



Price List

For Residential Customers

- Line Rental and Broadband
- Hardware
- Call Plans
- International Calls
- Premium Rate Calls

10th January 2017



Standard Line Rental, Optional Line Services and Broadband Subscriptions

Product	Frequency	Price
Line Rental	Monthly	£17.99*
Line Rental	Annually	£179.88
Caller Display	Monthly	£1.75
Voicemail	Monthly	£1.75
Incoming Call Alert#	Monthly	£3.30
3 Way Calling#	Monthly	£3.30
Call Barring#	Monthly	£3.30
Auto Redial#	Monthly	£3.30
Call Divert#	Monthly	£3.30
Broadband	Monthly	£as set out in Order Confirmation

Hardware

Hardware	Price
Standard Router	£69.00
Plus Router	£99.00
Premium Router	£149.00

*For existing customers this price will be effective 28 October 2015

Product combinations available and priced as follows: 2-4 Services - £6.60; 5 Services - £8.80

Call Plan Charges (per minute)

Plan	Currency	Day	Evening	Weekend
Talk Anytime	GBP	0.000	0.000	0.000
Talk Evening & Weekends	GBP	0.093	0.000	0.000
UK Mobile FM 1-10	GBP	0.169	0.103	0.103
Low Cost Call - National 084 - 0870 numbers	GBP	0.041	0.013	0.010
Higher rate Services - National NTS 0845 - 0870 numbers	GBP	0.100	0.049	0.019
No Call Plan	GBP	0.093	0.093	0.093

Call Plan and Boost Information

Call Plan	Price (per Month)	When Can I Use It?	UK Landlines (Call Prefix 01, 02, 03)	UK Mobiles	0845 & 0870	Premium Rate (Call Prefix 09, 118 etc)
Talk Anytime	£7.00	24 hours a day, 7 days a week	Included	Not included and charged at rate set out in Price List (plus 15p connection charge)	Included	Not included and charged at rate set out in Price List (plus 15p connection charge)
Talk Evening and Weekend	£2.99	Between the hours of 6pm-6am Monday to Friday and any time during the weekend	Included during allocated times. Outside of these times, calls are charged at standard rate as set out in Price List (plus 15p connection charge).	Not included and charged at rate set out in Price List (plus 15p connection charge)	Included during allocated times. Outside of these times, calls are charged at standard rate as set out in Price List (plus 15p connection charge).	Not included and charged at rate set out in Price List (plus 15p connection charge)
Mobile Minutes Booster	£5.00	24 hours a day, 7 days a week	Not included and charged at rate set out in Price List (plus 15p connection charge)	Included up to limit (as set out in Order Confirmation)	Not included and charged at rate set out in Price List (plus 15p connection charge)	Not included and charged at rate set out in Price List (plus 15p connection charge)
Top 77 International Destinations Booster*	£6.20	24 hours a day, 7 days a week	n/a	n/a	n/a	Not included

*Destinations included are: Andorra, Argentina, Australia, Austria, Bahrain, Bangladesh, Belgium, Bermuda, Brazil, Brunei, Bulgaria, Canada, China, Colombia, Costa Rica, Croatia, Cyprus, Denmark, Dominican Republic, Estonia, Finland, France, French Guiana, Georgia, Germany, Gibraltar, Greece, Guadeloupe, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Malaysia, Malta, Martinique, Mexico, Monaco, Morocco, Netherlands, New Zealand, Norway, Panama, Paraguay, Peru, Poland, Portugal, Romania, Russia, San Marino, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Trinidad and Tobago, Turkey, U.S. Virgin Islands, U.S.A., Uruguay, Venezuela, Vietnam. **Please note this does not include calls to international mobiles, the charges for which are set out below.**

International Call Charges (£pence per minute)

Destination	Day	Evening	Weekend	Destination	Day	Evening	Weekend
Afghanistan	38.46	38.46	38.46	Belarus Mobile	52.66	52.66	52.66
Albania	14.24	14.24	14.24	Belgium	2.99	2.99	2.99
Albania Mobile	48.1	48.1	48.1	Belgium Mobile	53.8	53.8	53.8
Algeria	14.84	14.84	14.84	Belize	36.76	36.76	36.76
Algeria Mobile	68.37	68.37	68.37	Belize Mobile	45.32	45.32	45.32
American Samoa	14.2	14.2	14.2	Benin	26.17	26.17	26.17
Andorra	5.8	5.8	5.8	Bermuda	8.01	8.01	8.01
Andorra Mobile	36.88	36.88	36.88	Bermuda Mobile	8.01	8.01	8.01
Angola	22.37	22.37	22.37	Bhutan	24.99	24.99	24.99
Anguilla	19.49	19.49	19.49	Bolivia	25.78	25.78	25.78
Antigua And Barbuda	24.92	24.92	24.92	Bolivia Mobile	32.12	32.12	32.12
Argentina	3.23	3.23	3.23	Bosnia-Herzegovina	23.17	23.17	23.17
Armenia	23.92	23.92	23.92	Bosnia-Herzegovina Mobile	49.85	49.85	49.85
Armenia Mobile	43.5	43.5	43.5	Botswana	13.78	13.78	13.78
Aruba	19.64	19.64	19.64	Brazil	5.87	5.87	5.87
Aruba Mobile	37.04	37.04	37.04	British Indian Ocean Territory	300.97	300.97	300.97
Ascension Islands	290.17	290.17	290.17	British Virgin Islands	23.23	23.23	23.23
Australia	4.15	4.15	4.15	Brunei Darussalam	2.54	2.54	2.54
Australia Mobile	21.72	21.72	21.72	Bulgaria	10.73	10.73	10.73
Austria	5.71	5.71	5.71	Bulgaria Mobile	68.19	68.19	68.19
Austria Mobile	14.18	14.18	14.18	Burkina Faso	34.51	34.51	34.51
Azerbaijan	31.82	31.82	31.82	Burkina Faso Mobile	51.49	51.49	51.49
Bahamas	4.67	4.67	4.67	Burundi	18.7	18.7	18.7
Bahrain	10.04	10.04	10.04	Cambodia	16.1	16.1	16.1
Bangladesh	8.98	8.98	8.98	Cameroon	25.68	25.68	25.68
Barbados	17.85	17.85	17.85	Cameroon Mobile	43.61	43.61	43.61
Barbados Mobile	38.44	38.44	38.44	Canada	2.05	2.05	2.05
Belarus	44.75	44.75	44.75	Canary Isles	2.27	2.27	2.27

Cape Verde	44.78	44.78	44.78	Dominica	18.47	18.47	18.47
Cape Verde Mobile	44.78	44.78	44.78	Dominica Mobile	38.59	38.59	38.59
Cayman Islands	12.76	12.76	12.76	Dominican Republic	7.86	7.86	7.86
Central African Republic	60.21	60.21	60.21	East Timor Mobile	321.85	321.85	321.85
Central African Republic Mobile	69.33	69.33	69.33	Ecuador	18.2	18.2	18.2
Chad	51.49	51.49	51.49	Ecuador Mobile	38.88	38.88	38.88
Chile Mobile	41.58	41.58	41.58	Egypt	17.3	17.3	17.3
China	2.57	2.57	2.57	Egypt Mobile	20.67	20.67	20.67
China Mobile	2.57	2.57	2.57	El Salvador	44.08	44.08	44.08
Christmas Island	209.41	209.41	209.41	El Salvador Mobile	52.85	52.85	52.85
Cocos Island	171.37	171.37	171.37	Ellipso	1113.06	1113.06	1113.06
Colombia	9.83	9.83	9.83	Equatorial Guinea	47.74	47.74	47.74
Comoros	80.86	80.86	80.86	Eritrea	43.53	43.53	43.53
Congo DR	73.57	73.57	73.57	Estonia	3.65	3.65	3.65
Congo DR Mobile	73.49	73.49	73.49	Estonia Mobile	82.76	82.76	82.76
Cook Islands	113.85	113.85	113.85	Ethiopia	57.26	57.26	57.26
Costa Rica	8.94	8.94	8.94	Ethiopia Mobile	57.26	57.26	57.26
Costa Rica Mobile	12.78	12.78	12.78	European Mobile Satellite	1113.06	1113.06	1113.06
Croatia	3.84	3.84	3.84	Faeroes Islands	38.06	38.06	38.06
Croatia Mobile	35.79	35.79	35.79	Falkland Islands	114.94	114.94	114.94
Cuba	187.72	187.72	187.72	Falkland Islands Mobile	4.99	4.99	4.99
Cyprus	2.6	2.6	2.6	Fiji	45.74	45.74	45.74
Cyprus Mobile	12.2	12.2	12.2	Fiji Mobile	35.6	35.6	35.6
Cyprus North	9.24	9.24	9.24	Finland	9.4	9.4	9.4
Czech Republic	4.2	4.2	4.2	Finland Mobile	28.43	28.43	28.43
Czech Republic Mobile	36.35	36.35	36.35	France	2.84	2.84	2.84
Denmark	2.21	2.21	2.21	France Mobile	29.04	29.04	29.04
Denmark Mobile	41.28	41.28	41.28	Freephone	0	0	0

French Guiana	38.24	38.24	38.24	Haiti Mobile	45.59	45.59	45.59
French Guiana Mobile	48.02	48.02	48.02	Honduras	37.52	37.52	37.52
French Polynesia	38.24	38.24	38.24	Hong Kong	3.36	3.36	3.36
Gabon	33.97	33.97	33.97	Hong Kong Mobile	2	2	2
Gabon Mobile	71.94	71.94	71.94	Hungary	2.93	2.93	2.93
Gambia	81.27	81.27	81.27	Hungary Mobile	26.83	26.83	26.83
Georgia	7.11	7.11	7.11	Iceland	3.78	3.78	3.78
Georgia Mobile	23.02	23.02	23.02	Iceland Mobile	25.71	25.71	25.71
Germany	2.15	2.15	2.15	India	4.02	4.02	4.02
Germany Mobile	26.36	26.36	26.36	India Mobile	3.54	3.54	3.54
Ghana	16.03	16.03	16.03	Indonesia	13.38	13.38	13.38
Ghana Mobile	30.91	30.91	30.91	Indonesia Mobile	19.3	19.3	19.3
Gibraltar	7.18	7.18	7.18	Inmarsat A	1233.76	1233.76	1233.76
Gibraltar Mobile	49.7	49.7	49.7	Inmarsat B	885.09	885.09	885.09
Greece	3.3	3.3	3.3	Inmarsat M & Mobiq	885.09	885.09	885.09
Greece Mobile	31.7	31.7	31.7	Iran	17.03	17.03	17.03
Greenland	117.41	117.41	117.41	Iraq	8.18	8.18	8.18
Grenada	19.01	19.01	19.01	Iridium	804.62	804.62	804.62
Guadeloupe	4.87	4.87	4.87	Israel	3.38	3.38	3.38
Guadeloupe Mobile	70.09	70.09	70.09	Italy	2.3	2.3	2.3
Guam	3.33	3.33	3.33	Italy Mobile	51.51	51.51	51.51
Guatemala	34.92	34.92	34.92	Ivory Coast	35.71	35.71	35.71
Guinea	79.4	79.4	79.4	Jamaica	16.37	16.37	16.37
Guinea Mobile	77.63	77.63	77.63	Jamaica Mobile	40.1	40.1	40.1
Guinea-Bissau	77.35	77.35	77.35	Japan	4.36	4.36	4.36
Guyana	49.64	49.64	49.64	Japan Mobile	24.99	24.99	24.99
Guyana Mobile	53.57	53.57	53.57	Jordan	4.63	4.63	4.63
Haiti	48.32	48.32	48.32	Jordan Mobile	14.48	14.48	14.48

Kazakhstan	15.98	15.98	15.98	Madagascar	57.07	57.07	57.07
Kazakhstan Mobile	15.98	15.98	15.98	Madagascar Mobile	74.72	74.72	74.72
Kenya	21.16	21.16	21.16	Malawi	26.11	26.11	26.11
Kenya Mobile	24.14	24.14	24.14	Malaysia	3.78	3.78	3.78
Kiribati	98.95	98.95	98.95	Malaysia Mobile	6.35	6.35	6.35
Kuwait	16.58	16.58	16.58	Maldives	139.32	139.32	139.32
Kuwait Mobile	32.45	32.45	32.45	Mali	40.88	40.88	40.88
Kyrgyzstan	19.33	19.33	19.33	Malta	10.06	10.06	10.06
Kyrgyzstan Mobile	24.11	24.11	24.11	Malta Mobile	40.28	40.28	40.28
Laos	12.31	12.31	12.31	Marshall Islands	46.74	46.74	46.74
Laos Mobile	12.31	12.31	12.31	Martinique	4.25	4.25	4.25
Latvia	6.68	6.68	6.68	Martinique Mobile	44.51	44.51	44.51
Latvia Mobile	120.7	120.7	120.7	Mauritania	45.06	45.06	45.06
Lebanon	19.3	19.3	19.3	Mauritania Mobile	45.06	45.06	45.06
Lebanon Mobile	36.77	36.77	36.77	Mauritius	8.48	8.48	8.48
Lesotho	38.96	38.96	38.96	Mexico	15.35	15.35	15.35
Liberia	63.61	63.61	63.61	Mexico Mobile	24.33	24.33	24.33
Liberia Mobile	58.62	58.62	58.62	Micronesia	39.82	39.82	39.82
Libya	44.29	44.29	44.29	Moldova	27.18	27.18	27.18
Liechtenstein	8.97	8.97	8.97	Moldova Mobile	42.81	42.81	42.81
Liechtenstein Mobile	108.01	108.01	108.01	Monaco	5.36	5.36	5.36
Lithuania	7.5	7.5	7.5	Monaco Mobile	50.95	50.95	50.95
Lithuania Mobile	29.58	29.58	29.58	Mongolia	12.45	12.45	12.45
Luxembourg	2.8	2.8	2.8	Montserrat	29.32	29.32	29.32
Luxembourg Mobile	33.26	33.26	33.26	Morocco	4.19	4.19	4.19
Macao	9.28	9.28	9.28	Mozambique Mobile	38.3	38.3	38.3
Macedonia	5.29	5.29	5.29	Myanmar	53.54	53.54	53.54
Macedonia Mobile	60.85	60.85	60.85	Namibia	15.83	15.83	15.83

Nauru	63.61	63.61	63.61	Papua New Guinea	128.27	128.27	128.27
Nepal	32.52	32.52	32.52	Paraguay	10.04	10.04	10.04
Netherlands	3.02	3.02	3.02	Peru	3.99	3.99	3.99
Netherlands Mobile	31.88	31.88	31.88	Peru Mobile	23.84	23.84	23.84
Netherlands Antilles	24.19	24.19	24.19	Philippines	25.75	25.75	25.75
Netherlands Antilles Mobile	25.63	25.63	25.63	Poland	2.98	2.98	2.98
New Caledonia	51.79	51.79	51.79	Poland Mobile	46.23	46.23	46.23
New Caledonia Mobile	36.98	36.98	36.98	Portugal	2.48	2.48	2.48
New Zealand	2.91	2.91	2.91	Portugal Mobile	23.27	23.27	23.27
New Zealand Mobile	47.41	47.41	47.41	Puerto Rico	3.51	3.51	3.51
Nicaragua	38.22	38.22	38.22	Qatar	32.75	32.75	32.75
Niger	30.27	30.27	30.27	Republic of Ireland	1.75	1.75	1.75
Niger Mobile	43.69	43.69	43.69	Republic of Ireland Mobile	44.26	44.26	44.26
Nigeria	20.57	20.57	20.57	Reunion	40.58	40.58	40.58
Nigeria Mobile	23.27	23.27	23.27	Reunion Mobile	63.68	63.68	63.68
Niue	112.79	112.79	112.79	Romania	13.57	13.57	13.57
Norfolk Island	397.31	397.31	397.31	Romania Mobile	43.37	43.37	43.37
North Korea	83.55	83.55	83.55	Russia	7.15	7.15	7.15
Northern Mariana Islands	5.46	5.46	5.46	Russia Mobile	16.47	16.47	16.47
Norway	4.07	4.07	4.07	Rwanda	21.19	21.19	21.19
Norway Mobile	54.11	54.11	54.11	Rwanda Mobile	22.3	22.3	22.3
Oman	21.9	21.9	21.9	Rwanda Mobile	57.34	57.34	57.34
Oman Mobile	58.07	58.07	58.07	Rwanda Mobile	12.23	12.23	12.23
Pakistan	22.75	22.75	22.75	Samoa	56.07	56.07	56.07
Pakistan Mobile	22.75	22.75	22.75	San Marino	53.99	53.99	53.99
Palau	55.71	55.71	55.71	Sao Tome and Principe	176.06	176.06	176.06
Panama	7.37	7.37	7.37	Sao Tome and Principe Mobile	321.85	321.85	321.85
Panama Mobile	30.36	30.36	30.36	Saudi Arabia	15.4	15.4	15.4

Saudi Arabia Mobile	25.02	25.02	25.02	St Pierre And Miquelon Mobile	87.95	87.95	87.95
Senegal	35.39	35.39	35.39	St Vincent and The Grenadines	20.49	20.49	20.49
Serbia and Montenegro	11.81	11.81	11.81	Sudan	30.31	30.31	30.31
Serbia and Montenegro Mobile	37.76	37.76	37.76	Surinam	41.54	41.54	41.54
Seychelles	13.6	13.6	13.6	Surinam Mobile	41.54	41.54	41.54
Seychelles Mobile	13.6	13.6	13.6	Swaziland	9.54	9.54	9.54
Sierra Leone	80.65	80.65	80.65	Sweden	2.09	2.09	2.09
Singapore	2.21	2.21	2.21	Sweden Mobile	19.76	19.76	19.76
Singapore Mobile	2.36	2.36	2.36	Switzerland	2.63	2.63	2.63
Slovakia	5.59	5.59	5.59	Switzerland Mobile	76.23	76.23	76.23
Slovakia Mobile	35.71	35.71	35.71	Syrian Arab Republic	34.87	34.87	34.87
Slovenia	4.81	4.81	4.81	Taiwan	3.15	3.15	3.15
Slovenia Mobile	84.92	84.92	84.92	Tajikistan	27.02	27.02	27.02
Solomon Islands	140.16	140.16	140.16	Tajikistan Mobile	27.02	27.02	27.02
Somalia	80.69	80.69	80.69	Tanzania	41.03	41.03	41.03
South Africa	6.67	6.67	6.67	Tanzania Mobile	47.32	47.32	47.32
South Africa Mobile	47.7	47.7	47.7	Thailand	2.69	2.69	2.69
South Korea	3.81	3.81	3.81	Thailand Mobile	2.15	2.15	2.15
South Korea Mobile	9.15	9.15	9.15	Thuraya	804.62	804.62	804.62
Spain	2.27	2.27	2.27	Togo	68.37	68.37	68.37
Spain Mobile	9.15	9.15	9.15	Togo Mobile	69.64	69.64	69.64
Sri Lanka	18.19	18.19	18.19	Tokelau	91.88	91.88	91.88
Sri Lanka Mobile	22.93	22.93	22.93	Tonga	64.06	64.06	64.06
St Helena	249.06	249.06	249.06	Tonga Mobile	63.02	63.02	63.02
St Kitts And Nevis	21.12	21.12	21.12	Trinidad and Tobago	12.65	12.65	12.65
St Lucia	17.4	17.4	17.4	Trinidad and Tobago Mobile	29.24	29.24	29.24
St Lucia Mobile	40.24	40.24	40.24	Tunisia	50.74	50.74	50.74
St Pierre And Miquelon	87.95	87.95	87.95	Tunisia Mobile	78.62	78.62	78.62

Turkey	5.13	5.13	5.13	Vanuatu	83.39	83.39	83.39
Turkey Mobile	38.79	38.79	38.79	Vatican City	2.3	2.3	2.3
Turkmenistan	18.46	18.46	18.46	Venezuela	3.96	3.96	3.96
Turks and Caicos	19.94	19.94	19.94	Venezuela Mobile	26.41	26.41	26.41
Turks and Caicos Mobile	59.01	59.01	59.01	Vietnam	11.25	11.25	11.25
Tuvalu	91.88	91.88	91.88	Vietnam Mobile	12.03	12.03	12.03
Uganda	18.44	18.44	18.44	Virgin Islands U.S.	2.91	2.91	2.91
Ukraine	23.19	23.19	23.19	Wallis And Futuna	91.88	91.88	91.88
United Arab Emirates	27.41	27.41	27.41	Yemen	24.83	24.83	24.83
United Arab Emirates Mobile	27.41	27.41	27.41	Yemen Mobile	24.99	24.99	24.99
United States	2.12	2.12	2.12	Yugoslavia	11.81	11.81	11.81
United States [Alaska]	2.12	2.12	2.12	Zambia	7.71	7.71	7.71
Uruguay	10.59	10.59	10.59	Zimbabwe	18.33	18.33	18.33
Uzbekistan	14.95	14.95	14.95	Zimbabwe Mobile	92.09	92.09	92.09

Special Number and Dial Up Charges (£pence per minute)

DESTINATION	DIAL PREFIX	DAY	EVENING	WEEKEND	DESTINATION	DIAL PREFIX	DAY	EVENING	WEEKEND
Personal Numbering Service f	70392	30.0035	30.0035	30.0035	Premium Rate Service p12	91155	14.996	14.996	14.996
Personal Numbering Service f	70494	37.49	37.49	37.49	Premium Rate Services p23	90066	49.0015	49.0015	49.0015
Personal Numbering Service f	70762	50.002	50.002	50.002	Premium Rate g1	90903	6.003	6.003	6.003
Personal Numbering Service j	70906	31.993	31.993	31.993	Premium Rate g2	91197	6.003	6.003	6.003
Personal Numbering Service j	70438	37.49	37.49	37.49	Premium Rate g2	8440970	4.945	4.945	4.945
Personal Numbering Service j	70300	50.002	50.002	50.002	Premium Rate j	70054	31.993	31.993	31.993
Personal Numbering Service k	70773	37.49	37.49	37.49	Premium Rate m	90177	41.0435	41.0435	41.0435
Personal Numbering Service k	70415	4.9335	4.9335	4.9335	Premium Rate m	90069	49.0015	49.0015	49.0015
Personal Numbering Service k	70714	31.993	31.993	31.993	Premium Rate p0	90467	149.9945	149.9945	149.9945
Personal Numbering Service k	7021421	30.0035	30.0035	30.0035	Premium Rate p0	911022	11.9945	11.9945	11.9945
Personal Numbering Service k	70061	7.912	7.912	7.912	Premium Rate p1	90559	49.0015	49.0015	49.0015
Personal Numbering Service m	90639	41.0435	41.0435	41.0435	Premium Rate p10	90172	35.006	35.006	35.006
Personal Numbering Service p5	90635	50.002	50.002	50.002	Premium Rate p10	901803	10.1085	10.1085	10.1085
Personal Numbering Service pn1	70660	24.0005	24.0005	24.0005	Premium Rate p11	90980	129.996	129.996	129.996
Personal Numbering Service pn1	708582	19.9985	19.9985	19.9985	Premium Rate p11	911127	10.005	10.005	10.005

Personal Numbering Service pn10	70437	50.002	50.002	50.002	Premium Rate p12	90569	14.996	14.996	14.996
Personal Numbering Service pn10	70142	37.49	37.49	37.49	Premium Rate p12	905052	49.0015	49.0015	49.0015
Personal Numbering Service pn10	70283	23.506	23.506	23.506	Premium Rate p12	91113	14.8005	14.8005	14.8005
Personal Numbering Service pn10	70306	35.006	35.006	35.006	Premium Rate p12	911129	10.005	10.005	10.005
Personal Numbering Service pn11	70843	38.9965	38.9965	38.9965	Premium Rate p13	91121	19.9985	19.9985	19.9985
Personal Numbering Service pn12	70826	27.002	27.002	27.002	Premium Rate p13	90097	50.002	50.002	50.002
Personal Numbering Service pn13	70254	38.9965	38.9965	38.9965	Premium Rate p14	91193	30.0035	30.0035	30.0035
Personal Numbering Service pn13	70591	31.993	31.993	31.993	Premium Rate p15	91166	39.997	39.997	39.997
Personal Numbering Service pn13	70213	49.0015	49.0015	49.0015	Premium Rate p16	90457	44.9995	44.9995	44.9995
Personal Numbering Service pn14	70343	29.4975	29.4975	29.4975	Premium Rate p17	90535	55.0045	55.0045	55.0045
Personal Numbering Service pn14	70292	31.993	31.993	31.993	Premium Rate p18	90536	64.998	64.998	64.998
Personal Numbering Service pn17	70849	14.996	14.996	14.996	Premium Rate p19	90963	70.0005	70.0005	70.0005
Personal Numbering Service pn2	70947	37.49	37.49	37.49	Premium Rate p2	905969	50.002	50.002	50.002
Personal Numbering Service pn2	70542	50.002	50.002	50.002	Premium Rate p20	90420	80.0055	80.0055	80.0055
Personal Numbering Service pn2	70308	12.5695	12.5695	12.5695	Premium Rate p20	907920	24.679	24.679	24.679
Personal Numbering Service pn2	70490	50.0595	50.0595	50.0595	Premium Rate p21	90817	84.9965	84.9965	84.9965
Personal Numbering Service pn2	70039	30.0035	30.0035	30.0035	Premium Rate p21	911124	10.005	10.005	10.005
Personal Numbering Service pn2	70060	16.7095	16.7095	16.7095	Premium Rate p22	903113	89.999	89.999	89.999

Personal Numbering Service pn2	70945	31.993	31.993	31.993	Premium Rate p22	906704	50.002	50.002	50.002
Personal Numbering Service pn2	70530	19.9755	19.9755	19.9755	Premium Rate p23	90743	95.0015	95.0015	95.0015
Personal Numbering Service pn2	70893	24.0005	24.0005	24.0005	Premium Rate p24	911029	109.9975	109.9975	109.9975
Personal Numbering Service pn2	70255	16.997	16.997	16.997	Premium Rate p24	90411	84.9965	84.9965	84.9965
Personal Numbering Service pn21	70280	23.506	23.506	23.506	Premium Rate p25	90567	120.0025	120.0025	120.0025
Personal Numbering Service pn22	78361	7.912	7.912	7.912	Premium Rate p26	90570	140.001	140.001	140.001
Personal Numbering Service pn3	70794	49.0015	49.0015	49.0015	Premium Rate p26	907930	30.084	30.084	30.084
Personal Numbering Service pn3	704646	38.9965	38.9965	38.9965	Premium Rate p27	90125	5.0025	5.0025	5.0025
Personal Numbering Service pn4	70407	26.0015	26.0015	26.0015	Premium Rate p28	90539	37.49	37.49	37.49
Personal Numbering Service pn5	70228	16.997	16.997	16.997	Premium Rate p29	91195	28.0025	28.0025	28.0025
Personal Numbering Service pn6	70187	50.002	50.002	50.002	Premium Rate p3	90811	100.004	100.004	100.004
Personal Numbering Service pn6	70551	19.9985	19.9985	19.9985	Premium Rate p30	904958	55.0045	55.0045	55.0045
Personal Numbering Service pn8	70188	19.9755	19.9755	19.9755	Premium Rate p31	91167	13.0065	13.0065	13.0065
Personal Numbering Service pn8	70926	37.49	37.49	37.49	Premium Rate p32	91199	17.9975	17.9975	17.9975
Personal Numbering Service pn9	70764	23.506	23.506	23.506	Premium Rate p33	90458	125.005	125.005	125.005
Personal Numbering Service pn9	70342	50.002	50.002	50.002	Premium Rate p39	98289	6.578	6.578	6.578
Personal Numbering Services	70504	31.993	31.993	31.993	Premium Rate p4	907698	49.0015	49.0015	49.0015

DESTINATION	DIAL PREFIX	DAY	EVENING	WEEKEND	DESTINATION	DIAL PREFIX	DAY	EVENING	WEEKEND
Premium Rate p4	905267	89.000	89.000	89.000	Wifi Services fw08	75500	18.802	18.8025	18.8025
Premium Rate p5	90915	50.002	50.002	50.002	Wifi Services fw09	79784	14.800	14.8005	14.8005
Premium Rate p5	90050	49.0015	49.0015	49.0015	Wifi Services fw09	78933	18.802	18.8025	18.8025
Premium Rate p5	90665	59.9955	59.9955	59.9955	UK Mobile - d	7009	16.709	16.7095	16.7095
Premium Rate p5	901166	6.003	6.003	6.003	UK Mobile - f	7797	30.003	30.0035	30.0035
Premium Rate p6	90572	25.001	25.001	25.001	UK Mobile - fm1	7704	12.926	12.926	12.926
Premium Rate p7	90989	59.9955	59.9955	59.9955	UK Mobile - fm1	7873	15.513	15.5135	15.5135
Premium Rate p8	90972	75.003	75.003	75.003	UK Mobile - fm10	79781	18.802	18.8025	18.8025
Premium Rate p8	907346	59.9955	59.9955	59.9955	UK Mobile - fm10	78223	12.926	12.926	12.926
Premium Rate p9	91191	10.005	10.005	10.005	UK Mobile - fm12	78921	12.995	12.995	12.995
Premium Rate p9	911239	30.0035	30.0035	30.0035	UK Mobile - fm2	77555	26.047	26.0475	26.0475
Premium Rate pn12	70969	16.997	16.997	16.997	UK MOBILE - fm3	7957	15.513	15.5135	15.5135
Premium Rate pn3	70464	19.9985	19.9985	19.9985	UK Mobile - fm4	7890	14.099	14.099	14.099
Premium Rate pn3	70057	49.0015	49.0015	49.0015	UK Mobile - fm5	7887	16.33	16.33	16.33
Premium Rate pn5	70801	16.997	16.997	16.997	UK Mobile - fm6	7898	22.666	22.6665	22.6665
Premium Rate pn6	70148	19.9985	19.9985	19.9985	UK Mobile - j	7051	31.993	31.993	31.993
Premium Rate pn9	70944	23.506	23.506	23.506	UK Mobile - k	7074	37.49	37.49	37.49
Services at A2 Rate r	76235	7.912	7.912	7.912	UK Mobile - pn1	7060	24.000	24.0005	24.0005
Services at A2 Rate r	76268	7.912	7.912	7.912	UK Mobile - pn5	70293	16.997	16.997	16.997
Services at National Rate pn2	70907	50.002	50.002	50.002	Special Service - FF31	101	2.1255	Connection charges	
Services at National Rate pn6	70905	19.9985	19.9985	19.9985	Free of Charge	800	0	Free	Free
UK Multimedia Services g6	84487	5.0025	5.0025	5.0025	Free of Charge - Freephone	808	0	Free	Free
UK Service at A1 rate National	7699	3.9445	3.9445	3.9445	Free of Charge - Freephone	808	0	Free	Free

DESTINATION	DIAL PREFIX	DAY	EVENING	WEEKEND	DESTINATION	DIAL PREFIX	DAY	EVENING	WEEKEND
C12 - i2	8710	10.005	10.005	10.005	Multimedia Services - g11	844787	4.945	4.945	4.945
Calls to 0844 - g4	844099	2.001	2.001	2.001	Multimedia Services - g12	871757	6.003	6.003	6.003
Calls to 0844 - g5	84404	1.0005	1.0005	1.0005	Multimedia Services - g12	871382	8.004	8.004	8.004
Dial up Internet Services i1	84465	1.0005	1.0005	1.0005	Multimedia Services - g13	872040	7.0035	7.0035	7.0035
Dial up Internet Services i1	8440555	5.0025	5.0025	5.0025	Multimedia Services - g14	8715255	8.004	8.004	8.004
Dial up Internet Services i1	8710511	7.0035	7.0035	7.0035	Multimedia Services - g14	871454	7.0035	7.0035	7.0035
Dial up Internet Services i11	8710933	8.004	8.004	8.004	Multimedia Services - g15	8715257	9.0045	9.0045	9.0045
Dial up Internet Services i12	8710544	9.0045	9.0045	9.0045	Multimedia services - g16	871701	10.005	10.005	10.005
Dial up Internet Services i13	8440517	3.0015	3.0015	3.0015	Multimedia services - g16	844950	2.001	2.001	2.001
Dial up Internet Services i14	8440902	3.9445	3.9445	3.9445	Multimedia Services - g17	844383	3.0015	3.0015	3.0015
Dial up Internet Services i14	8440571	2.852	2.852	2.852	Multimedia Services - g18	84453	3.9445	3.9445	3.9445
Dial up Internet Services i15	844057	3.9445	3.9445	3.9445	Multimedia Services - g19	844851	3.9445	3.9445	3.9445
Dial up Internet Services i15	8440585	2.7025	2.7025	2.7025	Multimedia Services - g20	84478	4.945	4.945	4.945
Dial up Internet Services i15	8440581	2.852	2.852	2.852	Multimedia Services - g22	844536	3.9445	3.9445	3.9445
Dial up Internet Services i15	844092	2.001	2.001	2.001	Multimedia Services - g23	871346	9.0045	9.0045	9.0045
Dial up Internet Services i15	8440557	3.749	3.749	3.749	Multimedia Services - g23	87208	7.912	7.912	7.912

Dial up Internet Services i15	8440563	3.1625	3.1625	3.1625	Multimedia Services - g24	843127	5.0025	5.0025	5.0025
Dial up Internet Services i16	8440512	3.9445	3.9445	3.9445	Multimedia Services - g25	871403	8.004	8.004	8.004
Dial up Internet Services i17	8440556	3.749	3.749	3.749	Multimedia Services - g25	871217	10.005	10.005	10.005
Dial up Internet Services i18	8440542	3.5535	3.5535	3.5535	Multimedia Services - g25	872020	5.0025	5.0025	5.0025
Dial up Internet Services i19	8440560	3.358	3.358	3.358	Multimedia Services - g25	871513	6.003	6.003	6.003
Dial up Internet Services i2	8710911	10.005	10.005	10.005	Multimedia Services - g27	844303	1.5065	1.5065	1.5065
Dial up Internet Services i20	8440562	3.1625	3.1625	3.1625	Multimedia Services - g27	844751	1.0005	1.0005	1.0005
Dial up Internet Services i21	8440565	3.0015	3.0015	3.0015	Multimedia Services - g27	844886	5.0025	5.0025	5.0025
Dial up Internet Services i22	8440569	2.852	2.852	2.852	Multimedia Services - g28	843112	2.4955	2.4955	2.4955
Dial up Internet Services i23	8440573	2.7025	2.7025	2.7025	Multimedia Services - g28	844971	2.001	2.001	2.001
Dial up Internet Services i24	8440579	2.852	2.852	2.852	Multimedia Services - g28	844398	4.002	4.002	4.002
Dial up Internet Services i25	8440583	2.7025	2.7025	2.7025	Multimedia Services - g6	844414	5.0025	5.0025	5.0025
Dial up Internet Services i26	8440589	4.002	4.002	4.002	Multimedia Services - g6	84494	4.002	4.002	4.002
Dial up Internet Services i3	844091	1.0005	1.0005	1.0005	Multimedia Services - g6	871248	10.005	10.005	10.005
Dial up Internet Services i3	8440559	3.5535	3.5535	3.5535	Multimedia Services - g6	844740	2.001	2.001	2.001
Dial up Internet Services i33	8440564	3.9445	3.9445	3.9445	Multimedia Services - g6	844533	3.9445	3.9445	3.9445
Dial up Internet Services i33	8440587	4.002	4.002	4.002	Multimedia Services - g6	844444	1.0005	1.0005	1.0005
Dial up Internet Services i4	8440506	2.001	2.001	2.001	Multimedia Services - g6	844899	3.0015	3.0015	3.0015

Dial up Internet Services i5	8440949	3.0015	3.0015	3.0015	Multimedia Services - g7	87196	10.005	10.005	10.005
Dial up Internet Services i5	8440548	4.002	4.002	4.002	Multimedia Services - g7	871337	9.0045	9.0045	9.0045
Dial up Internet Services i8	8440545	4.002	4.002	4.002	Multimedia Services - g7	871559	8.004	8.004	8.004
Dial up Internet Services i9	8440945	3.9445	3.9445	3.9445	Multimedia services - g7	844551	5.0025	5.0025	5.0025
Dial up Internet Services i9	8710903	6.003	6.003	6.003	Multimedia Services - g8	844514	2.001	2.001	2.001
Information Services n	90164	14.8005	14.8005	14.8005	Multimedia Services - g8	844655	1.0005	1.0005	1.0005
Message Service c	70069	12.5695	12.5695	12.5695	Multimedia Services - g8	844524	3.0015	3.0015	3.0015
Message Services c	708568	12.5695	12.5695	12.5695	Multimedia Services - g9	8447750	2.001	2.001	2.001
Message Services c	77670	16.33	16.33	16.33	Multimedia Services - g9	844724	1.0005	1.0005	1.0005
Message Services pn2	70999	50.002	50.002	50.002	Multimedia Services g6	55883	5.0025	5.0025	5.0025
Multimedia Services g9	844837	2.001	2.001	2.001	New Voice Services g21	551140	5.0025	5.0025	5.0025
Multimedia Services - g10	84493	3.0015	3.0015	3.0015	Free Of Charge - Free phone	76593	0	0	0
Multimedia Services - g10	844732	4.002	4.002	4.002	Personal Numbering Service c	70298	12.5695	12.5695	12.5695
Multimedia Services - g11	843284	4.002	4.002	4.002	Personal Numbering Service d	70596	37.49	37.49	37.49
Multimedia Services - g11	844717	3.9445	3.9445	3.9445	Personal Numbering Service d	70259	16.7095	16.7095	16.7095
Multimedia Services - g11	843313	3.0015	3.0015	3.0015	Personal Numbering Service	7021075	4.9335	4.9335	4.9335

OTHER CHARGES

Charges you may incur before your first bill (if requested)

New Line Activation – £65.00

Fibre Broadband Activation – £78.00

Connection Charge – Charges for connecting, installing or activating the service will be outlined in your Order Confirmation.

Priority Connection Service – £49.99

Setup Charge – This is outlined within the Order Confirmation.

Router Handling and Delivery Charge – £14.99

Non-fixed charges you may incur during contract minimum period

Abortive Visit Charge – If you miss or cancel an appointment, you will be charged £132.60. Where a BT engineer attends at your address for the purposes of installing and/or repairing a fault with the service reported by you and the cause of the fault is found to be due or caused by your act or omission, a charge of £249.60 will apply.

Cancelled Appointment Charge – If you cancel the appointment for the BT engineer to visit your property for whatever reason, and do not give us reasonable notice (72 hours), a charge of £132.60 will apply.

Home Move Charge – £99.00

Reconnection Charge - Where your service is suspended due to nonpayment or a breach of your contractual obligations, a £10.00 charge will apply. Where your service is terminated due to the above reasons, and no engineer visit is required, a charge of £39.00 will apply. Where your service is terminated due to the above reasons, and an engineer visit is required, a charge of £130.00 will apply

Administration Charge - £10.00

Paper Billing – £1.90 per bill

Debit/Credit Card Payment- £5.00 per transaction

Continuous Payment Authority - £2.00 per transaction

Cheque Payment - £10.00

Late Payment Charge - £10.00

Charges you may incur upon notice of termination of contract

Cease Charge – £35.00

Early Termination Charge - The following charges apply if your contract with us is terminated early and before the end of the Contract Minimum Period:

If you are a phone only customer you will be charged £3 for each remaining month of the Contract Minimum Period.

If you are a phone and broadband customer you will be charged:

Phone and ADSL Broadband - £8.50

Phone and FTTC (Fibre) Broadband - £20.50

for each remaining month of the Contract Minimum Period, plus either:

- the sum of £50 if there are more than 12 months of the Contract Minimum Period remaining when your contract is terminated; or
- the sum of £25 if there are less than 12 months of the Contract Minimum Period remaining when your contract is terminated;

Email Reactivation – £30

All charges include any applicable VAT.