



# Vodafone Business Broadband and Phone

**Built with  
business in mind**

**Price Plan Guide**  
Effective from 4th October 2018

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# Vodafone Business Broadband and Phone Price Plan Guide



## Notes and Charges Disclaimer

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

The Vodafone Business Broadband and Phones Services are subject to our Agreement with you appended to the Service Confirmation Booklet which can also be found at [vodafone.co.uk/businessbroadband](https://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](https://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](https://vodafone.co.uk/businessbroadband).

# Charges – Business Phone



|                                  | Vodafone Business Phone  | Vodafone Business Phone Premium   |        |
|----------------------------------|--|---|--------|
| Length of Agreement (months)     | 24   | 12  | 24     |
| <b>ONE-OFF CHARGES</b>           |  |   |        |
| New line Connection <sup>1</sup> | £50.00   |   |        |
| Take Over Existing Line          | n/a  |   |        |
| <b>MONTHLY CHARGES</b>           |  |   |        |
| Line Rental                      | £14.00   | £18.99  | £17.99 |
| <b>INCLUSIVE FEATURES</b>        |  |   |        |
| Support Levels <sup>2</sup>      | Standard Support   | Support Plus  |        |
| Calling Features                 | Last Calling Number (1471)<br>Remove Last Calling Number (1475)<br>Present Withheld Number (1470)<br>Number Conceal (141)<br>Voicemail (1571) (available on request) |   |        |
| Caller Display                   | ✓  |   |        |
| Call Plan                        | Pence per minute rates<br>(see the Essentials Tariff towards the back of this guide)   | 500 free anytime minutes per month to UK landlines<br>(see the Premium Tariff towards the back of this guide) |        |
| Directory Entry                  | ✓  |   |        |

1. Connection Fee: A connection fee applies on new line installations.
2. Support Levels are detailed in your Service Confirmation Booklet which can be found at [vodafone.co.uk/businessbroadband](http://vodafone.co.uk/businessbroadband).

# Charges – Business Phone



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

## OPTIONAL ADD-ONS (monthly charge)

### CALL PACKAGES

|                      |       |
|----------------------|-------|
| Evening & Weekend    | £4.17 |
| International 300    | £4.17 |
| Anytime UK unlimited | £6.67 |

## CALLING FEATURES (individually charged)<sup>1</sup>

Subscription features (charged monthly unless stated)

|                                     |       |   |
|-------------------------------------|-------|---|
| Smart Divert <sup>2</sup>           | £4.50 | ✓ |
| Voicemail Plus                      | £2.21 |   |
| Voicemail Premier                   | £5.00 |   |
| Call Management Bundle <sup>3</sup> | £2.08 |   |
| Ring Back When Free                 | £2.50 |   |
| Business Caller Display             | £2.50 |   |

## PER USE FEATURES

|                            |       |
|----------------------------|-------|
| 3-Way Calling <sup>4</sup> | £0.25 |
| Last Number Calling Return | £0.08 |
| Ring Back When Free        | £0.08 |

## OPTIONAL SUPPORT LEVELS (monthly charge)

|                 |       |   |
|-----------------|-------|---|
| Support Plus    | £3.00 | ✓ |
| Premier Support | £5.00 |   |

## SERVICE AND SUPPORT

|                         |   |
|-------------------------|---|
| UK Support <sup>5</sup> | ✓ |
|-------------------------|---|

1. Calling Feature descriptions and how to use them are detailed in the Vodafone Business Phone User Guide which can be found on our website at [vodafone.co.uk/businessbroadband](http://vodafone.co.uk/businessbroadband).
2. 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](http://vodafone.co.uk/businessbroadband). Call minutes will be deducted from the appropriate bundle where applicable.
3. Call Management Bundle 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).
4. 3-Way Calling: 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.
5. UK Support opening times 08:00 – 21:00, 365 days a year.

# Charges – Business Broadband



|   | Vodafone Business Broadband Superfast 1 | Vodafone Business Broadband Superfast 2 |
|---|---|---|
| Length of Agreement (months)                    | 24                                      |   |
| <b>ONE-OFF CHARGES</b>                          |   |   |
| Router Fee                                      | N/A <sup>1</sup>                        |   |
| <b>MONTHLY CHARGES</b>                          |   |   |
| Broadband Rental                                | £18.67                                  | £23.83                                  |
| <b>BANDWIDTH</b>                                |   |   |
| Average Downstream Speed                        | 35Mbps                                  | 63Mbps                                  |
| Upstream Speed                                  | Up to 10Mbps                            | Up to 19Mbps                            |
| Data Limits <sup>2</sup>                        | Unlimited                               |   |
| <b>INCLUSIVE FEATURES</b>                       |   |   |
| Dynamic IP                                      | ✓                                       |   |
| Single Static IP (available on request)         | ✓                                       |   |
| Vodafone Broadband Router <sup>3</sup>          | ✓                                       |   |
| Content Control <sup>4</sup>                    | ✓                                       |   |
| Support Levels <sup>5</sup>                     | Support Plus                            |   |
| <b>OPTIONAL SUPPORT LEVELS (monthly charge)</b> |   |   |
| Support Plus                                    | ✓                                       |   |
| Premier Support                                 | £5.00                                   |   |
| <b>SUPPORT / SERVICE</b>                        |   |   |
| UK Support <sup>6</sup>                         | ✓                                       |   |

1. Router fee might change, subject to current offer.
2. Our Acceptable Use Policy is detailed in our Agreement with you and also detailed on our website at [vodafone.co.uk/businessbroadband](http://vodafone.co.uk/businessbroadband).
3. Postage and Packaging: Standard List Price (currently free of charge but subject to change).
4. Content Control default is off.
5. Support Level descriptions are detailed in your Service Confirmation Booklet and also detailed on our website at [vodafone.co.uk/businessbroadband](http://vodafone.co.uk/businessbroadband).
6. UK Support opening times 08:00 – 21:00, 365 days a year.

# Charges – Business Broadband and Phone Packages



| PACKAGES                     |  |  |   |   |
|------------------------------|--|--|---|---|
|                              | Vodafone Business Broadband Essentials Superfast 1 | Vodafone Business Broadband Essentials Superfast 2 | Vodafone Business Broadband Premium Superfast 1 | Vodafone Business Broadband Premium Superfast 2 |
| Length of Agreement (months) | 18   |  | 24  |   |

| ONE-OFF CHARGES                              |        |  |     |  |
|--|--------|--|-----|--|
| New Line Connection <sup>1</sup>             | £50.00 |  |     |  |
| Router Fee <sup>3</sup> (new customers)      | £16.67 |  | N/A |  |
| Router Fee <sup>3</sup> (existing customers) | £16.67 |  | N/A |  |

| MONTHLY CHARGES NEW CUSTOMER <sup>4</sup>     |        |        |        |        |
|---|--------|--------|--------|--------|
| Broadband monthly fee (including line rental) | £19.17 | £24.17 | £34.82 | £39.82 |

| MONTHLY CHARGES EXISTING CUSTOMER             |        |        |        |        |
|---|--------|--------|--------|--------|
| Broadband Monthly Fee (including line rental) | £17.50 | £22.50 | £30.66 | £35.65 |

| BANDWIDTH                 |              |              |              |              |
|---------------------------|--------------|--------------|--------------|--------------|
| Average Downstream Speed  | 35Mbps       | 63Mbps       | 35Mbps       | 65Mbps       |
| Upstream Speed            | Up to 10Mbps | Up to 19Mbps | Up to 10Mbps | Up to 19Mbps |
| Usage Limits <sup>2</sup> | Unlimited    |              |              |              |

| INCLUSIVE FEATURES                      |  |  |   |  |
|---|--|--|---|--|
| Dynamic IP                              | ✓  |  |   |  |
| Static IP (available on request)        | ✓  |  |   |  |
| Content Control <sup>5</sup>            | ✓  |  |   |  |
| Support Level <sup>6</sup>              | Standard Support   |  | Support Plus  |  |
| Inclusive Calling Features <sup>7</sup> | Last Calling Number (1471)<br>Present Withheld Number (1470)<br>Number Conceal (141)<br>Remove Last Calling Number (1475)<br>Voicemail (1571) (available on request) |  |   |  |
| Call Plan                               | Pence per minute rates (see the Essentials Tariff towards the back of this guide)  |  | Unlimited anytime minutes per month to UK mobiles and landlines (see the Premium Tariff towards the back of this guide) |  |
| Directory Entry                         | ✓  |  |   |  |
| Mobile Wi-Fi Device <sup>8</sup>        | £15.00 one off fee   |  | ✓   |  |

See page 9 footnotes.

# Charges – Business Broadband and Phone Packages



|                              | OPTIONAL ADD-ONS (monthly charge)                  |  |   |   |
|------------------------------|--|--|---|---|
|                              | CALL PACKAGES and STATIC IP                        |  |   |   |
|                              | Vodafone Business Broadband Essentials Superfast 1 | Vodafone Business Broadband Essentials Superfast 2 | Vodafone Business Broadband Premium Superfast 1 | Vodafone Business Broadband Premium Superfast 2 |
| Length of Agreement (months) | 18   |  | 24  |   |
| Evening & Weekend            |  |  | £4.17   |   |
| International 300            |  |  | £4.17   |   |
| Anytime UK unlimited         | £6.67  |  | Included  |   |
| Multiple Static IP           |  |  | £7.50   |   |

|   | CALLING FEATURES (individually charged) <sup>9</sup>  |          |
|---|---|----------|
|   | Subscription features (charged monthly unless stated) |          |
| Smart Divert <sup>9</sup>   | £4.50   | Included |
| Voicemail Plus  | £2.21   |          |
| Voicemail Premier   | £5.00   |          |
| Call Management Bundle <sup>10</sup> (anonymous caller rejection, call divert <sup>11</sup> and call waiting) | £2.08   |          |
| Ring Back When Free   | £2.50   |          |
| Business Caller Display   | £2.50   |          |

|                             | PER USE FEATURES |
|-----------------------------|------------------|
| 3-Way Calling <sup>12</sup> | £0.25            |
| Last Number Calling Return  | £0.08            |
| Ring Back When Free         | £0.08            |

|                               | SERVICE AND OPTIONAL SUPPORT LEVEL (monthly charge) |   |
|-------------------------------|---|---|
| UK Support <sup>13</sup>      |   | ✓ |
| Support Plus                  | £3.00   | ✓ |
| Premier Support <sup>14</sup> | £5.00   |   |

See page 9 footnotes.



# Charges – Business Broadband and Phone Packages



1. Connection Fee: A connection fee applies on new line installations.
2. 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).
3. Router fee might change subject to current offer.
4. This is a standard pricing and is subject to change depending on the current offer.
5. Content Control off by default.
6. 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).
7. 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).
8. 4GB of UK data is included per month for the first 24 months. Terms apply, see [vodafone.co.uk/businessbroadband](https://vodafone.co.uk/businessbroadband) for details.
9. 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).
10. Call Management Bundle 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).
11. Call charges for the diverted part of the call may apply as per your Vodafone Broadband and Phone Services plan and add-ons.
12. 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.
13. UK Support opening times 08:00 – 21:00, 365 days a year.
14. Premier Support 8-hour repair (24/7, Monday-Sunday).

# Charges – Business Broadband and Phone Service Maintenance



| Description   | Ex VAT Price |
|---|--------------|
| Missed Engineer Appointment Charge  | £91.67       |
| Amend Order (prior to install)  | £12.50       |
| Late Cancellation of Order – After Midday 2 Business Days Before Your Activation Date   | £50.00       |
| Connection Charge – New Line Provision  | £50.00       |
| Fault With Customer Premises – First Hour Charge  | £95.83       |
| Fault With Customer Premises – Hourly Charge  | £43.33       |
| Customer Requested Service Visit – Phone Socket Relocation  | £108.33      |
| Customer Requested Service Visit – Additional Phone Socket Relocation   | £54.17       |
| Replacement Vodafone Broadband Router   | £108.33      |
| Failure To Return Vodafone Broadband Router (for cancelled orders)  | £108.33      |
| Vodafone Broadband Router Returned in a Damaged State (other than fair wear and tear)   | £45.83       |
| Sure Signal Discount Removal (for cancelled orders)   | £33.33       |
| Special Fault Investigation   | £125.00      |
| <ul style="list-style-type: none"> <li>• And/Or + Special Fault Investigation – Internal Wiring Issue</li> <li>• And/Or + Special Fault Investigation – Internal Equipment Issue</li> </ul> | £29.17       |
|   | £18.33       |
| Transfer of Account Ownership   | £16.67       |
| Phone Number Change   | £20.83       |
| Vodafone Broadband Router Postage and Packaging   | N/A          |

# Charges – Early Termination Fee and Administrative and Late Payment



## Early Termination Fee (ETF)

| Description  | Months |                   | New customer | Existing customer |
|--|--------|-------------------|--------------|-------------------|
| Price Plan   |        | One-off cease fee | Monthly ETF  | Monthly ETF       |
| Vodafone Business Phone                            | 24     | £15.00            | £6.67        | £6.67             |
| Vodafone Business Phone Premium                    | 12     | £15.00            | £9.49        | £9.49             |
| Vodafone Business Phone Premium                    | 24     | £15.00            | £9.28        | £9.28             |
| Vodafone Business Broadband 38                     | 24     | £15.00            | £11.58       | £11.58            |
| Vodafone Business Broadband 76                     | 24     | £15.00            | £14.97       | £14.97            |
| Vodafone Business Broadband Essentials Superfast 1 | 18     | £15.00            | £9.81        | £8.46             |
| Vodafone Business Broadband Essentials Superfast 2 | 18     | £15.00            | £13.42       | £12.07            |
| Vodafone Business Broadband Premium Superfast 1    | 24     | £15.00            | £31.44       | £24.85            |
| Vodafone Business Broadband Premium Superfast 2    | 24     | £15.00            | £36.28       | £31.76            |

An Early Termination Fee may apply to you if any of the Services are terminated during your Minimum Term (while still in contract with us) depending on the circumstances of termination. Your Early Termination Fee will be calculated based on the price plan you agreed to with us and how many days you have left in your Minimum Term at the time the Agreement is terminated. In addition a one-off cease fee of £15.00 may be charged to reflect the reasonable cost to us for processing the early termination of your Agreement. For example, if you are on Vodafone Business Phone 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 £15.00 + £9.49 = £24.49 (ex VAT).

## Administrative and Late Payment Charges

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

# Vodafone Business Phone



## **Inclusive Calls with Line Rental**

We apply all inclusive tariffs to the first 60 minutes for all plans with inclusive minutes, except 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://www.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://www.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.

# 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/broadband](http://vodafone.co.uk/broadband) regularly. The changes will take effect when posted on the website. Further terms and conditions may apply, see [vodafone.co.uk/broadband](http://vodafone.co.uk/broadband) for details.

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

\*Includes mobile.

## 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)

# 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 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](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 **08080 034 515** free from a landline or mobile or on **191** from a Vodafone mobile.

## Anti-Virus Software

Our recommended anti-virus software is F-Secure SAFE. For further information, please visit [vodafone.co.uk/businessbroadband](https://vodafone.co.uk/businessbroadband).

## Static IP

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

## Mobile Wi-Fi Device

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

# Direct Dialed Call Charges



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

Call durations are accurate to the nearest second.

A call connection charge 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

Rates below are for Premium Tariff

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

Rates below are for Essentials Tariff

|   | Connection Charge (pence per call) | STANDARD (pence per minute) |         |         |
|---|------------------------------------|-----------------------------|---------|---------|
|   |                                    | Daytime                     | Evening | Weekend |
| UK Landline (numbers beginning with 01, 02, 03) | £0.158                             |                             | £0.096  |         |
| UK Mobile                                       | £0.158                             |                             | £0.108  |         |
| 0800, 0808, 0500 Freephone Number               | Free                               |                             | Free    |         |

# 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.



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

(Essentials Tariff, applicable on Essentials Packages)



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

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

(Essentials Tariff, applicable on Essentials Packages)



| Rate Codes | Description                                     | ESSENTIALS        |               |                                   |         |         |
|------------|---|-------------------|---------------|-----------------------------------|---------|---------|
|            |   | Connection Charge | Access Charge | Service Charge (pence per minute) |         |         |
|            |   |                   |               | Daytime                           | Evening | Weekend |
| SC053      | 48p Connection Charge                           | 40.00             | 9.17          | 0.00                              | 0.00    | 0.00    |
| SC054      | 50p Connection Charge                           | 41.67             | 9.17          | 0.00                              | 0.00    | 0.00    |
| SC055      | 70p Connection Charge                           | 58.33             | 9.17          | 0.00                              | 0.00    | 0.00    |
| SC056      | 75p Connection Charge                           | 62.50             | 9.17          | 0.00                              | 0.00    | 0.00    |
| SC057      | 100p Connection Charge                          | 83.33             | 9.17          | 0.00                              | 0.00    | 0.00    |
| SC058      | 145p Connection Charge                          | 120.83            | 9.17          | 0.00                              | 0.00    | 0.00    |
| SC059      | 150p Connection Charge                          | 125.00            | 9.17          | 0.00                              | 0.00    | 0.00    |
| SC060      | 200p Connection Charge                          | 166.67            | 9.17          | 0.00                              | 0.00    | 0.00    |
| SC061      | 250p Connection Charge                          | 208.33            | 9.17          | 0.00                              | 0.00    | 0.00    |
| SC062      | 300p Connection Charge                          | 250.00            | 9.17          | 0.00                              | 0.00    | 0.00    |
| SC063      | 400p Connection Charge                          | 333.33            | 9.17          | 0.00                              | 0.00    | 0.00    |
| SC064      | 500p Connection Charge                          | 416.67            | 9.17          | 0.00                              | 0.00    | 0.00    |
| SC065      | 600p Connection Charge                          | 500.00            | 9.17          | 0.00                              | 0.00    | 0.00    |
| 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  |
| 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                           | 0.00              | 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     | 0.00              | 9.17          | 15.00                             | 15.00   | 15.00   |
| SC082      | 0p Connection Charge + 22ppm Service Charge     | 0.00              | 9.17          | 18.33                             | 18.33   | 18.33   |
| SC083      | 0p Connection Charge + 350ppm Service Charge    | 0.00              | 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      | 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   |
| 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  |
| SC100      | 360p Connection Charge + 360ppm Service Charge  | 300.00            | 9.17          | 300.00                            | 300.00  | 300.00  |

# Call Charges to Other UK Numbers

(Essentials Tariff, applicable on Essentials Packages)



| Rate Codes              | Call Connection Charge<br>(pence per call) | ESSENTIALS                        |         |         |
|-------------------------|--|-----------------------------------|---------|---------|
|                         |  | Service Charge (pence per minute) |         |         |
|                         |  | Daytime                           | Evening | Weekend |
| NTSFree                 | 0.00                                       | 0.00                              | 0.00    | 0.00    |
| Personal Numbering c    | 15.83                                      | 10.71                             | 6.20    | 3.28    |
| 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 pn8  | 15.83                                      | 15.83                             | 15.83   | 15.83   |
| Personal numbering pn9  | 15.83                                      | 18.33                             | 18.33   | 18.33   |
| Personal numbering pn10 | 15.83                                      | 27.50                             | 27.50   | 27.50   |
| 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   |
| 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   |
| 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                                      | 0.00                              | 0.00    | 0.00    |
| Paging Services ff3     | 20.83                                      | 0.00                              | 0.00    | 0.00    |
| Paging Services ff8     | 15.00                                      | 0.00                              | 0.00    | 0.00    |
| GBRSNEN                 | 15.83                                      | 0.00                              | 0.00    | 0.00    |
| GBRFREFF                | 0.00                                       | 0.00                              | 0.00    | 0.00    |
| GBRMOBPAG               | 15.83                                      | 12.50                             | 12.50   | 12.50   |
| IRLWSSP                 | 29.17                                      | 0.00                              | 0.00    | 0.00    |

# International Calls

(Essentials Tariff, applicable on Essentials Packages)



| Country                  | Call Connection Charge<br>(pence per call) | ESSENTIALS                               |        |
|--------------------------|--|--|--------|
|                          |  | 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  |
| Austria                  | 15.83                                      | 25.00                                    | 50.00  |
| Azerbaijan               | 15.83                                      | 50.00                                    | 75.00  |
| Bahamas                  | 15.83                                      | 58.33                                    | 58.33  |
| Bahrain                  | 15.83                                      | 75.00                                    | 100.00 |
| Bangladesh               | 15.83                                      | 25.00                                    | 50.00  |
| Barbados                 | 15.83                                      | 25.00                                    | 50.00  |
| Belarus                  | 15.83                                      | 50.00                                    | 75.00  |
| Belgium                  | 15.83                                      | 12.50                                    | 41.67  |
| 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  |
| 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 |
| 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  |
| 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                                    | 50.00  |

# International Calls

(Essentials Tariff, applicable on Essentials Packages)



| Country                   | Call Connection Charge<br>(pence per call) | ESSENTIALS                               |        |
|---------------------------|--|--|--------|
|                           |  | Call Charge (pence per minute) – Anytime |        |
|                           |  | Landline                                 | Mobile |
| Czech Republic            | 15.83                                      | 25.00                                    | 50.00  |
| DR Congo                  | 15.83                                      | 83.33                                    | 108.33 |
| 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                                      | 75.00                                    | 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                   | 15.83                                      | 50.00                                    | 75.00  |
| 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                                      | 25.00                                    | 50.00  |
| France                    | 15.83                                      | 12.50                                    | 37.50  |
| 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                                      | 75.00                                    | 100.00 |
| Gibraltar                 | 15.83                                      | 20.83                                    | 50.00  |
| Greece                    | 15.83                                      | 12.50                                    | 37.50  |
| Greenland                 | 15.83                                      | 83.33                                    | 108.33 |
| Grenada                   | 15.83                                      | 20.83                                    | 50.00  |
| Guadeloupe                | 15.83                                      | 75.00                                    | 100.00 |
| 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 |
| Honduras                  | 15.83                                      | 66.67                                    | 91.67  |
| Hong Kong                 | 15.83                                      | 12.50                                    | 37.50  |
| Hungary                   | 15.83                                      | 25.00                                    | 50.00  |
| Iceland                   | 15.83                                      | 33.33                                    | 66.67  |
| 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)     | 15.83                                      | 12.50                                    | 37.50  |
| Israel                    | 15.83                                      | 50.00                                    | 75.00  |
| Italy (Inc. Vatican City) | 15.83                                      | 12.50                                    | 37.50  |
| Ivory Coast               | 15.83                                      | 91.67                                    | 116.67 |

# International Calls

(Essentials Tariff, applicable on Essentials Packages)



| Country              | Call Connection Charge<br>(pence per call) | ESSENTIALS                               |        |
|----------------------|--|--|--------|
|                      |  | Call Charge (pence per minute) – Anytime |        |
|                      |  | Landline                                 | Mobile |
| Jamaica              | 15.83                                      | 25.00                                    | 50.00  |
| Japan                | 15.83                                      | 12.50                                    | 33.33  |
| Jordan               | 15.83                                      | 91.67                                    | 116.67 |
| Kazakhstan           | 15.83                                      | 66.67                                    | 91.67  |
| Kenya                | 15.83                                      | 75.00                                    | 100.00 |
| Kiribati             | 15.83                                      | 133.33                                   | 133.33 |
| Kuwait               | 15.83                                      | 75.00                                    | 100.00 |
| Kyrgyzstan           | 15.83                                      | 66.67                                    | 91.67  |
| Laos                 | 15.83                                      | 125.00                                   | 158.33 |
| Latvia               | 15.83                                      | 50.00                                    | 75.00  |
| 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                                    | 50.00  |
| Lithuania            | 15.83                                      | 50.00                                    | 75.00  |
| Luxembourg           | 15.83                                      | 20.83                                    | 50.00  |
| 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 |
| Malta                | 15.83                                      | 25.00                                    | 50.00  |
| Marshall Islands     | 15.83                                      | 133.33                                   | 133.33 |
| Martinique           | 15.83                                      | 75.00                                    | 100.00 |
| 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                                      | 125.00                                   | 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          | 15.83                                      | 12.50                                    | 37.50  |
| 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 |

# International Calls

(Essentials Tariff, applicable on Essentials Packages)



| Country                        | Call Connection Charge<br>(pence per call) | ESSENTIALS                               |        |
|--------------------------------|--|--|--------|
|                                |  | Call Charge (pence per minute) – Anytime |        |
|                                |  | Landline                                 | Mobile |
| North Cyprus                   | 15.83                                      | 20.83                                    | 50.00  |
| North Korea                    | 15.83                                      | 133.33                                   | 133.33 |
| Norway                         | 15.83                                      | 12.50                                    | 37.50  |
| 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  |
| Papua New Guinea               | 15.83                                      | 83.33                                    | 108.33 |
| Paraguay                       | 15.83                                      | 66.67                                    | 91.67  |
| Peru                           | 15.83                                      | 66.67                                    | 91.67  |
| Philippines                    | 15.83                                      | 66.67                                    | 100.00 |
| Poland                         | 15.83                                      | 25.00                                    | 50.00  |
| Portugal                       | 15.83                                      | 20.83                                    | 50.00  |
| Puerto Rico                    | 15.83                                      | 50.00                                    | 50.00  |
| Qatar                          | 15.83                                      | 75.00                                    | 100.00 |
| Reunion                        | 15.83                                      | 83.33                                    | 108.33 |
| Romania                        | 15.83                                      | 50.00                                    | 75.00  |
| Russia                         | 15.83                                      | 50.00                                    | 75.00  |
| 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                                      | 25.00                                    | 50.00  |
| 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                                      | 50.00                                    | 75.00  |
| South Korea                    | 15.83                                      | 66.67                                    | 91.67  |
| Spain                          | 15.83                                      | 12.50                                    | 37.50  |
| 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                         | 15.83                                      | 16.67                                    | 50.00  |
| Switzerland                    | 15.83                                      | 12.50                                    | 37.50  |
| Syria                          | 15.83                                      | 91.67                                    | 116.67 |
| Taiwan                         | 15.83                                      | 66.67                                    | 91.67  |
| Tajikistan                     | 15.83                                      | 83.33                                    | 108.33 |
| Tanzania                       | 15.83                                      | 66.67                                    | 91.67  |

# International Calls

(Essentials Tariff, applicable on Essentials Packages)



| Country                   | Call Connection Charge<br>(pence per call) | ESSENTIALS                               |        |
|---------------------------|--|--|--------|
|                           |  | Call Charge (pence per minute) – Anytime |        |
|                           |  | Landline                                 | Mobile |
| Thailand                  | 15.83                                      | 66.67                                    | 100.00 |
| Togo                      | 15.83                                      | 91.67                                    | 116.67 |
| Tokelau                   | 15.83                                      | 166.67                                   | 166.67 |
| Tonga                     | 15.83                                      | 125.00                                   | 125.00 |
| Trinidad and Tobago       | 15.83                                      | 20.83                                    | 50.00  |
| Tunisia                   | 15.83                                      | 41.67                                    | 66.67  |
| Turkey                    | 15.83                                      | 20.83                                    | 50.00  |
| Turkmenistan              | 15.83                                      | 75.00                                    | 100.00 |
| 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                                      | 50.00                                    | 75.00  |
| United Arab Emirates      | 15.83                                      | 58.33                                    | 83.33  |
| Uruguay                   | 15.83                                      | 66.67                                    | 91.67  |
| 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                                      | 125.00                                   | 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                                      | 75.00                                    | 100.00 |



# Calls to Satellite Numbers

(Essentials Tariff, applicable on Essentials Packages)



| Destination           | ESSENTIALS                                 |   |
|-----------------------|--|---|
|                       | Call Connection Charge<br>(pence per call) | Call Charge (pence per<br>minute) – Anytime |
| SATINMBBSD            | 15.83                                      | 304.17                                      |
| INMSATMM              | 15.83                                      | 304.17                                      |
| Inmarsat_Aero         | 15.83                                      | 475.00                                      |
| Inmarsat_B            | 15.83                                      | 475.00                                      |
| Inmarsat_B_HSD        | 15.83                                      | 475.00                                      |
| Inmarsat_BGAN         | 15.83                                      | 475.00                                      |
| 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                                      | 250.00                                      |

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

(Premium Tariff, applies on Phone only Premium Packages and Business Phone)



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

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

(Premium Tariff, applies on Phone only Premium Packages and Business Phone)



| Rate Codes | Description                                    | PREMIUM                            |                                  |                                   |         |         | Charge type:                                      |
|------------|--|------------------------------------|----------------------------------|-----------------------------------|---------|---------|---|
|            |  | Connection Charge (pence per call) | Access Charge (pence per minute) | Service Charge (pence per minute) |         |         |   |
|            |  |                                    |                                  | Daytime                           | Evening | Weekend |   |
| SC052      | 40p Connection Charge                          | 33.33                              | 5.00                             | 0.00                              | 0.00    | 0.00    | ppc only  |
| SC053      | 48p Connection Charge                          | 40.00                              | 5.00                             | 0.00                              | 0.00    | 0.00    | ppc only  |
| SC054      | 50p Connection Charge                          | 41.67                              | 5.00                             | 0.00                              | 0.00    | 0.00    | ppc only  |
| SC055      | 70p Connection Charge                          | 58.33                              | 5.00                             | 0.00                              | 0.00    | 0.00    | ppc only  |
| SC056      | 75p Connection Charge                          | 62.50                              | 5.00                             | 0.00                              | 0.00    | 0.00    | ppc only  |
| SC057      | 100p Connection Charge                         | 83.33                              | 5.00                             | 0.00                              | 0.00    | 0.00    | ppc only  |
| SC058      | 145p Connection Charge                         | 120.83                             | 5.00                             | 0.00                              | 0.00    | 0.00    | ppc only  |
| SC059      | 150p Connection Charge                         | 125.00                             | 5.00                             | 0.00                              | 0.00    | 0.00    | ppc only  |
| SC060      | 200p Connection Charge                         | 166.67                             | 5.00                             | 0.00                              | 0.00    | 0.00    | ppc only  |
| SC061      | 250p Connection Charge                         | 208.33                             | 5.00                             | 0.00                              | 0.00    | 0.00    | ppc only  |
| SC062      | 300p Connection Charge                         | 250.00                             | 5.00                             | 0.00                              | 0.00    | 0.00    | ppc only  |
| SC063      | 400p Connection Charge                         | 333.33                             | 5.00                             | 0.00                              | 0.00    | 0.00    | ppc only  |
| SC064      | 500p Connection Charge                         | 416.67                             | 5.00                             | 0.00                              | 0.00    | 0.00    | ppc only  |
| SC065      | 600p Connection Charge                         | 500.00                             | 5.00                             | 0.00                              | 0.00    | 0.00    | ppc only  |
| SC066      | 77p Connection Charge + 155ppm Service Charge  | 64.17                              | 5.00                             | 129.17                            | 129.17  | 129.17  | ppc + ppm (both charges apply from start of call) |
| SC067      | 80p Connection Charge + 25ppm Service Charge   | 66.67                              | 5.00                             | 20.83                             | 20.83   | 20.83   | ppc + ppm (both charges apply from start of call) |
| SC068      | 399p Connection Charge + 139ppm Service Charge | 332.50                             | 5.00                             | 115.83                            | 115.83  | 115.83  | ppc + ppm (both charges apply from start of call) |
| SC069      | 499p Connection Charge + 135ppm Service Charge | 415.83                             | 5.00                             | 112.50                            | 112.50  | 112.50  | ppc + ppm (both charges apply from start of call) |
| SC070      | 550p Connection Charge + 275ppm Service Charge | 458.33                             | 5.00                             | 229.17                            | 229.17  | 229.17  | ppc + ppm (ppm starts after first 60 seconds)     |
| SC071      | 574p Connection Charge + 299ppm Service Charge | 478.33                             | 5.00                             | 249.17                            | 249.17  | 249.17  | ppc + ppm (ppm starts after first 60 seconds)     |
| SC072      | 698p Connection Charge + 349ppm Service Charge | 581.67                             | 5.00                             | 290.83                            | 290.83  | 290.83  | ppc + ppm (ppm starts after first 60 seconds)     |
| SC073      | 250ppm Service Charge                          | 0.00                               | 5.00                             | 208.33                            | 208.33  | 208.33  | ppc + ppm (ppm starts after first 60 seconds)     |
| SC074      | 5p Connection Charge + 5ppm Service Charge     | 4.17                               | 5.00                             | 4.17                              | 4.17    | 4.17    | ppc + ppm (ppm starts after first 60 seconds)     |
| SC075      | 10p Connection Charge + 10ppm Service Charge   | 8.33                               | 5.00                             | 8.33                              | 8.33    | 8.33    | ppc + ppm (ppm starts after first 60 seconds)     |
| SC076      | 40p Connection Charge + 40ppm Service Charge   | 33.33                              | 5.00                             | 33.33                             | 33.33   | 33.33   | ppc + ppm (ppm starts after first 60 seconds)     |
| SC077      | 70p Connection Charge + 70ppm Service Charge   | 58.33                              | 5.00                             | 58.33                             | 58.33   | 58.33   | ppc + ppm (ppm starts after first 60 seconds)     |
| SC078      | 150p Connection Charge + 150ppm Service Charge | 125.00                             | 5.00                             | 125.00                            | 125.00  | 125.00  | ppc + ppm (ppm starts after first 60 seconds)     |
| SC079      | 200p Connection Charge + 200ppm Service Charge | 166.67                             | 5.00                             | 166.67                            | 166.67  | 166.67  | ppc + ppm (ppm starts after first 60 seconds)     |
| SC080      | 445p Connection Charge + 257ppm Service Charge | 370.83                             | 5.00                             | 214.17                            | 214.17  | 214.17  | ppc + ppm (ppm starts after first 60 seconds)     |

# Call Charges to Other UK Numbers

(Premium Tariff, applies on Phone only Premium Packages and Business Phone)



| Rate Codes              | Call Connection Charge (pence per call) | PREMIUM                           |         |         |
|-------------------------|---|-----------------------------------|---------|---------|
|                         |   | Service Charge (pence per minute) |         |         |
|                         |   | Daytime                           | Evening | Weekend |
| NTSFree                 | £0.00                                   | £0.00                             | 0.00    | 0.00    |
| Personal Numbering c    | 5.00                                    | £0.1071                           | 6.20    | 3.28    |
| Personal Numbering d    | 5.00                                    | 13.51                             | 7.96    | 7.96    |
| Personal Numbering e    | 5.00                                    | 3.99                              | 3.99    | 3.99    |
| Personal Numbering f    | 5.00                                    | 24.25                             | 16.17   | 8.08    |
| Personal Numbering j    | 5.00                                    | 25.83                             | 17.50   | 17.50   |
| Personal Numbering k    | 5.00                                    | 30.00                             | 20.00   | 20.00   |
| Virtual fw10            | 5.00                                    | 9.58                              | 9.58    | 9.58    |
| Virtual fw12            | 5.00                                    | 9.58                              | 9.58    | 9.58    |
| 05 g21                  | 5.00                                    | 9.58                              | 9.58    | 9.58    |
| Personal numbering pn1  | 5.00                                    | 16.67                             | 16.67   | 16.67   |
| Personal numbering pn2  | 5.00                                    | 41.67                             | 41.67   | 41.67   |
| Personal numbering pn3  | 5.00                                    | 39.17                             | 39.17   | 39.17   |
| Personal numbering pn4  | 5.00                                    | 20.83                             | 20.83   | 20.83   |
| Personal numbering pn5  | 5.00                                    | 13.33                             | 13.33   | 13.33   |
| Personal numbering pn6  | 5.00                                    | 15.83                             | 15.83   | 15.83   |
| Personal numbering pn7  | 43.00                                   | 3.33                              | 3.33    | 3.33    |
| Personal numbering pn8  | 5.00                                    | 15.83                             | 15.83   | 15.83   |
| Personal numbering pn9  | 5.00                                    | 18.33                             | 18.33   | 18.33   |
| Personal numbering pn10 | 5.00                                    | 27.50                             | 27.50   | 27.50   |
| Personal numbering pn11 | 5.00                                    | 41.67                             | 41.67   | 41.67   |
| Personal numbering pn12 | 5.00                                    | 21.67                             | 21.67   | 21.67   |
| Personal numbering pn13 | 5.00                                    | 30.83                             | 30.83   | 30.83   |
| Personal numbering pn14 | 5.00                                    | 23.33                             | 23.33   | 23.33   |
| Personal numbering pn15 | 5.00                                    | 10.00                             | 10.00   | 10.00   |
| Personal numbering pn16 | 5.00                                    | 10.83                             | 10.83   | 10.83   |
| Personal numbering pn17 | 5.00                                    | 11.67                             | 11.67   | 11.67   |
| Personal numbering pn18 | 5.00                                    | 12.50                             | 12.50   | 12.50   |
| Personal numbering pn19 | 5.00                                    | 7.50                              | 7.50    | 7.50    |
| Personal numbering pn20 | 5.00                                    | 19.17                             | 19.17   | 19.17   |
| Personal numbering pn21 | 5.00                                    | 32.50                             | 32.50   | 32.50   |
| Personal numbering pn22 | 5.00                                    | 8.33                              | 8.33    | 8.33    |
| Virtual mobile FW1      | 5.00                                    | 12.92                             | 12.92   | 12.92   |
| Virtual mobile FW2      | 5.00                                    | 12.50                             | 12.50   | 12.50   |
| Virtual mobile FW3      | 5.00                                    | 13.75                             | 13.75   | 13.75   |
| Virtual mobile FW4      | 5.00                                    | 13.33                             | 13.33   | 13.33   |
| Virtual mobile FW5      | 5.00                                    | 12.50                             | 12.50   | 12.50   |
| Virtual mobile FW6      | 5.00                                    | 10.83                             | 10.83   | 10.83   |
| Virtual mobile FW7      | 5.00                                    | 10.42                             | 10.42   | 10.42   |
| Virtual mobile FW8      | 5.00                                    | 15.83                             | 15.83   | 15.83   |
| Virtual mobile FW9      | 5.00                                    | 8.33                              | 8.33    | 8.33    |
| Virtual mobile FW11     | 5.00                                    | 10.83                             | 10.83   | 10.83   |
| Paging Services FF10    | 22.00                                   | 0.00                              | 0.00    | 0.00    |
| Paging Services FF3     | 21.00                                   | 0.00                              | 0.00    | 0.00    |
| Paging Services FF8     | 15.00                                   | 0.00                              | 0.00    | 0.00    |

# International Calls

(Premium Tariff, applies on Phone only Premium Packages and Business Phone)



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

# International Calls

(Premium Tariff, applies on Phone only Premium Packages and Business Phone)



| Country                   | Call Connection Charge<br>(pence per call) | PREMIUM                                  |        |
|---------------------------|--|--|--------|
|                           |  | Call Charge (pence per minute) – Anytime |        |
|                           |  | Landline                                 | Mobile |
| DR Congo                  | 5.00                                       | 75.00                                    | 100.00 |
| Denmark                   | 5.00                                       | 8.33                                     | 33.33  |
| Diego Garcia              | 5.00                                       | 158.33                                   | 158.33 |
| Djibouti                  | 5.00                                       | 75.00                                    | 100.00 |
| Dominica                  | 5.00                                       | 58.33                                    | 83.33  |
| Dominican Republic        | 5.00                                       | 50.00                                    | 75.00  |
| East Timor                | 5.00                                       | 187.50                                   | 208.33 |
| Ecuador                   | 5.00                                       | 75.00                                    | 100.00 |
| Egypt                     | 5.00                                       | 66.67                                    | 91.67  |
| El Salvador               | 5.00                                       | 83.33                                    | 108.33 |
| Equatorial Guinea         | 5.00                                       | 100.00                                   | 125.00 |
| Eritrea                   | 5.00                                       | 83.33                                    | 108.33 |
| Estonia                   | 5.00                                       | 41.67                                    | 66.67  |
| Ethiopia                  | 5.00                                       | 83.33                                    | 108.33 |
| Falkland Islands          | 5.00                                       | 75.00                                    | 75.00  |
| Faroe Islands             | 5.00                                       | 29.17                                    | 50.00  |
| Fiji                      | 5.00                                       | 75.00                                    | 100.00 |
| Finland                   | 5.00                                       | 20.83                                    | 41.67  |
| France                    | 5.00                                       | 8.33                                     | 33.33  |
| French Guiana             | 5.00                                       | 100.00                                   | 125.00 |
| French Polynesia          | 5.00                                       | 158.33                                   | 187.50 |
| Gabon                     | 5.00                                       | 58.33                                    | 83.33  |
| Gambia                    | 5.00                                       | 58.33                                    | 83.33  |
| Georgia                   | 5.00                                       | 50.00                                    | 75.00  |
| Germany                   | 5.00                                       | 8.33                                     | 33.33  |
| Ghana                     | 5.00                                       | 66.67                                    | 91.67  |
| Gibraltar                 | 5.00                                       | 16.67                                    | 41.67  |
| Greece                    | 5.00                                       | 8.33                                     | 33.33  |
| Greenland                 | 5.00                                       | 75.00                                    | 100.00 |
| Grenada                   | 5.00                                       | 16.67                                    | 41.67  |
| Guadeloupe                | 5.00                                       | 66.67                                    | 91.67  |
| Guam                      | 5.00                                       | 100.00                                   | 100.00 |
| Guantanamo Bay            | 5.00                                       | 100.00                                   | 100.00 |
| Guatemala                 | 5.00                                       | 58.33                                    | 83.33  |
| Guinea                    | 5.00                                       | 75.00                                    | 100.00 |
| Guyana                    | 5.00                                       | 83.33                                    | 108.33 |
| Haiti                     | 5.00                                       | 75.00                                    | 100.00 |
| Honduras                  | 5.00                                       | 58.33                                    | 83.33  |
| Hong Kong                 | 5.00                                       | 8.33                                     | 33.33  |
| Hungary                   | 5.00                                       | 20.83                                    | 41.67  |
| Iceland                   | 5.00                                       | 37.50                                    | 58.33  |
| India                     | 5.00                                       | 20.83                                    | 41.67  |
| Indonesia                 | 5.00                                       | 58.33                                    | 83.33  |
| Iran                      | 5.00                                       | 83.33                                    | 108.33 |
| Iraq                      | 5.00                                       | 83.33                                    | 108.33 |
| Ireland (Republic of)     | 5.00                                       | 8.33                                     | 33.33  |
| Israel                    | 5.00                                       | 41.67                                    | 66.67  |
| Italy (Inc. Vatican City) | 5.00                                       | 8.33                                     | 33.33  |
| Ivory Coast               | 5.00                                       | 83.33                                    | 108.33 |
| Jamaica                   | 5.00                                       | 20.83                                    | 41.67  |
| Japan                     | 5.00                                       | 8.33                                     | 29.17  |
| Jordan                    | 5.00                                       | 83.33                                    | 108.33 |

# International Calls

(Premium Tariff, applies on Phone only Premium Packages and Business Phone)



| Country              | Call Connection Charge<br>(pence per call) | PREMIUM                                  |        |
|----------------------|--|--|--------|
|                      |  | Call Charge (pence per minute) – Anytime |        |
|                      |  | Landline                                 | Mobile |
| Kazakhstan           | 5.00                                       | 58.33                                    | 83.33  |
| Kenya                | 5.00                                       | 66.67                                    | 91.67  |
| Kiribati             | 5.00                                       | 125.00                                   | 125.00 |
| Kuwait               | 5.00                                       | 66.67                                    | 91.67  |
| Kyrgyzstan           | 5.00                                       | 58.33                                    | 83.33  |
| Laos                 | 5.00                                       | 116.67                                   | 150.00 |
| Latvia               | 5.00                                       | 41.67                                    | 66.67  |
| Lebanon              | 5.00                                       | 83.33                                    | 108.33 |
| Lesotho              | 5.00                                       | 58.33                                    | 83.33  |
| Liberia              | 5.00                                       | 58.33                                    | 83.33  |
| Libya                | 5.00                                       | 37.50                                    | 58.33  |
| Liechtenstein        | 5.00                                       | 16.67                                    | 41.67  |
| Lithuania            | 5.00                                       | 41.67                                    | 66.67  |
| Luxembourg           | 5.00                                       | 16.67                                    | 41.67  |
| Macau                | 5.00                                       | 58.33                                    | 83.33  |
| Macedonia            | 5.00                                       | 37.50                                    | 58.33  |
| Madagascar           | 5.00                                       | 75.00                                    | 100.00 |
| Malawi               | 5.00                                       | 58.33                                    | 83.33  |
| Malaysia             | 5.00                                       | 37.50                                    | 58.33  |
| Maldives             | 5.00                                       | 75.00                                    | 100.00 |
| Mali                 | 5.00                                       | 75.00                                    | 100.00 |
| Malta                | 5.00                                       | 20.83                                    | 41.67  |
| Marshall Islands     | 5.00                                       | 125.00                                   | 125.00 |
| Martinique           | 5.00                                       | 66.67                                    | 91.67  |
| Mauritania           | 5.00                                       | 100.00                                   | 125.00 |
| Mauritius            | 5.00                                       | 83.33                                    | 108.33 |
| Mexico               | 5.00                                       | 58.33                                    | 83.33  |
| Micronesia           | 5.00                                       | 125.00                                   | 125.00 |
| Moldova              | 5.00                                       | 50.00                                    | 75.00  |
| Monaco               | 5.00                                       | 25.00                                    | 50.00  |
| Mongolia             | 5.00                                       | 116.67                                   | 150.00 |
| Montserrat           | 5.00                                       | 58.33                                    | 83.33  |
| Morocco              | 5.00                                       | 37.50                                    | 58.33  |
| Mozambique           | 5.00                                       | 75.00                                    | 100.00 |
| Myanmar              | 5.00                                       | 100.00                                   | 125.00 |
| Namibia              | 5.00                                       | 58.33                                    | 83.33  |
| Nauru                | 5.00                                       | 125.00                                   | 125.00 |
| Nepal                | 5.00                                       | 58.33                                    | 83.33  |
| Netherlands          | 5.00                                       | 8.33                                     | 33.33  |
| Netherlands Antilles | 5.00                                       | 50.00                                    | 75.00  |
| New Caledonia        | 5.00                                       | 158.33                                   | 158.33 |
| New Zealand          | 5.00                                       | 20.83                                    | 41.67  |
| Nicaragua            | 5.00                                       | 83.33                                    | 108.33 |
| Niger                | 5.00                                       | 75.00                                    | 100.00 |
| Nigeria              | 5.00                                       | 58.33                                    | 83.33  |
| Norfolk Islands      | 5.00                                       | 158.33                                   | 158.33 |
| North Cyprus         | 5.00                                       | 16.67                                    | 41.67  |
| North Korea          | 5.00                                       | 125.00                                   | 125.00 |
| Norway               | 5.00                                       | 8.33                                     | 33.33  |
| Oman                 | 5.00                                       | 66.67                                    | 91.67  |
| Pakistan             | 5.00                                       | 20.83                                    | 41.67  |
| Palau                | 5.00                                       | 125.00                                   | 125.00 |

# International Calls

(Premium Tariff, applies on Phone only Premium Packages and Business Phone)



| Country                        | Call Connection Charge<br>(pence per call) | PREMIUM                                  |        |
|--------------------------------|--|--|--------|
|                                |  | Call Charge (pence per minute) – Anytime |        |
|                                |  | Landline                                 | Mobile |
| Palestine                      | 5.00                                       | 41.67                                    | 66.67  |
| Panama                         | 5.00                                       | 58.33                                    | 83.33  |
| Papua New Guinea               | 5.00                                       | 75.00                                    | 100.00 |
| Paraguay                       | 5.00                                       | 58.33                                    | 83.33  |
| Peru                           | 5.00                                       | 58.33                                    | 83.33  |
| Philippines                    | 5.00                                       | 58.33                                    | 91.67  |
| Poland                         | 5.00                                       | 20.83                                    | 41.67  |
| Portugal                       | 5.00                                       | 16.67                                    | 41.67  |
| Puerto Rico                    | 5.00                                       | 41.67                                    | 41.67  |
| Qatar                          | 5.00                                       | 66.67                                    | 91.67  |
| Reunion                        | 5.00                                       | 75.00                                    | 100.00 |
| Romania                        | 5.00                                       | 41.67                                    | 66.67  |
| Russia                         | 5.00                                       | 41.67                                    | 66.67  |
| Rwanda                         | 5.00                                       | 75.00                                    | 75.00  |
| San Marino                     | 5.00                                       | 37.50                                    | 37.50  |
| Sao Tome and Principe          | 5.00                                       | 125.00                                   | 125.00 |
| Saudi Arabia                   | 5.00                                       | 50.00                                    | 75.00  |
| Senegal                        | 5.00                                       | 83.33                                    | 108.33 |
| Serbia and Montenegro          | 5.00                                       | 37.50                                    | 58.33  |
| Seychelles                     | 5.00                                       | 83.33                                    | 108.33 |
| Sierra Leone                   | 5.00                                       | 58.33                                    | 83.33  |
| Singapore                      | 5.00                                       | 12.50                                    | 37.50  |
| Slovakia                       | 5.00                                       | 20.83                                    | 41.67  |
| Slovenia                       | 5.00                                       | 37.50                                    | 58.33  |
| Solomon Islands                | 5.00                                       | 125.00                                   | 125.00 |
| Somalia                        | 5.00                                       | 125.00                                   | 125.00 |
| South Africa                   | 5.00                                       | 41.67                                    | 66.67  |
| South Korea                    | 5.00                                       | 58.33                                    | 83.33  |
| Spain                          | 5.00                                       | 8.33                                     | 33.33  |
| Sri Lanka                      | 5.00                                       | 66.67                                    | 91.67  |
| St. Helena                     | 5.00                                       | 116.67                                   | 116.67 |
| St. Kitts and Nevis            | 5.00                                       | 50.00                                    | 75.00  |
| St. Lucia                      | 5.00                                       | 16.67                                    | 41.67  |
| St. Pierre and Miquelon        | 5.00                                       | 50.00                                    | 50.00  |
| St. Vincent and The Grenadines | 5.00                                       | 50.00                                    | 75.00  |
| Sudan                          | 5.00                                       | 58.33                                    | 83.33  |
| Suriname                       | 5.00                                       | 100.00                                   | 125.00 |
| Swaziland                      | 5.00                                       | 58.33                                    | 83.33  |
| Sweden                         | 5.00                                       | 12.50                                    | 41.67  |
| Switzerland                    | 5.00                                       | 8.33                                     | 33.33  |
| Syria                          | 5.00                                       | 83.33                                    | 108.33 |
| Taiwan                         | 5.00                                       | 58.33                                    | 83.33  |
| Tajikistan                     | 5.00                                       | 75.00                                    | 100.00 |
| Tanzania                       | 5.00                                       | 58.33                                    | 83.33  |
| Thailand                       | 5.00                                       | 58.33                                    | 91.67  |
| Togo                           | 5.00                                       | 83.33                                    | 108.33 |
| Tokelau                        | 5.00                                       | 158.33                                   | 158.33 |
| Tonga                          | 5.00                                       | 116.67                                   | 116.67 |
| Trinidad and Tobago            | 5.00                                       | 16.67                                    | 41.67  |
| Tunisia                        | 5.00                                       | 37.50                                    | 58.33  |
| Turkey                         | 5.00                                       | 16.67                                    | 41.67  |
| Turkmenistan                   | 5.00                                       | 66.67                                    | 91.67  |



# International Calls

(Premium Tariff, applies on Phone only Premium Packages and Business Phone)



| Country                   | Call Connection Charge<br>(pence per call) | PREMIUM                                  |        |
|---------------------------|--|--|--------|
|                           |  | Call Charge (pence per minute) – Anytime |        |
|                           |  | Landline                                 | Mobile |
| Turks and Caicos Islands  | 5.00                                       | 58.33                                    | 83.33  |
| Tuvalu                    | 5.00                                       | 125.00                                   | 150.00 |
| U.S.A.                    | 5.00                                       | 8.33                                     | 8.33   |
| Uganda                    | 5.00                                       | 58.33                                    | 83.33  |
| Ukraine                   | 5.00                                       | 41.67                                    | 66.67  |
| United Arab Emirates      | 5.00                                       | 50.00                                    | 75.00  |
| Uruguay                   | 5.00                                       | 58.33                                    | 83.33  |
| US Virgin Islands         | 5.00                                       | 50.00                                    | 50.00  |
| Uzbekistan                | 5.00                                       | 58.33                                    | 83.33  |
| Vanuatu                   | 5.00                                       | 125.00                                   | 125.00 |
| Venezuela                 | 5.00                                       | 58.33                                    | 83.33  |
| Vietnam                   | 5.00                                       | 116.67                                   | 150.00 |
| Wallis and Futuna Islands | 5.00                                       | 158.33                                   | 158.33 |
| Western Samoa             | 5.00                                       | 158.33                                   | 158.33 |
| Yemen                     | 5.00                                       | 83.33                                    | 108.33 |
| Zambia                    | 5.00                                       | 58.33                                    | 83.33  |
| Zimbabwe                  | 5.00                                       | 66.67                                    | 91.67  |

# Calls to Satellite Numbers

(Premium Tariff, applies on Phone only Premium Packages and Business Phone)



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

# Operator Connected Calls

(Applies on Premium Tariff)



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

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Charges exclude VAT which shall be charged at the standard rate. Charges may be subject to change in accordance with the terms of the Agreement.