



# Vodafone Business Broadband and Phone

**Built with business in  
mind**

**Price Plan Guide**

Effective from 20th December 2019

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 **vodafone**

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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](http://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](http://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](http://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) Remove Last Calling Number (1475) Present Withheld Number (1470) Number Conceal (141) Voicemail (1571) (available on request)		
Caller Display	✓		
Call Plan	Pence per minute rates (see the Essentials Tariff towards the back of this guide)	500 free anytime minutes per month to UK landlines (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>	✓
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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)	Free Smart Router		Free Smart Router	
Router Fee <sup>3</sup> (existing customers)	Free Smart Router		Free Smart Router	

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

	MONTHLY CHARGES EXISTING CUSTOMER			
Broadband Monthly Fee (including line rental)	£17.50	£17.50	£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) Present Withheld Number (1470) Number Conceal (141) Remove Last Calling Number (1475) 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
SC0100	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 (pence per call)	ESSENTIALS		
		Service Charge (pence per minute)		
		Daytime	Evening	Weekend
NTSFree	0.00	0.00	0.00	0.00
Personal Numbering c	15.80	10.80	10.80	10.80
Personal Numbering d	15.80	10.80	10.80	10.80
Personal Numbering e	15.80	10.80	10.80	10.80
Personal Numbering f	15.80	10.80	10.80	10.80
Personal Numbering j	15.80	10.80	10.80	10.80
Personal Numbering k	15.80	10.80	10.80	10.80
Virtual mobile fw10	15.83	9.58	9.58	9.58
Virtual mobile fw12	15.83	9.58	9.58	9.58
05 g21	15.83	9.58	9.58	9.58
Personal numbering pn1	15.80	10.80	10.80	10.80
Personal numbering pn2	15.80	10.80	10.80	10.80
Personal numbering pn3	15.80	10.80	10.80	10.80
Personal numbering pn4	15.80	10.80	10.80	10.80
Personal numbering pn5	15.80	10.80	10.80	10.80
Personal numbering pn6	15.80	10.80	10.80	10.80
Personal numbering pn7	15.80	10.80	10.80	10.80
Personal numbering pn8	15.80	10.80	10.80	10.80
Personal numbering pn9	15.80	10.80	10.80	10.80
Personal numbering pn10	15.80	10.80	10.80	10.80
Personal numbering pn11	15.80	10.80	10.80	10.80
Personal numbering pn12	15.80	10.80	10.80	10.80
Personal numbering pn13	15.80	10.80	10.80	10.80
Personal numbering pn14	15.80	10.80	10.80	10.80
Personal Numbering pn15	15.80	10.80	10.80	10.80
Personal numbering pn16	15.80	10.80	10.80	10.80
Personal Numbering pn17	15.80	10.80	10.80	10.80
Personal Numbering pn18	15.80	10.80	10.80	10.80
Personal Numbering pn19	15.80	10.80	10.80	10.80
Personal numbering pn20	15.80	10.80	10.80	10.80
Personal numbering pn21	15.80	10.80	10.80	10.80
Personal numbering pn22	15.80	10.80	10.80	10.80
Virtual mobile fw1	15.83	12.92	12.92	12.92
Virtual mobile fw2	15.83	12.50	12.50	12.50
Virtual mobile fw3	15.83	13.75	13.75	13.75
Virtual mobile fw4	15.83	13.33	13.33	13.33
Virtual mobile fw5	15.83	12.50	12.50	12.50
Virtual mobile fw6	15.83	10.83	10.83	10.83
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
Personal numbering pn99	15.80	10.80	10.80	10.80

# International Calls

(Essentials Tariff, applicable on Essentials Packages)



Country	Call Connection Charge (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 (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 (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 (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 (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 (pence per call)	Call Charge (pence per 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	9.00	9.00	9.00
Personal Numbering d	5.00	9.00	9.00	9.00
Personal Numbering e	5.00	9.00	9.00	9.00
Personal Numbering f	5.00	9.00	9.00	9.00
Personal Numbering j	5.00	9.00	9.00	9.00
Personal Numbering k	5.00	9.00	9.00	9.00
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	9.00	9.00	9.00
Personal numbering pn2	5.00	9.00	9.00	9.00
Personal numbering pn3	5.00	9.00	9.00	9.00
Personal numbering pn4	5.00	9.00	9.00	9.00
Personal numbering pn5	5.00	9.00	9.00	9.00
Personal numbering pn6	5.00	9.00	9.00	9.00
Personal numbering pn7	5.00	9.00	9.00	9.00
Personal numbering pn8	5.00	9.00	9.00	9.00
Personal numbering pn9	5.00	9.00	9.00	9.00
Personal numbering pn10	5.00	9.00	9.00	9.00
Personal numbering pn11	5.00	9.00	9.00	9.00
Personal numbering pn12	5.00	9.00	9.00	9.00
Personal numbering pn13	5.00	9.00	9.00	9.00
Personal numbering pn14	5.00	9.00	9.00	9.00
Personal numbering pn15	5.00	9.00	9.00	9.00
Personal numbering pn16	5.00	9.00	9.00	9.00
Personal numbering pn17	5.00	9.00	9.00	9.00
Personal numbering pn18	5.00	9.00	9.00	9.00
Personal numbering pn19	5.00	9.00	9.00	9.00
Personal numbering pn20	5.00	9.00	9.00	9.00
Personal numbering pn21	5.00	9.00	9.00	9.00
Personal numbering pn22	5.00	9.00	9.00	9.00
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
Personal numbering pn99	5.00	9.00	9.00	9.00

# International Calls

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



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

# Operator Connected Calls

(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.