83 | £5.83 | £5.83 | ppmonly |
| SC009 | 8ppm Service Charge | €0 | £5 | £6.67 | £6.67 | £6.67 | ppmonly |
| SC010 | 9ppm Service Charge | €0 | £5 | €7.50 | £7.50 | €7.50 | ppmonly |
| SC011 | 10ppm Service Charge | €0 | £5 | £8.33 | £8.33 | £8.33 | ppmonly |
| SC012 | 11ppm Service Charge | €0 | £5 | £9.17 | £9.17 | £9.17 | ppmonly |
| SC013 | 12ppm Service Charge | €0 | £5 | £10 | £10 | £10 | ppmonly |
| SC014 | 13ppm Service Charge | €0 | £5 | £10.83 | £10.83 | £10.83 | ppmonly |
| SC015 | 15ppm Service Charge | €0 | £5 | €12.50 | €12.50 | £12.50 | ppmonly |
| SC016 | 20ppm Service Charge | €0 | £5 | £16.67 | €16.67 | £16.67 | ppmonly |
| SC017 | 25ppm Service Charge | €0 | £5 | £20.83 | £20.83 | €20.83 | ppmonly |
| SC018 | 30ppm Service Charge | €0 | €5 | €25 | €25 | €25 | ppm only |

Charges - Access and Service Charges to 08, 09 and 118 Numbers

| Premium Plan (applicable on Premium Packages) | Description | Connectio n Charge | Access Charge | Service Charge (pence per minute) |  |  | Charge Type |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | Daytime | Evening | Weekend |  |
| SC019 | 35ppm Service Charge | €0 | £5 | £29.17 | £29.17 | €29.17 | ppm only |
| SC020 | 36ppm Service Charge | €0 | £5 | €30 | €30 | €30 | ppmonly |
| SC021 | 40ppm Service Charge | €0 | £5 | €33.33 | €33.33 | €33.33 | ppmonly |
| SC022 | 45ppm Service Charge | €0 | €5 | €37.50 | €37.50 | €37.50 | ppmonly |
| SC023 | 46ppm Service Charge | €0 | £5 | €38.33 | €38.33 | €38.33 | ppmonly |
| SC024 | 50ppm Service Charge | €0 | £5 | €41.67 | €41.67 | €41.67 | ppmonly |
| SC025 | 55ppm Service Charge | €0 | £5 | €45.83 | €45.83 | £45.83 | ppmonly |
| SC026 | 60ppm Service Charge | €0 | £5 | €50 | €50 | £50 | ppmonly |
| SC027 | 65ppm Service Charge | €0 | £5 | £54.17 | €54.17 | $€ 54.17$ | ppm only |
| SC028 | 70ppm Service Charge | €0 | £5 | €58.33 | €58.33 | €58.33 | ppmonly |
| SC029 | 75ppm Service Charge | €0 | €5 | €62.50 | €62.50 | €62.50 | ppmonly |
| SC030 | 80ppm Service Charge | €0 | £5 | £66.67 | £66.67 | £66.67 | ppmonly |
| SC031 | 90ppm Service Charge | €0 | £5 | €75 | €75 | €75 | ppmonly |
| SC032 | 95ppm Service Charge | €0 | €5 | €79.17 | €79.17 | €79.17 | ppmonly |
| SC033 | 99ppm Service Charge | €0 | £5 | €82.50 | €82.50 | €82.50 | ppmonly |
| SC034 | 100ppm Service Charge | €0 | £5 | €83.33 | €83.33 | £83.33 | ppmonly |
| SC035 | 110ppm Service Charge | €0 | £5 | £91.67 | £91.67 | £91.67 | ppm only |
| SC036 | 120ppm Service Charge | €0 | €5 | £100 | £100 | £100 | ppm only |


| Premium Plan (applicable on Premium Packages) | Description | Connectio n Charge | Access Charge | Service Charge (pence per minute) |  |  | Charge Type |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | Daytime | Evening | Weekend |  |
| SC037 | 145ppm Service Charge | €0 | £5 | £120.83 | £120.83 | £120.83 | ppm only |
| SC038 | 150ppm Service Charge | €0 | £5 | £125 | £125 | £125 | ppm only |
| SC039 | 155ppm Service Charge | €0 | ¢5 | £129.17 | £129.17 | £129.17 | ppm only |
| SC040 | 180ppm Service Charge | €0 | £5 | £150 | £150 | £150 | ppm only |
| SC041 | 200ppm Service Charge | €0 | £5 | £166.67 | £166.67 | £166.67 | ppm only |
| SC042 | 220ppm Service Charge | €0 | £5 | £183.33 | £183.33 | £183.33 | ppm only |
| SC043 | 250ppm Service Charge | €0 | £5 | £208.33 | £208.33 | £208.33 | ppm only |
| SC044 | 300ppm Service Charge | €0 | £5 | €250 | €250 | €250 | ppm only |
| SC045 | 360ppm Service Charge | €0 | £5 | €300 | €300 | €300 | ppm only |
| SC046 | 5 p Connection Charge | £4.17 | ¢5 | €0 | €0 | €0 | ppconly |
| SC047 | 10p Connection Charge | £8.33 | £5 | €0 | €0 | €0 | ppconly |
| SC048 | 15p Connection Charge | £12.50 | £5 | €0 | €0 | €0 | ppconly |
| SC049 | 25p Connection Charge | £16.67 | £5 | €0 | €0 | €0 | ppconly |
| SC050 | 30p Connection Charge | €25.00 | €5 | €0 | €0 | €0 | ppc only |
| SC051 | 35p Connection Charge | €29.17 | £5 | €0 | €0 | €0 | ppconly |
| SC052 | 40p Connection Charge | €33.33 | £5 | €0 | €0 | €0 | ppc only |
| SC053 | 48p Connection Charge | €40.00 | €5 | €0 | €0 | €0 | ppc only |
| SC054 | 50p Connection Charge | €41.67 | £5 | €0 | €0 | €0 | ppc only |

Charges - Access and Service Charges to 08, 09 and 118 Numbers

| Premium Plan (applicable on Premium Packages) | Description | Connectio n Charge | Access Charge | Service Charge (pence per minute) |  |  | Charge Type |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | Daytime | Evening | Weekend |  |
| SC055 | 70p Connection Charge | £58.33 | £5 | €0 | €0 | €0 | ppconly |
| SC056 | 75p Connection Charge | €62.50 | €5 | €0 | €0 | €0 | ppconly |
| SC057 | 100p Connection Charge | £83.33 | £5 | €0 | €0 | €0 | ppconly |
| SC058 | 145p Connection Charge | £120.83 | £5 | €0 | €0 | €0 | ppconly |
| SC059 | 150p Connection Charge | £125 | £5 | €0 | €0 | €0 | ppconly |
| SC060 | 200p Connection Charge | £166.67 | £5 | €0 | €0 | €0 | ppconly |
| SC061 | 250p Connection Charge | £208.33 | £5 | €0 | €0 | €0 | ppconly |
| SC062 | 300p Connection Charge | €250 | £5 | €0 | €0 | €0 | ppconly |
| SC063 | 400p Connection Charge | €333.33 | £5 | €0 | €0 | €0 | ppconly |
| SC064 | 500p Connection Charge | €416.67 | £5 | €0 | €0 | €0 | ppconly |
| SC065 | 600p Connection Charge | £500 | £5 | €0 | €0 | €0 | ppc only |
| SC066 | 77p Connection Charge <br> +155ppm Service Charge | €64.17 | €5 | £129.17 | £129.17 | £129.17 | ppc + ppm (both charges apply from start of call) |
| SC067 | 80p Connection Charge <br> + 25ppm Service Charge | £66.67 | $€ 5$ | $€ 20.83$ | €20.83 | €20.83 | ppc + ppm (both charges apply from start of call) |
| SC068 | 399p Connection Charge + 139ppm Service Charge | €332.50 | $€ 5$ | £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 | £112.50 | €112.50 | €112.50 | ppc + ppm (both charges apply from start of call) |

Charges - Access and Service Charges to 08, 09 and 118 Numbers

| Premium Plan (applicable on Premium | Description | Connectio n Charge | Access Charge | Service Charge <br> (pence per minute) |  |  | Charge Type |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Packages) |  |  |  | Daytime | Evening | Weekend |  |
| SC070 | 550p Connection Charge <br> +275ppm Service Charge | $€ 458.33$ | €5 | £229.17 | £229.17 | €229.17 | ppc + ppm (ppm starts after fist 60 seconds) |
| SC071 | 574p Connection Charge <br> + 299ppm Service Charge | $€ 478.33$ | £5 | £249.17 | £249.17 | €249.17 | ppc + ppm (ppm starts after fist 60 seconds) |
| SC072 | 698p Connection Charge +349ppm Service Charge | £581.67 | $€ 5$ | £290.83 | £290.83 | £290.83 | ppc + ppm (ppm starts after fist 60 seconds) |
| SC073 | 250ppm Service Charge | €0 | $€ 5$ | £208.33 | £208.33 | £208.33 | ppc + ppm (ppm starts after fist 60 seconds) |
| SC074 | 5p Connection Charge <br> +5ppm Service Charge | $€ 4.17$ | €5 | £4.17 | $€ 4.17$ | $€ 4.17$ | ppc + ppm (ppm starts after fist 60 seconds) |
| SC075 | 10p Connection Charge <br> + 10ppm Service Charge | £8.33 | £5 | £8.33 | $€ 8.33$ | £8.33 | ppc + ppm (ppm starts after fist 60 seconds) |
| SC076 | 40p Connection Charge <br> + 40ppm Service Charge | $€ 33.33$ | $€ 5$ | $€ 33.33$ | $€ 33.33$ | $€ 33.33$ | ppc +ppm (ppm starts after fist 60 seconds) |
| SC077 | 70p Connection Charge <br> + 70ppm Service Charge | $€ 58.33$ | $€ 5$ | $€ 58.33$ | $€ 58.33$ | €58.33 | ppc +ppm (ppm starts after fist 60 seconds) |
| SC078 | 150p Connection Charge <br> +150ppm Service Charge | £125 | $€ 5$ | £125 | £125 | £125 | ppc + ppm (ppm starts after fist 60 seconds) |
| SC079 | 200p Connection Charge <br> + 200ppm Service Charge | £166.67 | $€ 5$ | £166.67 | £166.67 | £166.67 | ppc + ppm (ppm starts after fist 60 seconds) |
| SC080 | 445p Connection Charge <br> +257ppm Service Charge | £370.83 | £5 | £214.17 | £214.17 | £214.17 | ppc +ppm (ppm starts after fist 60 seconds) |

Charges - Call Charges to other UK Numbers

| Premium Plan (applicable on Premium Packages) | Call Connection Charge (pence per call) | Service Charge (pence per minute) |  |  |
| :---: | :---: | :---: | :---: | :---: |
|  |  | Daytime | Evening | Weekend |
| NTSFree | €0 | €0 | €0 | €0 |
| Personal Numbering c | €5 | €9 | €9 | €9 |
| Personal Numbering d | £5 | £9 | £9 | £9 |
| Personal Numbering e | £5 | £9 | €9 | £9 |
| Personal Numbering f | £5 | €9 | €9 | €9 |
| Personal Numbering ${ }^{\text {j }}$ | £5 | £9 | £9 | £9 |
| Personal Numbering k | £5 | €9 | £9 | £9 |
| Virtual mobile fw10 | £5 | $€ 9.58$ | $€ 9.58$ | $€ 9.58$ |
| Virtual mobile fw12 | €5 | €9.58 | £9.58 | $€ 9.58$ |
| 05 g 21 | £5 | £9.58 | £9.58 | £9.58 |
| Personal numbering pn1 | £5 | €9 | €9 | £9 |
| Personal numbering pn2 | £5 | €9 | €9 | £9 |
| Personal numbering pn3 | €5 | €9 | €9 | €9 |
| Personal numbering pn4 | £5 | £9 | £9 | £9 |
| Personal numbering pn5 | £5 | €9 | €9 | £9 |
| Personal numbering pn6 | £5 | €9 | €9 | £9 |
| Personal numbering pn7 | £5 | £9 | £9 | £9 |
| Personal numbering pn10 | £5 | €9 | €9 | £9 |

Charges - Call Charges to other UK Numbers

| Premium Plan (applicable on Premium Packages) | Call Connection Charge <br> (pence per call) | Service Charge (pence per minute) |  |  |
| :---: | :---: | :---: | :---: | :---: |
|  |  | Daytime | Evening | Weekend |
| Personal numbering pn11 | £5 | €9 | £9 | £9 |
| Personal numbering pn12 | €5 | €9 | €9 | €9 |
| Personal numbering pn13 | £5 | €9 | £9 | £9 |
| Personal numbering pn14 | £5 | £9 | £9 | £9 |
| Personal Numbering pn15 | €5 | €9 | €9 | €9 |
| Personal numbering pn16 | £5 | €9 | €9 | £9 |
| Personal Numbering pn17 | £5 | £9 | £9 | £9 |
| Personal Numbering pn18 | £5 | €9 | €9 | £9 |
| Personal Numbering pn19 | €5 | €9 | €9 | €9 |
| Personal numbering pn20 | £5 | €9 | €9 | £9 |
| Personal numbering pn21 | €5 | €9 | €9 | €9 |
| Personal numbering pn22 | €5 | €9 | €9 | €9 |
| 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 |

Charges - Call Charges to other UK Numbers

| Premium Plan (applicable on Premium Packages) | Call Connection Charge | Service Charge (pence per minute) |  |  |
| :---: | :---: | :---: | :---: | :---: |
|  |  | Daytime | Evening | Weekend |
| 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 | 22.00 | €0 | €0 | €0 |
| Paging Services ff3 | 21.00 | €0 | £0 | €0 |
| Paging Services ff8 | 15.00 | €0 | £0 | €0 |
| Personal numbering pn99 | £5 | £9 | £9 | £9 |

Charges - International Calls

| Premium Plan (applicable on Premium Packages) | Call Connection Charge (pence per call) | Call Charge <br> (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Afghanistan | £5 | £100 | £125 |
| Albania | £5 | €37.50 | £58.33 |
| Algeria | £5 | €37.50 | £58.33 |
| American Samoa | £5 | £125 | £125 |
| Andorra | £5 | €29.17 | £50.00 |
| Angola | £5 | €75 | £100 |
| Anguilla | €5 | €50 | €75 |
| Antarctica | £5 | £125 | £125 |
| Antigua and Barbuda | €5 | £16.67 | £41.67 |
| Argentina | £5 | €58.33 | €83.33 |
| Armenia | £5 | £66.67 | €91.67 |
| Aruba | £5 | €50 | £75 |
| Ascension Islands | £5 | €75 | €75 |
| Australia | £5 | £8.33 | £33.33 |
| Austria | £5 | £20.83 | £41.67 |
| Azerbaijan | £5 | £41.67 | £66.67 |
| Bahamas | £5 | €50 | €50 |
| Bahrain | £5 | £66.67 | €91.67 |

Charges - International Calls

| Premium Plan (applicable on Premium Packages) | Call Connection Charge (pence per call) | Call Charge <br> (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Bangladesh | £5 | £20.83 | £41.67 |
| Barbados | £5 | £20.83 | £41.67 |
| Belarus | €5 | £41.67 | £66.67 |
| Belgium | £5 | £8.33 | £33.33 |
| Belize | £5 | €66.67 | £91.67 |
| Benin | €5 | €58.33 | £83.33 |
| Bermuda | €5 | £16.67 | £41.67 |
| Bhutan | €5 | €58.33 | £83.33 |
| Bolivia | £5 | €75 | £100 |
| Bosnia and Herzegovina | €5 | €37.50 | $€ 58.33$ |
| Botswana | £5 | €58.33 | £83.33 |
| Brazil | €5 | £66.67 | €91.67 |
| British Virgin Islands | £5 | €50 | ¢50 |
| Brunei Darussalam | €5 | $€ 58.33$ | £83.33 |
| Bulgaria | €5 | €37.50 | £58.33 |
| Burkina Faso | £5 | €75 | £100 |
| Burundi | €5 | €75 | £100 |
| Cambodia | £5 | £225 | £250 |

Charges - International Calls
$\left.\begin{array}{l|c|c|c|c|}\hline & & & \\ \hline & & & \\ \hline & \text { Call Connection Charge } \\ \text { (pence per call) }\end{array}\right)$

Charges - International Calls

| Premium Plan (applicable on Premium Packages) | Call Connection Charge <br> (pence per call) | Call Charge (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Denmark | $€ 5$ | £8.33 | €33.33 |
| Diego Garcia | £5 | £158.33 | £158.33 |
| Djibouti | £5 | €75 | £100 |
| Dominica | £5 | £58.33 | £83.33 |
| Dominican Republic | €5 | €50 | €75 |
| East Timor | £5 | £187.50 | £208.33 |
| Ecuador | £5 | €75 | £100 |
| Egypt | €5 | £66.67 | €91.67 |
| El Salvador | £5 | £83.33 | £108.33 |
| Equatorial Guinea | £5 | £100 | €125 |
| Eritrea | £5 | £83.33 | £108.33 |
| Estonia | £5 | €41.67 | £66.67 |
| Ethiopia | £5 | £83.33 | £108.33 |
| Falkland Islands | £5 | €75 | €75 |
| Faroe Islands | £5 | £29.17 | £50 |
| Fiji | £5 | €75 | £100 |
| Finland | £5 | £20.83 | £41.67 |
| France | £5 | £8.33 | €33.33 |

Charges - International Calls

| Premium Plan (applicable on Premium Packages) | Call Connection Charge (pence per call) | Call Charge <br> (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| French Guiana | £5 | €100 | £125 |
| French Polynesia | €5 | £158.33 | £187.50 |
| Gabon | £5 | $€ 58.33$ | €83.33 |
| Gambia | £5 | €58.33 | £83.33 |
| Georgia | £5 | £50 | €75 |
| Germany | £5 | £8.33 | €33.33 |
| Ghana | £5 | £66.67 | £91.67 |
| Gibraltar | £5 | £16.67 | €41.67 |
| Greece | £5 | £8.33 | €33.33 |
| Greenland | £5 | €75 | £100 |
| Grenada | €5 | £16.67 | €41.67 |
| Guadeloupe | €5 | €66.67 | £91.67 |
| Guam | £5 | £100 | £100 |
| Guantanamo Bay | €5 | £100 | £100 |
| Guatemala | £5 | €58.33 | £83.33 |
| Guinea | £5 | €75 | £100 |
| Guyana | £5 | £83.33 | £108.33 |
| Haiti | £5 | ¢75 | £100 |

Charges - International Calls

| Premium Plan (applicable on Premium Packages) | Call Connection Charge (pence per call) | Call Charge (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Honduras | €5 | $€ 58.33$ | £83.33 |
| Hong Kong | £5 | £8.33 | €33.33 |
| Hungary | €5 | £20.83 | £41.67 |
| Iceland | £5 | €37.50 | €58.33 |
| India | £5 | £20.83 | £41.67 |
| Indonesia | €5 | €58.33 | £83.33 |
| Iran | €5 | £83.33 | £108.33 |
| Iraq | £5 | €83.33 | £108.33 |
| Ireland (Republic of) | €5 | £8.33 | €33.33 |
| Israel | €5 | £41.67 | £66.67 |
| Italy (Inc. Vatican City) | £5 | £8.33 | €33.33 |
| Ivory Coast | €5 | £83.33 | £108.33 |
| Jamaica | £5 | £20.83 | £41.67 |
| Japan | €5 | £8.33 | €29.17 |
| Jordan | £5 | £83.33 | £108.33 |
| Kazakhstan | £5 | €58.33 | £83.33 |
| Kenya | €5 | €66.67 | £91.67 |
| Kiribati | £5 | £125 | £125 |

Charges - International Calls

| Premium Plan (applicable on Premium Packages | Call Connection Charge (pence per call) | Call Charge (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Kuwait | €5 | €66.67 | £91.67 |
| Kyrgyzstan | £5 | €58.33 | £83.33 |
| Laos | £5 | £116.67 | £150 |
| Latvia | £5 | £41.67 | £66.67 |
| Lebanon | €5 | £83.33 | £108.33 |
| Lesotho | £5 | €58.33 | £83.33 |
| Liberia | £5 | $€ 58.33$ | £83.33 |
| Libya | €5 | €37.50 | $€ 58.33$ |
| Liechtenstein | £5 | £16.67 | £41.67 |
| Lithuania | £5 | €41.67 | £66.67 |
| Luxembourg | €5 | £16.67 | £41.67 |
| Macau | £5 | $€ 58.33$ | £83.33 |
| Macedonia | £5 | €37.50 | $€ 58.33$ |
| Madagascar | £5 | €75 | £10 |
| Malawi | €5 | $€ 58.33$ | £83.33 |
| Malaysia | €5 | €37.50 | $€ 58.33$ |
| Maldives | £5 | £75 | £100 |
| Mali | £5 | €75 | £100 |

Charges - International Calls

| Premium Plan (applicable on Premium Packages) | Call Connection Charge (pence per call) | Call Charge <br> (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Malta | £5 | £20.83 | £41.67 |
| Marshall Islands | £5 | £125 | £125 |
| Martinique | £5 | £66.67 | £91.67 |
| Mauritania | £5 | £100 | £125 |
| Mauritius | €5 | £83.33 | £108.33 |
| Mexico | £5 | £58.33 | £83.33 |
| Micronesia | £5 | £125 | £125 |
| Moldova | €5 | £50 | €75 |
| Monaco | £5 | £25 | £50 |
| Mongolia | £5 | £116.67 | £150 |
| Montserrat | £5 | £58.33 | £83.33 |
| Morocco | £5 | €37.50 | €58.33 |
| Mozambique | £5 | €75 | £100 |
| Myanmar | £5 | £100 | £125 |
| Namibia | £5 | £58.33 | £83.33 |
| Nauru | £5 | £125 | £125 |
| Nepal | £5 | £58.33 | £83.33 |
| Netherlands | £5 | £8.33 | €33.33 |

Charges - International Calls

| Premium Plan (applicable on Premium Packages) | Call Connection Charge <br> (pence per call) | Call Charge <br> (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Netherlands Antilles | £5 | €50 | €75 |
| New Caledonia | £5 | £158.33 | £158.33 |
| New Zealand | £5 | €20.83 | £41.67 |
| Nicaragua | £5 | £83.33 | £108.33 |
| Niger | £5 | €75 | £100 |
| Nigeria | £5 | £58.33 | £83.33 |
| Norfolk Islands | €5 | £158.33 | £158.33 |
| North Cyprus | £5 | £16.67 | £41.67 |
| North Korea | £5 | £125 | £125 |
| Norway | £5 | £8.33 | €33.33 |
| Oman | £5 | €66.67 | £91.67 |
| Pakistan | £5 | €20.83 | £41.67 |
| Palau | £5 | £125 | £125 |
| Palestine | £5 | €41.67 | £66.67 |
| Panama | £5 | €58.33 | £83.33 |
| Papua New Guinea | £5 | €75 | £100 |
| Paraguay | €5 | £58.33 | £83.33 |
| Peru | €5 | $€ 58.33$ | £83.33 |

Charges - International Calls

| Premium Plan (applicable on Premium Packages | (pence per call) | (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Philippines | €5 | $€ 58.33$ | £91.67 |
| Poland | £5 | £20.83 | £41.67 |
| Portugal | £5 | £16.67 | £41.67 |
| Puerto Rico | £5 | £41.67 | £41.67 |
| Qatar | £5 | £66.67 | £91.67 |
| Reunion | £5 | €75 | £100 |
| Romania | £5 | £41.67 | £66.67 |
| Russia | €5 | £41.67 | €66.67 |
| Rwanda | £5 | €75 | €75 |
| San Marino | £5 | €37.50 | €37.50 |
| Sao Tome and Principe | €5 | £125 | £125 |
| Saudi Arabia | £5 | £50 | €75 |
| Senegal | £5 | £83.33 | £108.33 |
| Serbia and Montenegro | £5 | €37.50 | €58.33 |
| Seychelles | £5 | £83.33 | £108.33 |
| Sierra Leone | £5 | $€ 58.33$ | £83.33 |
| Singapore | £5 | $€ 58.33$ | €91.67 |
| Slovakia | £5 | £20.83 | £41.67 |

Charges - International Calls

| Premium Plan (applicable on Premium Packages) | Call Connection Charge (pence per call) | Call Charge <br> (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Slovenia | £5 | €37.50 | £58.33 |
| Solomon Islands | £5 | £125 | £125 |
| Somalia | £5 | £125 | £125 |
| South Africa | £5 | £41.67 | £66.67 |
| South Korea | €5 | $€ 58.33$ | £83.33 |
| Spain | £5 | £8.33 | €33.33 |
| Sri Lanka | £5 | £66.67 | £91.67 |
| St. Helena | €5 | £116.67 | £116.67 |
| St. Kitts and Nevis | £5 | €50 | €75 |
| St. Lucia | £5 | £16.67 | £41.67 |
| St. Pierre and Miquelon | €5 | €50 | €50 |
| St. Vincent and The Grenadines | €5 | €50 | €75 |
| Sudan | £5 | €58.33 | £83.33 |
| Suriname | £5 | £100 | £125 |
| Swaziland | £5 | €58.33 | £83.33 |
| Sweden | £5 | £12.50 | £41.67 |
| Switzerland | €5 | £8.33 | €33.33 |
| Syria | £5 | £83.33 | £108.33 |

Charges - International Calls

| Premium Plan (applicable on Premium Packages) | $\underset{\text { (pence per call) }}{\text { Call Connection Charge }}$ | Call Charge <br> (pence per minute - Anytime) |  |
| :---: | :---: | :---: | :---: |
|  |  | Landline | Mobile |
| Taiwan | £5 | €58.33 | £83.33 |
| Tajikistan | £5 | €75 | €100 |
| Tanzania | £5 | €58.33 | £83.33 |
| Thailand | £5 | $€ 58.33$ | £91.67 |
| Togo | £5 | €83.33 | £108.33 |
| Tokelau | £5 | £158.33 | £158.33 |
| Tonga | £5 | £116.67 | £116.67 |
| Trinidad and Tobago | £5 | £16.67 | £41.67 |
| Tunisia | €5 | €37.50 | £58.33 |
| Turkey | £5 | £16.67 | £41.67 |
| Turkmenistan | £5 | £66.67 | £91.67 |
| Turks and Caicos Islands | £5 | £58.33 | £83.33 |
| Tuvalu | £5 | £125 | £150 |
| U.S.A | €5 | £8.33 | £8.33 |
| Uganda | £5 | €58.33 | £83.33 |
| Ukraine | £5 | £41.67 | £66.67 |
| United Arab Emirates | £5 | €50 | €75 |
| Uruguay | £5 | $€ 58.33$ | £83.33 |

Charges - International Calls


Charges - Calls to Satellite Numbers

|  |  |  |
| :--- | :---: | :---: |
|  |  |  |


|  |  |  |
| :--- | :---: | :---: |
|  | Operator Type |  |
| Premium Plan |  |  |
| 100 | National | Charge |
| 155 | International | Free to call. Onward call connection charges apply as set out above. |
| 195 | Special Assistance | Free to call. Onward call connection charges apply as set out above. |

Together we can

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