



# BUSINESS

## VIRGIN MEDIA BUSINESS

### RED HOT VOICE TARIFF

#### UK Geographic Calls - all times of day

	ppm	ppc
Local	0.63	0.20
National	0.63	0.20
Calls to 03 Numbers	0.63	0.20

#### UK Mobile Calls - all times of day

	ppm
Mobile (1) - O2	1.50
Mobile (3) - EE/T Mobile/Virgin Mobile	1.50
Mobile (4) - Orange	1.50
Mobile (5) - Vodafone	1.50
Mobile (6) - H3G	1.50

Pricing for calls to Non Geographic Numbers is provided on the VMB - Non Geographic Call Charges Tariff

A minimum call charge of 30 seconds applies to International ISDN Data flagged calls

Where a rate is not shown against a specific destination, Virgin media business are currently unable to offer connectivity to terminate calls to that destination.

Call costs are calculated by rounding the call duration up to the nearest Second (or Minute for calls charged by Minute).

The call duration in Seconds divided by sixty is multiplied by the prevailing Pence Per Minute rate.

If a Fixed Fee charge applies this is added to give the total call cost.

Call start times are accurate to within plus or minus one minute.

Call durations are accurate to plus or minus 1.1 seconds

'Peak' time periods are Monday - Friday 07:00 - 18:59, 'Off Peak' is all other times. International calls are charged at a flat rate.

Issued by Virgin Media Business Limited on behalf of associated companies authorised to provide communications services.

Virgin Media Business Limited, Registered Office: 500 Brook Drive, Reading, RG2 6UU. Registered in England and Wales No.01785381

Services will be provided subject to written acceptance by Virgin Media Business and upon its latest terms and conditions of contract, a copy of which is available on request.

The information contained within this publication was correct at the time of publication (12/19).

However tariffs and charges may be changed and services may be modified, added or withdrawn from time to time.



**BUSINESS**

# VIRGIN MEDIA BUSINESS

## RED HOT VOICE TARIFF

### International Fixed Line Voice - at all times of day

Landline	ppm
Afghanistan	45.00
Albania	27.00
Algeria	27.00
Andorra	19.20
Angola	33.00
Anguilla	39.00
Antigua & Barbuda	30.00
Argentina	16.50
Armenia	22.80
Aruba	27.00
Ascension Island	117.00
Australia	2.40
Austria	2.40
Azerbaijan Republic	27.00
Bahamas	27.00
Bahrain	24.00
Bangladesh	21.00
Barbados	30.00
Belarus	30.00
Belgium	2.40
Belize	45.00
Benin	33.00
Bermuda	21.00
Bhutan	33.00
Bolivia	30.00
Bosnia-Herzegovina	21.60
Botswana	24.00
Brazil	18.60
Brunei	19.20
Bulgaria	21.00
Burkina Faso	39.00
Burundi	33.00
Cambodia	27.50
Cameroon	33.00
Canada	1.80
Cape Verde	45.00
Cayman Islands	27.00
Central African Republic	23.00
Chad	36.00
Chile	9.60
China	5.00
Christmas Islands	0.95
Cocos Islands	5.00
Colombia	21.00
Comoros Islands	18.50
Congo	51.00
Congo (DR)	51.00
Cook Islands	87.00
Costa Rica	21.00
Côte d'Ivoire	27.50
Croatia	2.70
Cuba	93.00
Cyprus	2.40
Czech Republic	3.00
Denmark	2.40
Diego Garcia	117.00
Djibouti	47.50
Dominica	27.60
Dominican Republic	21.00
East Timor	117.00
Ecuador	33.00
Egypt	27.00
El Salvador	33.00
Equatorial Guinea	47.50
Eritrea	45.00
Estonia	2.70
Ethiopia	39.00
Falkland Islands	150.00
Faroe Islands	45.00
Fiji	45.00
Finland	10.00
France	2.10
French Guiana	39.00
French Polynesia	39.00
Gabon	51.00
Gambia	51.00
Georgia	21.00

Landline	ppm
Germany	2.10
Ghana	24.00
Gibraltar	19.20
Greece	2.40
Greenland	75.00
Grenada	30.00
Guadeloupe	24.00
Guam	24.00
Guatemala	24.00
Guinea	45.00
Guinea-Bissau	120.00
Guyana	51.00
Haiti	19.50
Honduras	51.00
Hong Kong	10.00
Hungary	5.00
Iceland	16.20
India	2.70
Indonesia	24.00
Iran	27.00
Iraq	27.00
Ireland	1.80
Israel	27.00
Italy	2.70
Jamaica	27.00
Japan	2.70
Jordan	30.00
Kazakhstan	30.00
Kenya	27.00
Kiribati	75.00
Korea (North)	75.00
Korea (South)	10.00
Kuwait	24.00
Kyrgyzstan	24.00
Laos PDR	24.00
Latvia	19.20
Lebanon	39.00
Lesotho	39.00
Liberia	39.00
Libya	39.00
Liechtenstein	16.80
Lithuania	16.80
Luxembourg	2.40
Macao	27.00
Macedonia	27.00
Madagascar	39.00
Malawi	27.00
Malaysia	16.20
Maldives	75.00
Mali	75.00
Malta	5.40
Marshall Islands	15.85
Martinique	24.00
Mauritania	33.00
Mauritius	24.00
Mayotte	33.00
Mexico	19.20
Micronesia	13.50
Moldova	24.00
Monaco	16.80
Mongolia	24.00
Montenegro	30.00
Montserrat	47.50
Morocco	24.00
Mozambique	27.00
Myanmar (Burma)	75.00
N. Marianas Is.	2.00
Namibia	24.00
Nauru	57.50
Nepal	57.00
Netherlands	2.40
Netherlands Antilles	30.00
New Caledonia	45.00
New Zealand	2.40
Nicaragua	45.00
Niger	33.00
Nigeria	33.00

Landline	ppm
Niue	70.00
Norfolk Islands	2.40
Norway	2.40
Oman	33.00
Pakistan	10.20
Palau	15.80
Palestine	45.00
Panama	21.00
Papua New Guinea	75.00
Paraguay	21.00
Peru	19.20
Philippines	27.00
Poland	2.40
Portugal	5.00
Puerto Rico	19.20
Qatar	33.00
Reunion	27.00
Romania	21.00
Russia	4.80
Rwandese Republic	27.00
Samoa (US)	51.00
Samoa (Western)	51.00
San Marino	93.00
Sao Tome & Principe	65.00
Saudi Arabia	33.00
Senegal	33.00
Serbia	10.00
Seychelles	30.00
Sierra Leone	75.00
Singapore	2.10
Slovakia	4.80
Slovenia	20.00
Solomon Islands	46.00
Somalia	75.00
South Africa	5.40
Spain	2.10
Sri Lanka	27.00
St Helena	117.00
St Kitts & Nevis	33.00
St Lucia	29.40
St Pierre and Miquelon	50.00
St Vincent & Grenadines	75.00
Sudan	33.00
Suriname	33.00
Swaziland	33.00
Sweden	2.10
Switzerland	2.40
Syria	33.00
Taiwan	16.20
Tajikistan	29.40
Tanzania	27.00
Thailand	10.00
Togolese Republic	37.50
Tokelau	90.00
Tonga	45.00
Trinidad & Tobago	33.00
Tunisia	30.00
Turkey	5.40
Turkmenistan	33.00
Turks & Caicos Islands	33.00
Tuvalu	38.00
Uganda	100.00
Ukraine	24.00
United Arab Emirates	13.20
Uruguay	27.00
USA	1.50
Uzbekistan	24.00
Vanuatu	81.00
Vatican City State	2.25
Venezuela	19.20
Vietnam	33.00
Virgin Islands (UK)	33.00
Virgin Islands (US)	33.00
Wallis & Futuna	38.50
Yemen (AR & PDR)	33.00
Zambia	5.40
Zimbabwe	10.20



**BUSINESS**

# VIRGIN MEDIA BUSINESS

## RED HOT VOICE TARIFF

### International mobile

Mobile	ppm
Afghanistan - Mobile	45.00
Albania - Mobile	45.00
Algeria - Mobile	27.00
Andorra - Mobile	45.00
Angola - Mobile	33.00
Anguilla - Mobile	20.00
Antigua & Barbuda - Mobile	30.00
Argentina - Mobile	24.00
Armenia - Mobile	33.00
Aruba - Mobile	39.00
Australia - Mobile	24.00
Austria - Mobile	21.00
Azerbaijan Republic - Mobile	39.00
Bahamas - Mobile	27.00
Bahrain - Mobile	24.00
Bangladesh - Mobile	21.00
Barbados - Mobile	39.00
Belarus - Mobile	39.00
Belgium - Mobile	30.00
Belize - Mobile	45.00
Benin - Mobile	33.00
Bermuda - Mobile	21.00
Bhutan - Mobile	33.00
Bolivia - Mobile	30.00
Bosnia-Herzegovina - Mobile	36.00
Botswana - Mobile	36.00
Brazil - Mobile	24.00
Brunei - Mobile	19.20
Bulgaria - Mobile	45.00
Burkina Faso - Mobile	57.00
Burundi - Mobile	30.00
Cambodia - Mobile	33.00
Cameroon - Mobile	33.00
Canada	1.80
Cape Verde - Mobile	75.00
Cayman Islands - Mobile	39.00
Central African Rep - Mobile	75.00
Chad - Mobile	36.00
Chile - Mobile	27.00
China - Mobile	16.20
Colombia - Mobile	27.00
Comoros - Mobile	57.00
Congo Dem Rep - Mobile	87.00
Congo - Mobile	57.00
Cook Islands - Mobile	87.00
Costa Rica - Mobile	27.00
Côte d'Ivoire - Mobile	32.50
Croatia - Mobile	33.00
Cuba - Mobile	93.00
Cyprus - Mobile	21.00
Czech Republic - Mobile	27.00
Denmark - Mobile	33.00
Diego Garcia - Mobile	117.00
Djibouti - Mobile	57.00
Dominica - Mobile	39.00
Dominican Republic - Mobile	27.00
East Timor - Mobile	100.00
Ecuador - Mobile	39.00
Egypt - Mobile	27.00
El Salvador - Mobile	39.00
Equatorial Guinea - Mobile	93.00
Estonia - Mobile	45.00
Ethiopia - Mobile	45.00
Falkland Islands - Mobile	45.00
Faroe Islands - Mobile	45.00
Fiji - Mobile	45.00
Finland - Mobile	27.00
France - Mobile	18.00
French Guiana - Mobile	57.00
French Polynesia - Mobile	15.25
Gabon - Mobile	57.00

Mobile	ppm
Gambia - Mobile	57.00
Georgia - Mobile	27.00
Germany - Mobile	18.00
Ghana - Mobile	33.00
Gibraltar - Mobile	45.00
Greece - Mobile	24.00
Greenland - Mobile	93.00
Grenada - Mobile	45.00
Guadeloupe - Mobile	51.00
Guam - Mobile	24.00
Guatemala - Mobile	51.00
Guinea - Mobile	57.00
Guinea-Bissau - Mobile	120.00
Guyana - Mobile	51.00
Haiti - Mobile	51.00
Honduras - Mobile	51.00
Hong Kong - Mobile	9.00
Hungary - Mobile	24.00
Iceland - Mobile	33.00
India - Mobile	6.00
Indonesia - Mobile	24.00
Iran - Mobile	27.00
Iraq - Mobile	27.00
Ireland - Mobile	30.00
Israel - Mobile	27.00
Italy - Mobile	30.00
Jamaica - Mobile	39.00
Japan - Mobile	12.00
Jordan - Mobile	39.00
Kazakhstan - Mobile	39.00
Kenya - Mobile	39.00
Kiribati - Mobile	75.00
Korea South - Mobile	19.20
Kuwait - Mobile	33.00
Kyrgyzstan - Mobile	33.00
Laos - Mobile	27.50
Latvia - Mobile	33.00
Lebanon - Mobile	51.00
Lesotho - Mobile	51.00
Liberia - Mobile	51.00
Libya - Mobile	51.00
Liechtenstein - Mobile	25.00
Lithuania - Mobile	51.00
Luxembourg - Mobile	27.00
Macao - Mobile	39.00
Macedonia - Mobile	39.00
Madagascar - Mobile	39.00
Malawi - Mobile	39.00
Malaysia - Mobile	19.20
Maldives - Mobile	130.00
Mali - Mobile	75.00
Malta - Mobile	33.00
Martinique - Mobile	51.00
Mauritania - Mobile	39.00
Mauritius - Mobile	27.00
Mayotte Island - Mobile	6.85
Mexico - Mobile	27.00
Moldova - Mobile	33.00
Monaco - Mobile	33.00
Mongolia - Mobile	100.00
Montenegro - Mobile	57.00
Montserrat - Mobile	33.00
Morocco - Mobile	39.00
Mozambique - Mobile	27.60
Myanmar - Mobile	75.00
Namibia - Mobile	33.00
Nauru - Mobile	100.00
Nepal - Mobile	57.00
Netherlands - Mobile	27.00
Netherlands Antilles - Mobile	30.00
New Caledonia - Mobile	100.00

Mobile	ppm
New Zealand - Mobile	27.00
Nicaragua - Mobile	45.00
Niger - Mobile	33.00
Nigeria - Mobile	33.00
Norway - Mobile	39.00
Oman - Mobile	39.00
Pakistan - Mobile	24.00
Palestine - Mobile	100.00
Palau - Mobile	-
Panama - Mobile	27.00
Papua New Guinea - Mobile	120.00
Paraguay - Mobile	27.00
Peru - Mobile	27.00
Philippines - Mobile	27.00
Poland - Mobile	24.00
Portugal - Mobile	24.00
Qatar - Mobile	39.00
Reunion - Mobile	51.00
Romania - Mobile	27.00
Russia - Mobile	21.60
Rwanda - Mobile	33.00
Samoa USA - Mobile	51.00
Samoa Western - Mobile	51.00
Saudi Arabia - Mobile	39.00
Senegal - Mobile	39.00
Serbia - Mobile	33.00
Seychelles - Mobile	39.00
Sierra Leone - Mobile	75.00
Singapore - Mobile	6.00
Slovakia - Mobile	30.00
Slovenia - Mobile	30.00
Solomon Islands - Mobile	100.00
Somalia - Mobile	75.00
South Africa - Mobile	18.00
Spain - Mobile	27.00
Sri Lanka - Mobile	27.00
St Lucia - Mobile	39.00
St Pierre And Miquelon - Mobile	50.00
St Vincent - Mobile	75.00
Sudan - Mobile	39.00
Suriname - Mobile	39.00
Swaziland - Mobile	39.00
Sweden - Mobile	18.00
Switzerland - Mobile	30.00
Syria - Mobile	39.00
Taiwan - Mobile	24.00
Tajikistan - Mobile	29.40
Tanzania - Mobile	39.00
Thailand - Mobile	12.00
Togolese Republic (Togo) - Mo	45.00
Tokelau - Mobile	100.00
Tonga - Mobile	37.50
Trinidad And Tobago - Mobile	33.00
Tunisia - Mobile	51.00
Turkey - Mobile	24.00
Turkmenistan - Mobile	80.00
Turks And Caicos Is - Mobile	39.00
Tuvalu - Mobile	100.00
Uganda - Mobile	33.00
Ukraine - Mobile	27.00
United Arab Emirates - Mobile	33.00
Uruguay - Mobile	33.00
USA	1.50
Vanuatu - Mobile	30.00
Venezuela - Mobile	27.00
Vietnam - Mobile	39.00
Virgin Islands UK - Mobile	39.00
Virgin Islands U.S. - Mobile	32.50
Yemen - Mobile	39.00
Zambia - Mobile	18.00
Zimbabwe - Mobile	42.00



**BUSINESS**

# VIRGIN MEDIA BUSINESS

## RED HOT VOICE TARIFF

### International ISDN Data & Satellite

ISDN Data	ppm
Afghanistan	120.00
Albania	70.00
Algeria	70.00
Andorra	25.00
Angola	120.00
Anguilla	140.00
Antigua & Barbuda	140.00
Argentina	70.00
Armenia	120.00
Aruba	140.00
Ascension Island	140.00
Australia	25.00
Austria	25.00
Azerbaijan Republic	70.00
Bahamas	120.00
Bahrain	70.00
Bangladesh	70.00
Barbados	120.00
Belarus	70.00
Belgium	25.00
Belize	120.00
Benin	120.00
Bermuda	120.00
Bhutan	120.00
Bolivia	120.00
Bosnia-Herzegovina	25.00
Botswana	120.00
Brazil	70.00
Brunei	120.00
Bulgaria	25.00
Burkina Faso	120.00
Burundi	120.00
Cambodia	120.00
Cameroon	85.00
Canada	25.00
Cape Verde	140.00
Cayman Islands	120.00
Central African Republic	120.00
Chad	120.00
Chile	70.00
China	70.00
Christmas Islands	140.00
Cocos Islands	140.00
Colombia	70.00
Comoros Islands	140.00
Congo	120.00
Congo (DR)	120.00
Cook Islands	140.00
Costa Rica	120.00
Côte d'Ivoire	85.00
Croatia	25.00
Cuba	120.00
Cyprus	25.00
Czech Republic	25.00
Denmark	25.00
Djibouti	120.00
Dominica	140.00
Dominican Republic	140.00
East Timor	70.00
Ecuador	120.00
Egypt	70.00
El Salvador	120.00
Equatorial Guinea	120.00
Eritrea	120.00
Estonia	25.00
Ethiopia	120.00
Falkland Islands	140.00
Faroe Islands	140.00
Fiji	140.00
Finland	25.00
France	25.00
French Guiana	120.00
French Polynesia	120.00
Gabon	120.00
Gambia	85.00
Georgia	120.00
Germany	25.00

ISDN Data	ppm
Ghana	85.00
Gibraltar	25.00
Greece	25.00
Greenland	140.00
Grenada	140.00
Guadeloupe	120.00
Guam	140.00
Guatemala	120.00
Guinea	120.00
Guinea-Bissau	120.00
Guyana	120.00
Haiti	140.00
Honduras	140.00
Hong Kong	25.00
Hungary	25.00
Iceland	25.00
India	25.00
Indonesia	70.00
Iran	70.00
Iraq	70.00
Ireland	25.00
Israel	25.00
Italy	25.00
Jamaica	120.00
Japan	25.00
Jordan	70.00
Kazakhstan	120.00
Kenya	85.00
Kiribati	140.00
Korea (North)	120.00
Korea (South)	70.00
Kuwait	70.00
Kyrgyzstan	120.00
Laos PDR	120.00
Latvia	25.00
Lebanon	70.00
Lesotho	120.00
Liberia	120.00
Libya	85.00
Liechtenstein	25.00
Lithuania	25.00
Luxembourg	25.00
Macao	120.00
Macedonia	70.00
Madagascar	120.00
Malawi	120.00
Malaysia	50.00
Maldives	140.00
Mali	140.00
Malta	25.00
Marshall Islands	120.00
Martinique	140.00
Mauritania	140.00
Mauritius	120.00
Mayotte	140.00
Mexico	70.00
Micronesia	140.00
Moldova	120.00
Monaco	25.00
Mongolia	120.00
Montenegro	25.00
Montserrat	140.00
Morocco	85.00
Mozambique	120.00
Myanmar (Burma)	120.00
N. Marianas Is.	140.00
Namibia	120.00
Nepal	120.00
Netherlands	25.00
Netherlands Antilles	120.00
New Caledonia	140.00
New Zealand	25.00
Nicaragua	120.00
Niger	120.00
Nigeria	85.00
Norfolk Islands	140.00
Norway	25.00

ISDN Data	ppm
Oman	70.00
Pakistan	70.00
Palestine	25.00
Panama	120.00
Papua New Guinea	140.00
Paraguay	120.00
Peru	120.00
Philippines	70.00
Poland	25.00
Portugal	25.00
Puerto Rico	120.00
Qatar	70.00
Reunion	120.00
Romania	25.00
Russia	25.00
Rwandese Republic	120.00
Samoa (US)	120.00
Samoa (Western)	140.00
San Marino	25.00
Sao Tome & Principe	120.00
Saudi Arabia	70.00
Senegal	120.00
Serbia	25.00
Seychelles	140.00
Sierra Leone	85.00
Singapore	25.00
Slovakia	25.00
Slovenia	25.00
Solomon Islands	140.00
Somalia	120.00
South Africa	25.00
Spain	25.00
Sri Lanka	70.00
St Helena	140.00
St Kitts & Nevis	140.00
St Lucia	120.00
St Pierre and Miquelon	140.00
St Vincent & Grenadines	140.00
Sudan	85.00
Suriname	120.00
Swaziland	120.00
Sweden	25.00
Switzerland	25.00
Syria	120.00
Taiwan	70.00
Tajikistan	120.00
Tanzania	85.00
Thailand	70.00
Togolese Republic	120.00
Tokelau	120.00
Tonga	120.00
Trinidad & Tobago	120.00
Tunisia	85.00
Turkey	25.00
Turkmenistan	120.00
Turks & Caicos Islands	140.00
Tuvalu	140.00
Uganda	85.00
Ukraine	25.00
United Arab Emirates	50.00
Uruguay	120.00
USA	25.00
Uzbekistan	120.00
Vanuatu	140.00
Vatican City State	25.00
Venezuela	120.00
Vietnam	120.00
Virgin Islands (UK)	140.00
Virgin Islands (US)	140.00
Yemen (AR & PDR)	120.00
Zambia	85.00
Zimbabwe	85.00



**BUSINESS**

# VIRGIN MEDIA BUSINESS

## RED HOT VOICE TARIFF

Satellite	ppm
Inmarsat A	396.20
Inmarsat A Data	792.40
Inmarsat B	319.80
Inmarsat M	319.80

Satellite	ppm
Inmarsat M4	319.80
Inmarsat Mobiq M4	220.00
Inmarsat Mobiq Mini M	220.00
International Audiotext	250.00

Satellite	ppm
Iridium 00816	396.20
Iridium 00817	319.80
Satellite & ATM Other	999.00


**BUSINESS**

# VIRGIN MEDIA BUSINESS

## SIP INCLUSIVE CALL TARIFF

Version 5.0

### UK Geographic Calls \* - at all times of day

	ppm
Local	1.00
National	1.00
Calls to 03 Numbers	1.00

### UK Mobile Calls \* - at all times of day

	ppm
Mobile (1) - O2	5.00
Mobile (3) - EE/T-Mobile/Virgin Mobile	5.00
Mobile (4) - Orange	5.00
Mobile (5) - Vodafone	5.00
Mobile (6) - H3G	5.00

### Important Tariff Terms:

This tariff includes all your UK Geo & UK Mobile\* voice calls for a fixed monthly fee which is included in your combined SIP Channels & Inclusive Minutes pricing. This tariff is available on the Basic or Standard SIP Channel variants only and is not available on Premium Channels.

\*Includes UK Geo calls to numbers starting 01, 02 & 03 and UK Mobile calls to O2 (FM1), EE/T-Mobile/Virgin Mobile (FM3), Orange (FM4), Vodafone (FM5) & H3G (FM6) only.

Calls to ported UK Mobiles are charged according to their dial code and therefore at the prevailing rate for the original network operator. For example a call to a Hutchinson 3 Mobile (3 Mobile - FM6) which has been ported from O2 will be charged at the O2 rate.

The average number of minutes per eligible SIP channel, per month should not exceed 5,000 UK Geographic minutes and 2,000 UK Mobile minutes.

If the average number of minutes per eligible SIP channel is in excess of the threshold set out above, Virgin Media Business reserve the right to: Charge all over use minutes on destinations where average usage per channel is in excess of the threshold

## International Voice Calls

### International Voice Calls - at all times of day

Destination	ppm
AFGHANISTAN FIXED	45.00
AFGHANISTAN MOBILE	45.00
ALASKA FIXED	3.00
ALBANIA FIXED	27.00
ALBANIA MOBILE	55.83
ALGERIA FIXED	27.00
ALGERIA MOBILE	53.13
ANDORRA FIXED	19.20
ANDORRA MOBILE	45.00
ANGOLA FIXED	33.00
ANGOLA MOBILE	33.00
ANGUILLA FIXED	39.00
ANGUILLA MOBILE	33.78
ANTARCTICA AUSTRALIAN	168.42
ANTARCTICA MOBILE	168.42
ANTIGUA AND BARBUDA FIXED	30.00
ANTIGUA AND BARBUDA MOBILE	30.00
ARGENTINA FIXED	16.50
ARGENTINA MOBILE	24.00
ARMENIA FIXED	26.73
ARMENIA MOBILE	33.00
ARUBA FIXED	30.92
ARUBA MOBILE	39.00
ASCENSION	225.04
AUSTRALIA FIXED	2.40
AUSTRALIA MOBILE	24.00
AUSTRIA FIXED	2.40
AUSTRIA MOBILE	21.00
AZERBAIJAN FIXED	29.56
AZERBAIJAN MOBILE	43.77
AZORES FIXED	3.00
AZORES MOBILE	4.74
BAHAMAS	27.00
BAHAMAS MOBILE	27.00
BAHRAIN FIXED	24.00
BAHRAIN MOBILE	24.00
BAHRAIN PREMIUM	14.75
BANGLADESH FIXED	21.00
BANGLADESH MOBILE	21.00
BARBADOS FIXED	30.00
BARBADOS MOBILE	39.00
BELARUS FIXED	50.70
BELARUS MOBILE	55.65
BELGIUM FIXED	2.40
BELGIUM MOBILE	30.00
BELIZE FIXED	45.00
BELIZE MOBILE	45.00
BENIN FIXED	40.44
BENIN MOBILE	39.03
BERMUDA FIXED	21.00
BERMUDA MOBILE	21.00
BHUTAN FIXED	33.00
BHUTAN MOBILE	33.00
BOLIVIA FIXED	30.00
BOLIVIA MOBILE	30.00
BOSNIA FIXED	21.98
BOSNIA MOBILE	49.09
BOTSWANA FIXED	24.00
BOTSWANA MOBILE	36.00
BRAZIL FIXED	18.60
BRAZIL MOBILE	24.00
BRUNEI DARUSSALAM FIXED	19.20
BRUNEI DARUSSALAM MOBILE	19.20
BULGARIA FIXED	21.00
BULGARIA MOBILE	45.00
BURKINA FASO FIXED	39.00
BURKINA FASO MOBILE	57.00
BURUNDI FIXED	79.80
BURUNDI MOBILE	81.81
CAMBODIA FIXED	27.50
CAMBODIA MOBILE	33.00
CAMEROON FIXED	33.00
CAMEROON MOBILE	46.74
CANADA	1.80
CANARY ISLANDS FIXED	3.00
CANARY ISLANDS MOBILE	3.00
CAPE VERDE FIXED	45.00

Destination	ppm
CAPE VERDE MOBILE	75.00
CAYMAN ISLANDS FIXED	27.00
CAYMAN ISLANDS MOBILE	39.00
CENTRAL AFRICAN REP	45.26
CENTRAL AFRICAN REP MOBILE	75.00
CHAD FIXED	73.93
CHAD MOBILE	73.93
CHILE FIXED	9.60
CHILE MOBILE	27.00
CHINA FIXED	5.00
CHINA MOBILE	16.20
CHRISTMAS ISLANDS	1.59
COCOS ISLANDS FIXED	5.00
COLOMBIA FIXED	21.00
COLOMBIA MOBILE	27.00
COMOROS FIXED	37.50
COMOROS MOBILE	57.00
CONGO DEM REP FIXED	51.00
CONGO DEM REP MOBILE	87.00
CONGO FIXED	55.57
CONGO MOBILE	60.07
COOK ISLANDS	110.75
COSTA RICA FIXED	21.00
COSTA RICA MOBILE	27.00
COTE D'IVOIRE FIXED	45.43
COTE D'IVOIRE MOBILE	48.39
CROATIA FIXED	9.06
CROATIA MOBILE	33.00
CUBA FIXED	105.03
CUBA MOBILE	105.03
CYPRUS FIXED	2.40
CYPRUS MOBILE	21.00
CZECH REPUBLIC FIXED	3.00
CZECH REPUBLIC MOBILE	27.00
DENMARK FIXED	2.40
DENMARK MOBILE	33.00
DIEGO GARCIA	155.79
DIEGO GARCIA MOBILE	155.79
DJIBOUTI FIXED	47.50
DJIBOUTI MOBILE	57.00
DOMINICA FIXED	27.60
DOMINICA MOBILE	39.00
DOMINICAN REPUBLIC FIXED	21.00
DOMINICAN REPUBLIC MOBILE	27.00
EAST TIMOR FIXED	117.00
EAST TIMOR MOBILE	100.00
ECUADOR FIXED	33.00
ECUADOR MOBILE	39.00
EGYPT FIXED	27.00
EGYPT MOBILE	27.00
EL SALVADOR FIXED	33.00
EL SALVADOR MOBILE	39.00
EQUATORIAL GUINEA FIXED	60.46
EQUATORIAL GUINEA MOBILE	93.00
ERITREA FIXED	45.00
ERITREA MOBILE	93.00
ESTONIA FIXED	2.70
ESTONIA MOBILE	53.29
ETHIOPIA FIXED	39.00
ETHIOPIA MOBILE	45.00
FAEROE ISLANDS FIXED	45.00
FAEROE ISLANDS MOBILE	45.00
FALKLAND ISLANDS	166.74
FUJI FIXED	45.00
FUJI MOBILE	45.00
FINLAND FIXED	10.00
FINLAND MOBILE	27.00
FINLAND PREMIUM	6.07
FRANCE FIXED	2.10
FRANCE MOBILE	18.00
FRENCH GUIANA FIXED	39.00
FRENCH GUIANA MOBILE	57.00
FRENCH POLYNESIA FIXED	39.00
FRENCH POLYNESIA MOBILE	24.28
GABON FIXED	55.66
GABON MOBILE	57.00
GAMBIA FIXED	97.87

Destination	ppm
GAMBIA MOBILE	97.87
GEORGIA FIXED	27.45
GEORGIA MOBILE	41.21
GERMANY FIXED	2.10
GERMANY MOBILE	18.00
GERMANY PREMIUM	3.70
GHANA FIXED	35.72
GHANA MOBILE	34.45
GIBRALTAR FIXED	19.20
GIBRALTAR MOBILE	45.00
GREECE FIXED	2.77
GREECE MOBILE	24.00
GREENLAND FIXED	75.00
GREENLAND MOBILE	93.00
GRENADA FIXED	30.00
GRENADA MOBILE	45.00
GUADELOUPE FIXED	24.00
GUADELOUPE MOBILE	51.00
GUAM	24.00
GUATEMALA FIXED	24.00
GUATEMALA MOBILE	51.00
GUINEA FIXED	66.80
GUINEA MOBILE	66.80
GUINEA-BISSAU FIXED	120.00
GUINEA-BISSAU MOBILE	120.00
GUYANA FIXED	51.00
GUYANA MOBILE	51.00
HAITI FIXED	44.34
HAITI MOBILE	59.88
HONDURAS FIXED	51.00
HONDURAS MOBILE	51.00
HONG KONG FIXED	10.00
HONG KONG MOBILE	9.00
HUNGARY FIXED	5.00
HUNGARY MOBILE	24.00
ICELAND FIXED	16.20
ICELAND MOBILE	33.00
INDIA FIXED	2.70
INDIA MOBILE	6.00
INDONESIA FIXED	24.00
INDONESIA MOBILE	24.00
IRAN FIXED	27.01
IRAN MOBILE	27.00
IRAQ FIXED	27.00
IRAQ MOBILE	27.82
IRELAND FIXED	1.80
IRELAND MOBILE	30.00
ISRAEL FIXED	27.00
ISRAEL MOBILE	27.00
ITALY FIXED	2.70
ITALY MOBILE	30.00
JAMAICA FIXED	27.00
JAMAICA MOBILE	39.00
JAPAN FIXED	2.70
JAPAN MOBILE	12.00
JORDAN FIXED	30.00
JORDAN MOBILE	39.00
KAZAKHSTAN FIXED	30.00
KAZAKHSTAN MOBILE	39.00
KENYA FIXED	27.00
KENYA MOBILE	39.00
KIRIBATI	166.69
KOREA NORTH	75.00
KOREA SOUTH FIXED	10.00
KOREA SOUTH MOBILE	19.20
KUWAIT FIXED	24.00
KUWAIT MOBILE	33.00
KYRGYZSTAN FIXED	24.00
KYRGYZSTAN MOBILE	33.00
LAOS FIXED	24.00
LAOS MOBILE	27.50
LATVIA FIXED	35.84
LATVIA MOBILE	34.66
LEBANON FIXED	39.00
LEBANON MOBILE	51.00
LESOTHO FIXED	46.06
LESOTHO MOBILE	51.00



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## International Voice Calls

## International Voice Calls - at all times of day

Destination	ppm
LIBERIA FIXED	57.58
LIBERIA MOBILE	51.00
LIBYA FIXED	39.00
LIBYA MOBILE	51.00
LIECHTENSTEIN FIXED	16.80
LIECHTENSTEIN MOBILE	25.00
LITHUANIA FIXED	16.80
LITHUANIA MOBILE	51.00
LUXEMBOURG FIXED	2.40
LUXEMBOURG MOBILE	27.00
MACAO FIXED	27.00
MACAO MOBILE	39.00
MACEDONIA FIXED	27.00
MACEDONIA MOBILE	49.81
MADAGASCAR FIXED	79.77
MADAGASCAR MOBILE	79.68
MADEIRA FIXED	3.00
MADEIRA MOBILE	3.00
MALAWI FIXED	44.66
MALAWI MOBILE	50.68
MALAYSIA FIXED	16.20
MALAYSIA MOBILE	19.20
MALDIVES FIXED	109.45
MALDIVES MOBILE	130.00
MALDIVES PREMIUM	96.63
MALI FIXED	75.00
MALI MOBILE	75.00
MALTA FIXED	5.40
MALTA MOBILE	33.00
MARSHALL ISLANDS	31.68
MARTINIQUE FIXED	24.00
MARTINIQUE MOBILE	51.00
MAURITANIA FIXED	65.04
MAURITANIA MOBILE	70.79
MAURITIUS FIXED	24.00
MAURITIUS MOBILE	27.00
MAYOTTE ISLAND FIXED	33.00
MAYOTTE ISLAND MOBILE	8.01
MEXICO FIXED	19.20
MEXICO MOBILE	27.00
MICRONESIA	76.86
MOLDOVA FIXED	45.02
MOLDOVA MOBILE	34.36
MONACO FIXED	16.80
MONACO MOBILE	50.49
MONGOLIA FIXED	24.00
MONGOLIA MOBILE	100.00
MONTENEGRO FIXED	30.00
MONTENEGRO MOBILE	57.00
MONTERRAT	47.50
MOROCCO FIXED	24.00
MOROCCO MOBILE	48.30
MOZAMBIQUE FIXED	27.00
MOZAMBIQUE MOBILE	27.60
MYANMAR FIXED	75.00
MYANMAR MOBILE	75.00
NAMIBIA FIXED	24.00
NAMIBIA MOBILE	33.00
NAURU	200.10
NAVITAS	80.17
NEPAL FIXED	57.00
NEPAL MOBILE	57.00
NETHERLANDS ANTILLES FIXED	30.00
NETHERLANDS ANTILLES MOBILE	30.00
NETHERLANDS FIXED	2.40
NETHERLANDS MOBILE	27.00
NETHERLANDS PREMIUM	3.00
NEW CALEDONIA FIXED	45.00
NEW CALEDONIA MOBILE	100.00
NEW ZEALAND FIXED	2.40
NEW ZEALAND MOBILE	27.00
NICARAGUA FIXED	45.00
NICARAGUA MOBILE	45.00
NIGER FIXED	49.74
NIGER MOBILE	43.49
NIGERIA FIXED	33.00
NIGERIA MOBILE	33.00
NIUE	228.01
NORFOLK ISLAND	2.40
NORTHERN MARIANAS	4.62

Destination	ppm
NORWAY FIXED	2.40
NORWAY MOBILE	39.00
OMAN FIXED	33.00
OMAN MOBILE	43.15
PAKISTAN FIXED	10.20
PAKISTAN MOBILE	24.00
PALAU	32.25
PALESTINE FIXED	45.00
PALESTINE MOBILE	100.00
PANAMA FIXED	21.00
PANAMA MOBILE	27.00
PAPUA NEW GUINEA FIXED	280.53
PAPUA NEW GUINEA MOBILE	280.53
PARAGUAY FIXED	21.00
PARAGUAY MOBILE	27.00
PERU FIXED	19.20
PERU MOBILE	27.00
PHILIPPINES FIXED	27.00
PHILIPPINES MOBILE	27.00
POLAND FIXED	2.40
POLAND MOBILE	24.00
PORTUGAL FIXED	5.00
PORTUGAL MOBILE	24.00
PORTUGAL PREMIUM	3.00
PUERTO RICO	19.20
QATAR FIXED	33.00
QATAR MOBILE	39.00
REUNION FIXED	27.00
REUNION MOBILE	51.00
RODRIGUEZ ISLAND	9.43
ROMANIA FIXED	21.00
ROMANIA MOBILE	27.00
RUSSIA FIXED	4.80
RUSSIA MOBILE	26.58
RWANDA FIXED	41.90
RWANDA MOBILE	38.87
SAMOA US	51.00
SAMOA WEST FIXED	125.56
SAMOA WEST MOBILE	125.56
SAN MARINO FIXED	93.00
SAN MARINO MOBILE	10.50
SAN MARINO PREMIUM	178.95
SAO TOME AND PRINCIPE FIXED	161.76
SAO TOME AND PRINCIPE MOBILE	161.76
SAUDI ARABIA FIXED	33.00
SAUDI ARABIA MOBILE	39.00
SENEGAL FIXED	33.00
SENEGAL MOBILE	51.76
SERBIA FIXED	19.74
SERBIA MOBILE	47.70
SEYCHELLES FIXED	92.15
SEYCHELLES MOBILE	92.15
SIERRA LEONE FIXED	75.00
SIERRA LEONE MOBILE	75.00
SINGAPORE FIXED	2.10
SINGAPORE MOBILE	6.00
SLOVAKIA FIXED	4.80
SLOVAKIA MOBILE	30.00
SLOVENIA FIXED	21.96
SLOVENIA MOBILE	44.25
SOLOMON ISLANDS	147.47
SOMALIA FIXED	75.00
SOMALIA MOBILE	75.00
SOMALIA PREMIUM	40.32
SOUTH AFRICA FIXED	5.40
SOUTH AFRICA MOBILE	18.00
SOUTH SUDAN	31.06
SOUTH SUDAN MOBILE	39.53
SPAIN FIXED	2.10
SPAIN MOBILE	27.00
SPAIN PREMIUM	17.89
SRI LANKA FIXED	27.00
SRI LANKA MOBILE	27.00
ST HELENA	165.89
ST KITTS AND NEVIS FIXED	33.00
ST KITTS AND NEVIS MOBILE	39.00
ST LUCIA FIXED	29.40
ST LUCIA MOBILE	39.00
ST PIERRE AND MIQUELON FIXED	50.00
ST PIERRE AND MIQUELON MOBILE	50.51

Destination	ppm
ST VINCENT FIXED	75.00
ST VINCENT MOBILE	75.00
SUDAN FIXED	33.00
SUDAN MOBILE	39.00
SURINAME FIXED	33.00
SURINAME MOBILE	120.96
SWAZILAND FIXED	33.00
SWAZILAND MOBILE	39.00
SWEDEN FIXED	2.10
SWEDEN MOBILE	18.00
SWITZERLAND FIXED	2.40
SWITZERLAND MOBILE	49.56
SYRIA FIXED	33.00
SYRIA MOBILE	39.00
TAIWAN FIXED	16.20
TAIWAN MOBILE	24.00
TAJIKISTAN FIXED	29.40
TAJIKISTAN MOBILE	29.40
TANZANIA FIXED	37.15
TANZANIA MOBILE	39.00
THAILAND FIXED	10.00
THAILAND MOBILE	12.00
TOGO FIXED	39.57
TOGO MOBILE	45.00
TOKELAU	166.30
TONGA FIXED	187.24
TONGA MOBILE	187.24
TRINIDAD AND TOBAGO FIXED	33.00
TRINIDAD AND TOBAGO MOBILE	33.00
TUNISIA FIXED	96.90
TUNISIA MOBILE	81.34
TURKEY FIXED	5.40
TURKEY MOBILE	24.00
TURKMENISTAN FIXED	33.00
TURKMENISTAN MOBILE	80.00
TURKS AND CAICOS IS FIXED	33.00
TURKS AND CAICOS IS MOBILE	39.00
TUVALU	154.77
UGANDA FIXED	100.00
UGANDA MOBILE	42.90
UKRAINE FIXED	24.00
UKRAINE MOBILE	30.36
UNITED ARAB EMIRATES FIXED	20.53
UNITED ARAB EMIRATES MOBILE	33.00
UNITED STATES	1.71
URUGUAY FIXED	27.00
URUGUAY MOBILE	33.00
USA PREMIUM	3.00
UZBEKISTAN FIXED	24.00
UZBEKISTAN MOBILE	33.00
VANUATU FIXED	334.06
VANUATU MOBILE	334.06
VATICAN FIXED	2.25
VATICAN MOBILE	5.85
VENEZUELA FIXED	19.20
VENEZUELA MOBILE	27.00
VIETNAM FIXED	33.00
VIETNAM MOBILE	39.00
VIRGIN ISLANDS UK FIXED	33.00
VIRGIN ISLANDS UK MOBILE	39.00
VIRGIN ISLANDS US	33.00
VIRGIN ISLANDS US MOBILE	32.50
WALLIS AND FUTUNA	42.20
YEMEN FIXED	33.00
YEMEN MOBILE	39.00
ZAMBIA FIXED	54.91
ZAMBIA MOBILE	63.22
ZIMBABWE FIXED	13.00
ZIMBABWE MOBILE	65.13
INMARSAT	460.39
IRIDIUM	662.43
AEROMOBILE	1027.69
EMSAT	381.18
THURAYA	222.80
VOXBON	3.03
GLOBALSTAR AVRASYA	87.41
MCP SATELLITE	226.15
ONAIR	275.57
SEANET	300.48

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## Calls to Service Numbers

Calls to Service Numbers (numbers starting 084, 087, 09 and 118) *	SC0XX	Service Charge Fixed Fee	Service Charge pence per minute	Access Charge ppm
Rates apply at all times of day				
Service Charge Band 01	SC001	-	0.000	7.00
Service Charge Band 02	SC002	-	0.833	7.00
Service Charge Band 03	SC003	-	1.666	7.00
Service Charge Band 04	SC004	-	2.500	7.00
Service Charge Band 05	SC005	-	3.333	7.00
Service Charge Band 06	SC006	-	4.166	7.00
Service Charge Band 07	SC007	-	5.000	7.00
Service Charge Band 08	SC008	-	5.833	7.00
Service Charge Band 09	SC009	-	6.666	7.00
Service Charge Band 10	SC010	-	7.500	7.00
Service Charge Band 11	SC011	-	8.333	7.00
Service Charge Band 12	SC012	-	9.166	7.00
Service Charge Band 13	SC013	-	10.000	7.00
Service Charge Band 14	SC014	-	10.833	7.00
Service Charge Band 15	SC015	-	12.500	7.00
Service Charge Band 16	SC016	-	16.666	7.00
Service Charge Band 17	SC017	-	20.833	7.00
Service Charge Band 18	SC018	-	25.000	7.00
Service Charge Band 19	SC019	-	29.166	7.00
Service Charge Band 20	SC020	-	30.000	7.00
Service Charge Band 21	SC021	-	33.333	7.00
Service Charge Band 22	SC022	-	37.500	7.00
Service Charge Band 23	SC023	-	38.333	7.00
Service Charge Band 24	SC024	-	41.666	7.00
Service Charge Band 25	SC025	-	45.833	7.00
Service Charge Band 26	SC026	-	50.000	7.00
Service Charge Band 27	SC027	-	54.166	7.00
Service Charge Band 28	SC028	-	58.333	7.00
Service Charge Band 29	SC029	-	62.500	7.00
Service Charge Band 30	SC030	-	66.666	7.00
Service Charge Band 31	SC031	-	75.000	7.00
Service Charge Band 32	SC032	-	79.166	7.00
Service Charge Band 33	SC033	-	82.500	7.00
Service Charge Band 34	SC034	-	83.333	7.00
Service Charge Band 35	SC035	-	91.666	7.00
Service Charge Band 36	SC036	-	100.000	7.00
Service Charge Band 37	SC037	-	120.833	7.00
Service Charge Band 38	SC038	-	125.000	7.00
Service Charge Band 39	SC039	-	129.166	7.00
Service Charge Band 40	SC040	-	150.000	7.00
Service Charge Band 41	SC041	-	166.666	7.00
Service Charge Band 42	SC042	-	183.333	7.00
Service Charge Band 43	SC043	-	208.333	7.00
Service Charge Band 44	SC044	-	250.000	7.00
Service Charge Band 45	SC045	-	300.000	7.00
Service Charge Band 46	SC046	4.100	-	7.00
Service Charge Band 47	SC047	8.300	-	7.00
Service Charge Band 48	SC048	12.500	-	7.00
Service Charge Band 49	SC049	20.800	-	7.00
Service Charge Band 50	SC050	25.000	-	7.00
Service Charge Band 51	SC051	29.100	-	7.00
Service Charge Band 52	SC052	33.300	-	7.00
Service Charge Band 53	SC053	40.000	-	7.00
Service Charge Band 54	SC054	41.600	-	7.00
Service Charge Band 55	SC055	58.300	-	7.00
Service Charge Band 56	SC056	62.500	-	7.00
Service Charge Band 57	SC057	83.300	-	7.00
Service Charge Band 58	SC058	120.800	-	7.00
Service Charge Band 59	SC059	125.000	-	7.00
Service Charge Band 60	SC060	166.600	-	7.00
Service Charge Band 61	SC061	208.300	-	7.00
Service Charge Band 62	SC062	250.000	-	7.00
Service Charge Band 63	SC063	333.300	-	7.00
Service Charge Band 64	SC064	416.600	-	7.00
Service Charge Band 65	SC065	500.000	-	7.00
Service Charge Band 66	SC066	64.100	129.166	7.00 **
Service Charge Band 67	SC067	66.600	20.833	7.00 **
Service Charge Band 68	SC068	-	202.500	7.00
Service Charge Band 69	SC069	291.667	8.333	7.00 **
Service Charge Band 70	SC070	202.500	202.500	7.00 ***
Service Charge Band 71	SC071	478.300	249.166	7.00 *
Service Charge Band 72	SC072	581.600	290.833	7.00 *
Service Charge Band 73	SC073	-	208.333	7.00 ***
Service Charge Band 74	SC074	4.100	4.166	7.00 ***
Service Charge Band 75	SC075	8.300	8.333	7.00 ***
Service Charge Band 76	SC076	33.300	33.333	7.00 ***
Service Charge Band 77	SC077	58.300	58.333	7.00 ***
Service Charge Band 78	SC078	125.000	125.000	7.00 ***
Service Charge Band 79	SC079	166.600	166.666	7.00 ***
Service Charge Band 80	SC080	370.800	214.166	7.00 *
Service Charge Band 81	SC081	-	15.000	7.00
Service Charge Band 82	SC082	-	18.333	7.00
Service Charge Band 83	SC083	-	291.666	7.00
Service Charge Band 84	SC084	208.300	62.500	7.00 **
Service Charge Band 85	SC085	216.600	82.500	7.00 **
Service Charge Band 86	SC086	229.100	65.000	7.00 **
Service Charge Band 87	SC087	250.000	108.330	7.00 ***
Service Charge Band 88	SC088	304.167	-	7.00
Service Charge Band 89	SC089	998.330	499.160	7.00 *
Service Charge Band 90	SC090	1165.000	582.500	7.00 *
Service Charge Band 91	SC091	1331.660	665.830	7.00 *
Service Charge Band 92	SC092	5.800	5.830	7.00 ***
Service Charge Band 93	SC093	10.800	10.830	7.00 ***
Service Charge Band 94	SC094	66.660	66.666	7.00 ***
Service Charge Band 95	SC095	83.300	83.330	7.00 ***
Service Charge Band 96	SC096	250.000	250.000	7.00 ***
Service Charge Band 97	SC097	300.000	41.660	7.00 ***
Service Charge Band 98	SC098	300.000	125.000	7.00 ***
Service Charge Band 99	SC099	300.000	166.666	7.00 ***
Service Charge Band 100	SC100	300.000	300.000	7.00 ***

\* From 1st April 2019 these price points are no longer available

\*\* Calls Charged By Fixed Fee and Timed Duration (Where the Fixed Fee and the Duration Charge Apply From the Start of the Call)

\*\*\* Calls Charged By Fixed Fee and Timed Duration (Where the Fixed Fee Is the Charge for the First 60 Seconds of the Call, or Part Thereof and the Duration Charge Applies Following the First 60 Seconds)



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## Other Calls

## Other Calls - at all times of day (unless otherwise stated)

## Pence per Minute

## Fixed Fee

Onnet calls between users	0.00	0.00
NO Fee	0.00	0.00
Specialized Service - g21 (Incl 03 numbers)	1.00	0.00
Premium Rate Service - ff6	0.00	42.00
Mobile telephone - fm2	24.00*	1.00
Mobile telephone - fm7	2.00	1.00
Mobile telephone - fm8	2.00	1.00
Mobile telephone - fm10	8.00	1.00
Mobile telephone - fm11	29.00*	1.00
Mobile telephone - fm12	2.00	1.00
Mobile telephone - fm13	2.00	1.00
Mobile telephone - fm14	3.00	1.00
Mobile telephone - fm15	2.00	1.00
Mobile telephone - fm16	2.00	1.00
Mobile telephone - fm17	12.00	1.00
Mobile Rate for JERSEY	24.00*	1.00
Mobile Rate for GUERNSEY	28.00*	1.00
Mobile Rate for MANX	11.00	1.00
Paging Service - r	2.00	1.00
Message Service - c	14.00*	1.00
WiFi Services - fw1	3.00	1.00
WiFi Services - fw2	2.00	1.00
WiFi Services - fw3	2.00	1.00
WiFi Services - fw4	8.00	1.00
WiFi Services - fw5	3.00	1.00
WiFi Services - fw6	3.00	1.00
WiFi Services - fw7	2.00	1.00
WiFi Services - fw8	4.00	1.00
WiFi Services - fw9	4.00	1.00
WiFi Services - fw10	2.00	1.00
WiFi Services - fw12	2.00	1.00
Timeline	3.00*	17.00
Non Emergency Services (101)	0.00	22.00
BT Emergency Services	0.00	0.00
Operator Assistance Services	1.00	96.00
Blind and Disabled DQ Services	1.00	113.00
Premium Rate Service - ff3	0.00	28.00*
Paging Service - ff8	0.00	20.00
Paging Service - ff9	0.00	52.00
Paging Service - ff10	0.00	30.00
PNS - f	24.00*	1.00
PNS - pn22	9.00*	1.00
TextDirect	237.00	1.00

\* Mobile Telephone fm2 - 22pm Evening and 7pm Weekend

\* Mobile Telephone fm11 - 28pm Evening and Weekend

\* Mobile Rate for JERSEY - 22pm Evening and 7pm Weekend

\* Mobile Rate for GUERNSEY - 21pm Evening and 15pm Weekend

\* Message Service c - 8pm Evening and 6pm Weekend

\* Timeline - 2pm Evening and Weekend

\* PNS f - 22pm Evening and 7pm Weekend

\* PNS pn22 - 4pm Evening and 3pm Weekend

\* Premium Rate Service ff3 - Fixed Fee 15p Evening and Weekend

Calls to ported Mobiles are charged by dial code at the prevailing rate for the original network operator

Where a rate is not shown against a specific destination, Virgin media business are currently unable to offer connectivity to terminate calls to that destination.

Call costs are calculated by rounding the call duration up to the nearest Second (or Minute for calls charged by Minute).

The call duration in Seconds divided by sixty is multiplied by the prevailing Pence Per Minute rate.

If a Fixed Fee charge applies this is added to give the total call cost.

Call start times are accurate to within plus or minus one minute.

Call durations are accurate to plus or minus 1.1 seconds

Peak\* time periods are Monday - Friday 07:00 - 18:59, 'Off Peak' is all other times.

Issued by Virgin Media Business Limited on behalf of associated companies authorised to provide communications services.

Virgin Media Business Limited, Registered Office: 500 Brook Drive, Reading, RG2 6UU. Registered in England and Wales No.01785381

Services will be provided subject to written acceptance by Virgin Media Business and upon its latest terms and conditions of contract, a copy of which is available on request.

The information contained within this publication was correct at the time of publication (12/19).

However tariffs and charges may be changed and services may be modified, added or withdrawn from time to time.

# SIP Trunking service

## Version 3

This document tells you about our SIP Trunking service. These **special terms**, along with our standard terms and conditions and our **service level agreement**, explain exactly how we'll work with you. We've done our best to cover everything, but if there's anything you'd like to check, just call our Customer Services team on 0800 052 0800.

### 1. Definitions and interpreting this document

- 1.1 In these **special terms**, words and terms have the same meaning as they have in our **standard terms and conditions**, unless these **special terms** give a different meaning.
- 1.2 Where the following words are printed in bold in these **special terms**, they have the meanings set out below.

**agreement** means collectively these **special terms**, the **standard terms and conditions**, the relevant **order form** and the **service level agreement**.

**authorised equipment list** means the list of **cpe** that is compatible with the **service** communicated by us to you from time to time.

**call** means a signal, message or communication which can be silent, visual or spoken, excluding text messages.

**connectivity** means Our ipvpn or mia access

service **cpe** means customer premises equipment (including but not limited to telephone handsets) used in connection with the service and which may be service equipment or purchased equipment (as defined in the standard terms).

**data protection legislation** means collectively the Directive 95/46/EC or any subsequent legislation in relation to the directive and applicable local legislation enacting the directive, which includes in respect of personal data originating in the UK, the Data Protection Act 1998, the Privacy and Electronic Communications (EC Directive) Regulations 2003, the Computer Misuse Act 1990 and the

Regulation of Investigatory Powers Act 2000.

**dynamic channels** means a SIP trunking channel variation that can be activated and deactivated to allow increases in capacity.

**emergency call** means a call to 999 or 112, or an equivalent number for calling the **emergency services**.

**emergency call service** means the service conveying emergency calls as described in clause 9.

**emergency services organisation** means the relevant local public police, fire, ambulance and coastguard services and other similar organisation providing assistance to the public in emergencies.

**fair usage policy** means our fair use policy provided to you with the order (as updated and communicated to you from time to time).

**licence** means the non-exclusive revocable right granted by us and our licensor for a **user** to use the **service** during the **licence term** on and in accordance with the terms of this **agreement**.

**licence start date** means the date on which we confirm the **service** is available to you or a **user**.

**licence term** means, in respect of each **licence** ordered, the **minimum licence term** and any extension to it.

**minimum licence term** means the minimum licence period for a **service** as set out in the order form starting from the **licence start date**.

**nuisance calls** means an unwanted call that causes annoyance to the receiver of the call and/or is a hoax call, and/or is of an offensive, spiteful, abusive, indecent, defamatory, obscene or menacing nature

## Special terms

including unauthorised 'spam' calls and 'silent' calls as defined by Ofcom in its 'Statement of policy on the persistent misuse of an electronic communications service' published 1 March 2006, and any subsequent update.

**planned engineering works** means scheduled maintenance activity which we or our **supplier** undertake from time to time to maintain and/or upgrade the **service** which may affect the availability of the **service**.

**regulatory body** means any government, quasi-government, statutory or regulatory, administrative, fiscal or judicial body, department, commission or any other competent authority or entity in any part of the world having responsibility for the regulation or governance of the **service** (or any part of the **service**) and/or any services related to or impacted by the **service** and /or having jurisdiction over us or our **supplier** (as the case may be).

**rental** means the rental (including licence fees) for the **service**, as set out in the **order form** and **price guide** (as amended and updated from time to time in accordance with these special terms).

**scheduled downtime** means **users** being unable to make and receive **calls** within the **service** (or any part of the **service**) which is pre-planned (including any **planned engineering works**) and in respect of which we have given you at least 3 **working days**' prior notice including an explanation of the purpose of such **scheduled downtime**.

**service** means the SIP Trunking service set out in the **order form and service literature**.

**service features** means features of the service as set out in the order form and service literature.

**software** means the software used by us to provide the **service**.

**special terms** means these terms and conditions specific to the **service**.

**standard terms and conditions** means our standard terms and conditions, as set out in the **order form**, that apply to the **service**.

**supplier** means our supplier for the purposes of providing the service. We

may change our supplier from time to time without reference to you.

**unauthorised equipment** means equipment that is not on the authorised equipment list.

**unplanned downtime** means any unavailability of the **service** (or any part of the **service**) which is not **scheduled downtime**, (including unforeseen circumstances like a major service outage on our **supplier's** network or because of an emergency. **user** any person who uses the **service** at your company or one of your group companies.

**working day** means 09:00 to 17:30 Monday to Friday, excluding public and bank holidays in England.

## 2. Using the service

In addition to clause 10 of our **standard terms and conditions**, the following also apply.

### 2.1 You agree not to use the **service**:

- 2.1.1 to make **nuisance calls**;
- 2.1.2 to send, knowingly receive, upload, download, use or re-use material which is offensive, indecent, defamatory, obscene or menacing;
- 2.1.3 contrary to any instructions provided under special term 3.1;
- 2.1.4 in a manner that is in any way unlawful, fraudulent or in bad faith or which has any unlawful, fraudulent or bad faith purpose or effect; or
- 2.1.5 in a manner that in our reasonable opinion (or the reasonable opinion of our **supplier**) could materially affect the quality of any telecommunications service, including the **service**, provided by us.

### 2.2 You will test any **software** used with or in conjunction with the **service** with the latest commercially available virus detection software to ensure that any such **software** is not infected by viruses and/or logic bombs, worms, Trojan horses and any other type of disruptive, destructive or nuisance programs.

## Special terms

- 2.3 We may monitor the profile of **calls** made through your use of the **service** for potential fraudulent or bad faith use and take reasonable steps (with which you must comply) to prevent such use.
- 2.4 You must adhere to the **fair usage policy** and any other restrictions of use contained in the **service literature**.
- 2.5 If you have purchased a **service** which includes a call tariff with inclusive minutes or call spend, use of the service will be subject to the **fair usage policy**. The inclusive minutes will be detailed in the relevant tariff sheet provided with your order, which forms part of your contract. If in any billing month the number of call minutes used (as evidenced by our records) exceeds the number of inclusive minutes set out in the tariff sheet, we may invoice you for any additional minutes used. The tariffs applicable to such excess of call minutes shall be as detailed in the applicable individual destination tariff tables provided in your tariff sheet.
- 2.6 You may vary the number of channels as part of the **agreement**. If you reduce the number of channels within the minimum period we may charge you a **cancellation charge**.
- 2.7 You must provide all required information requested within the order pack to ensure a smooth and effective order.
- 2.8 All porting requests must contain clear and accurate information. Failure to do so may lead to a delay in delivery and charges. We will perform number porting using the information supplied by you and in accordance with all relevant legislation and regulations (including codes of practice).
- 2.9 If we fail to provision the service correctly or the provisioning of the service is defective, we shall (on becoming aware of the issue), take all reasonable steps to promptly rectify the deficiency.
- 2.10 You are responsible for the equipment or services you need to use the **service** (including your **connectivity**).
- 2.11 You are responsible for maintaining the connection between your network and the equipment we use at your premises to supply the **service**.
- 2.12 The **service** can only be provided to you through **connectivity**. For the avoidance of doubt, the **service** does not include the provision of **connectivity** and which will only be provided to you where you have ordered that specific service from us, subject to the terms of that agreement.
- 2.13 If you are unable to use the **service** due to your connectivity or lack thereof we will continue to provide the **service**, and you must continue to pay for the **service**, unless and until we receive a termination notice from you. If you terminate the service prior to expiry of the minimum period we may charge you a cancellation charge in accordance with special term 5.7.
- 2.14 If we have a contract with you to provide your **connectivity** and we suspend that service under the terms of that agreement, we may also, without liability to you, suspend the service.
- 2.15 Any restrictions, limitations or conditions affecting your **connectivity**, will also apply to the **service**.
- 2.16 **Dynamic channels** will be provisioned in a deactivated state and will only be activated and available for use when we have accepted a completed request form from you.
- 2.17 If you require **Dynamic channels** to remain active for:
- 2.17.1 less than 28 days, the end date for deactivation must be stated in the request form: or
- 2.17.2 more than 28 days, you must submit a deactivation request form to us with at least 5 days' notice prior to the desired deactivation date.
- ### 3. Service management
- 3.1 We may from time to time provide you with instructions which we believe are necessary for reasons of health, safety or the quality of the service or other services provided by us or our supplier. You must comply and ensure any user complies with such instructions and pass on any instructions we give you to **users** promptly.
- 3.2 We may, without liability to you, take action to block or restrict your or any **user's cpe** from accessing the **service** if you or any **user** use the **service** in a way that is damaging to the **service**.

### 4. Service Constraints

- 4.1 You acknowledge that some technical limitations regarding supply of the **service** to some **user** sites may only become apparent after the service has been installed and working at those sites for some time. We will use our reasonable endeavours to assess and implement alternative solutions or remedial actions to allow the **service** to continue but we may need to withdraw the **service** or parts of the **service** at such sites. We will give you written notice where we need to do this.
- 4.2 If under special term 4.1 above we withdraw part of the **service** to a **user's** site you shall have the right to terminate the whole **service** to that site and any associated **licences** within 50 days of our notice to you under 4.1. above.

### 5. Charges

- 5.1 We will invoice any connection charges for the **service** (or any part of it) on or around the **service start date** of the relevant **service**, or any other date we specify.
- 5.2 Charges will be invoiced to you monthly in arrears from the service start date. If you make any change to your contract e.g. activating or de-activating any dynamic channel licenses etc. in accordance with the terms of the contract, we will endeavour to include the charges in respect of such changes in your next invoice and which may be pro-rated depending on when the change takes effect.
- You acknowledge and accept that every time you submit a request to activate a **Dynamic Channel** you will be charged **rental** for each activated **dynamic channel** at the same rate as your primary channel **rental** charge for the period during which the **dynamic channel** is **active**, subject to a minimum 5 day rental charge.

If we cannot provide the **service** as a result of:

- 5.2.1 you failing to meet your obligations under our standard terms and conditions and/or these special terms; or

- 5.2.2 the service ending or being suspended as a result of your connectivity ending or being suspended;

you will still be liable for paying the **charges** under the **agreement** (including early cancellation charges) if the **service** ends before the expiry of the minimum period.

- 5.3 Clause 9.3.2 and 9.3.3(a) of the **standard terms and conditions** shall be deleted and replaced with the following:

9.3.2 We can increase the **rental** and increase or introduce other recurring charges at any time during the term of the contract by giving you 21 days' notice in writing.

9.3.3(a) We can increase **call charges** by giving you five days' notice in writing or publishing the revised **call charges** on our website at least five days in advance;

- 5.4 Clause 9.3.3(b) and clause 9.4 of our **standard terms and conditions** shall be deleted and the remaining sub-clauses of clause 8 shall remain in full force and effect but shall be renumbered accordingly.

- 5.5 if you cancel or terminate a **licence** prior to expiry of its **minimum licence term** (whether by cancelling the **agreement** or a specific **licence**), you must pay us an amount equal to the **licence fee** plus any charges for the features set out in the order form for the **service** for the **minimum licence term** less any **licence fees** and feature charges you have already paid which shall be in addition to any other cancellation charges payable under clause 9.17 of our standard terms.

### 6. Connection of equipment to the service

- 6.1 Any equipment connected (directly or indirectly) to or used with the **service** must be compatible with the **service** and on the **authorised equipment list**. Any equipment not listed as **authorised equipment**, will not be supported by the **service** and will be **unauthorised equipment**.



## Special terms

- 6.2 If you need to modify or change the **authorised equipment** connected to the **service** this will need to be agreed with us in advance
- 6.3 If we become aware that **unauthorised equipment** is being connected to the **service** we will serve notice on you to remove the **unauthorised equipment**. Failure to remove the **unauthorised equipment** may result in the termination or suspension of the **service**.
- 6.4 You must not use predictive diallers (equipment or software which automatically calls a list of phone numbers) or similar technologies with the SIP Trunking service unless we have agreed to this in writing.

## 7. Limitation of liability

- 7.1 Sub-clauses 15.4.1 and 15.4.2 of our standard terms and conditions shall be deleted and replaced with the following:-
- 15.4.1 100% of the total charges you have paid us in that agreement year; or
- 15.4.2 £25,000
- Whichever is more.

## 8. Transfer of Undertakings (Protection of Employment) Regulations 2006

- 8.1 You must indemnify us, and keep us indemnified against:
- 8.1.1 any loss, cost, damage or expense, including legal expenses on an indemnity basis (a basis for assessing costs, as covered in Part 44 of the Civil Procedure Rules), we suffer or have to pay (including as a result of any claim made by our licensors) in connection with any employee of yours transferring (or allegedly transferring) to us; and
- 8.1.2 any liability in connection with any employee of yours transferring (or allegedly

transferring) to us under the Transfer of Undertakings (Protection of Employment) Regulations 2006, arising directly or indirectly as a result of you and us entering into the **agreement** or the employee's employment ending (including compensation for unfair dismissal, notice pay or statutory redundancy pay, or under regulations 12 or 15 of the Transfer of Undertakings (Protection of Employment) Regulations 2006).

- 8.2 The indemnity at special term 8.1 above shall be unlimited and included in clause 15.1 of our **standard terms and conditions**

This special term 8 will continue to apply after the **agreement** ends.

## 9. Emergency calls

- 9.1 You agree and acknowledge that in relation to **emergency calls** made using the **service**:
- 9.1.1 the **user's** equipment used to access the **service** requires mains power to make **emergency calls**;
- 9.1.2 the **user** is required to confirm or provide their location when making an **emergency call** to enable the relevant **emergency services organisation** to respond; and
- 9.2 an **emergency call** made using the **service** may not receive the same network priority as an **emergency call** made on a mobile network or on a circuit-switched fixed line.
- 9.3 The **emergency call service** will only be available where the **emergency call** originates from a calling party located in the UK having a telephone number conforming to the national telephone numbering plan, as set out on the Ofcom website, and being either from a geographic number range or from non-geographic number ranges with a prefix of: 055, 056, 03 or 08.
- 9.4 We will give you not less than 50 days' written notice of any material changes to the **emergency call service**.



### 10. Intellectual Property Rights

- 10.1 Clause 12.10 of our standard terms and conditions shall be deleted and replaced with the following clause 12.10:
- 12.10 You must indemnify us against any damages (including costs) awarded against us and any liabilities, and costs which we suffer or incur in connection with any claim or action against us or our **supplier** as a result of the **service** infringing the intellectual property rights of a third party (an intellectual property rights claim against us) if that claim or action arose from:
- 12.10.1 work we carried out in line with instructions or specifications you gave us; or
  - 12.10.2 you connecting or using your own apparatus (except purchased equipment) with the **service**.
  - 12.10.3 Any of the circumstances set out in clause 12.7.1 – 12.7.6 of the **standard terms and conditions**

### 11. CPE

- 11.1 You must only use **cpe** on the **authorised equipment list**. We may amend the **authorised equipment list** from time to time on not less than 25 days' notice. Any notice will state what is being removed from the **authorised equipment list**, when it will be removed and what **cpe** will replace it. If you are using service equipment or purchased equipment which is removed from the **authorised equipment list** we will continue to support such **cpe** for 90 days after the date our notice stated it was to be removed from the **authorised equipment list** (unless it is considered to be a security risk in which case a shorter period will apply)
- 11.2 If a change to the **authorised equipment list** means that you or a **user** would have to make material changes to your (or their) systems (including any software,

hardware, equipment, networks or infrastructure) or incur material costs you may provide us with written evidence of those costs or changes. If we agree that such costs or changes are material we shall continue to support such **cpe** until the expiry of the **minimum licence term** for the last **licence** affected by such change that you (or the relevant **user**) had entered into prior to such change to the **authorised equipment list**.

- 11.3 You will keep and maintain each piece of **cpe** and only use it in accordance with the manufacturer's or our instructions. You must ensure that any authorised equipment complies with any specific compatibility and interfacing requirements within a reasonable time of us notifying them to you. You must take reasonable steps to ensure any service equipment or purchased equipment is configured to prevent it being used in the commission of criminal offences (including making bad faith or fraudulent **calls**). If you or any **user** modifies or changes any **[authorised] equipment** in a manner that could have a detrimental impact on the **service**, any of our (or our **supplier's**) equipment, our (or our **supplier's**) network or the network or equipment of another customer of us or our supplier then you must give us 30 days' prior written notice and we may suspend or terminate the **service** by giving you notice.
- 11.4 If we provide software to you through the service we do not guarantee that it will be error free, but will we procure to have any errors corrected within a reasonable time if they impair the performance of the **cpe**.
- 11.5 Where a **cpe** sustains damage as a result of your actions you will indemnify us for the fix or replacement of the **cpe**.
- WEEE Directive**
- 11.6 You will be responsible under Article 13 of the Waste Electrical and Electronic Equipment Directive 2012 ("**weee directive**") for the costs of collection, treatment, recovery, recycling and environmentally sound disposal of **cpe** that has become waste electrical and electronic equipment ("**weee**").
- 11.7 Each of us acknowledge that for the purposes of Article 13 of the **weee** directive, the obligations and terms set out in special terms 11.10 – 11.14 inclusive constitute an agreement stipulating other

## Special terms

financing arrangements for the collection, treatment, recovery, recycling and environmentally sound disposal of **wEEE**.

- 11.8 You will be responsible for any information recording or reporting obligations imposed by the **wEEE** directive.
- 11.9 You will indemnify us against any claims or legal proceedings that are brought or threatened against us by a third party which would not have been caused or made had you fulfilled your express or implied obligations under clauses 11.10 – 11.14 inclusive of these special terms or in connection with the **wEEE** directive.
- 11.10 We will notify you of any such claims or proceedings and keep you informed as to the progress of such claims or proceedings.

## 12. Data protection

- 12.1 You agree to comply with your obligations under applicable data protection legislation, and maintain all relevant registrations and notifications. You agree to obtain all registrations, notifications and consents that you need to enable us and our sub-processors to process the personal data of users for the purposes of performing our obligations under the agreement.
- 12.2 You agree to indemnify us against all loss, damages, reasonable costs, liabilities and expenses arising or incurred in respect of any actions, claims or legal proceedings which are brought or threatened against us by a third party because you are in breach of 12.1 above.

## 13. Changing the agreement or service

- 13.1 Clause 20.2 of the standard terms and conditions shall be deleted and replaced with the following clause 20.2:
- 20.2 Despite clause 20.1, we can propose any changes to the agreement (other than in relation to charges (which are governed by clause 4 of these special terms) and service changes that are governed by clause 20.4 and 20.5, by giving you 21 days' written notice before the change is due to take effect. You may

serve a notice on us stating any objections to the change within 21 days of the date you received notice of the change from us. We will consider any objections received.

- 13.2 Clause 20.5 of the standard terms and conditions shall be deleted and replaced with the following new clause 20.5:

20.5 we may also change the **service** at any time (other than for the reasons set out in clause 20.4), including as a result of a change of name, a change in how we provide services, a change in technology or an upgrade to or substitution of an alternative service, or the introduction of new or improved service levels and/or licences, as long as:

- 20.5.1 you will not be charged for the change; and
- 20.5.2 the charges and minimum period will not be affected by the change

## 14. Suspending the Service

- 14.1 In addition to our suspension rights at clause 16 of our standard terms and conditions, we may suspend the service if:-
- 14.1.1 all or any part of any contract between us and another telecommunications provider is suspended and this affects the provision of the service.
- 14.1.2 abnormally high Call volumes are conveyed via the Service for onward termination to a network operated outside the UK, we and/or our supplier may instigate network management control measures including but not limited to call barring.
- 14.2 We may also suspend the service for operational reasons, to introduce or withdraw service features, provide new installations, update facilities, carry out general maintenance and planned engineering works or change the technical specification of the service upon giving not

## Special terms

less than 10 days' notice. In such event we will use our reasonable endeavours to minimise disruption to users.

- 14.3 Occasionally we may need to suspend the service (or a part of the service) for unplanned downtime. We will give you as much notice as possible of any unplanned downtime. If we cannot give you prior notice then we will inform you as soon as possible after the unplanned downtime commences. We will tell you the reason for such unplanned downtime in our notice or as soon as possible afterwards. We will use reasonable endeavours to avoid/minimise the occurrence and duration of any unplanned downtime wherever practicable.
- 14.4 We shall not be liable to you where we suspend the service in accordance with this special term 14.

## 15. Presentation numbers

- 15.1 All presentation numbers (the phone numbers presented to the person you are calling):
- 15.1.1 must be authentic numbers;
  - 15.1.2 must be able to be dialled or have been received from the public electronic communications network and passed on unchanged;
  - 15.1.3 must not be premium-rate numbers(except for those we authorise in writing), a number that connects to a revenue sharing number that generates unexpected or excessive call charges, international or **emergency services** numbers;
  - 15.1.4 you acknowledge that exploiting a presentation number to generate revenue generating calls may be persistent misuse of an electronic telecommunications network or electronic communications service. Where this is the case, it will constitute a material breach of this **agreement**;
  - 15.1.5 must be supported by an underlying network number

(the phone number for the line the call is made on);

- 15.1.6 Any presentation numbers to be presented on our communications network must be agreed by you and us in writing;
- 15.1.7 If a presentation number is allocated by a third party, you must get the third party's permission in writing before presenting it on the outbound call and let us know promptly if that permission is withdrawn;
- 15.1.8 You must indemnify (fully compensate) us for, all costs, claims, damages or proceedings made or threatened to be made as a result of you misusing a presentation number. This special term 15.1.8 shall be included in clause 15.1 of our **standard terms and conditions**;

- 15.2 You accept that some networks will not recognise a presentation number.
- 15.3 You must make sure that if a member of the public calls the presentation number, you have the facilities to answer the call in person or through an interactive voice response system.
- 15.4 You will comply with the CLI code of practice
- 15.5 We reserve the right to suspend or withdraw the use of presentation numbers upon notice if the information you have provided is or becomes inaccurate and/or we reasonably believe that the presentation numbers are prohibited by the CLI code of practice and/or are being used to generate revenue sharing.

## 16. Ending the agreement

- 16.1 The reference in clause 17.1.2 of the standard terms and conditions is amended to 10 days.

## 17. Cancelling the service

- 17.1 In addition to our rights to terminate the agreement under clause 17.1, or cancel any part of the service under clause 21.1 of the **standard terms and conditions**,

## Special terms

we can cancel the **service**, in whole or part, at any time to comply with a direction from Ofcom or any other **regulatory body** to suspend or cancel the **service** or any part of it (but this right to terminate will not relieve us of our liabilities under the **agreement**) in connection with the direction received.

## 18. Events beyond your or our control

- 18.1 The second paragraph of clause 19.1 of our standard terms and conditions is deleted and replaced with the following:
- “Circumstances beyond your or our control” means matters beyond your or our reasonable control (having taken reasonable precautions or measures) including but not limited to act of God, lightning, flood, exceptionally severe weather, subsidence, fire, explosion, war, civil disorder, national or local emergency, statutory obligation, industrial disputes (including those involving a party's own employees provided that party has taken all reasonable steps to prevent and /or resolve such industrial disputes from arising), delay or failure of a party's suppliers due to a matter beyond that supplier's reasonable control, delay or failure or rationing of energy supplies, unplanned or emergency acts or omissions of local or central government or other competent bodies, acts or omissions of persons for whom a party is not responsible or any other cause whether similar or dissimilar outside its reasonable control.



# Thank you

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Registered in England and Wales No. 01785381



## BUSINESS



Service Level Agreement

# SIP Trunking

## How we'll look after you

Thank you for your business. We'll never take it for granted. That's why we've put together this **service level agreement (sla)**. It lets you know exactly what we promise to deliver as part of our SIP Trunking service that you've ordered from us. This **sla** forms part of the agreement between you and us for services provided so, naturally, we'll fulfil what's laid out here. If we're providing you with connectivity for access to this service, that part of the service is covered by the connectivity service level agreement. In this case, you'll need to read this **sla** and that one too.

The transferring of numbers from another service provider (the **losing communications provider**) to these services (a **port**) is also covered with Geographic Number Portability (**GNP**)

### Our service availability promise

We pride ourselves on delivering a high availability service and keeping the SIP Trunking service up and running so you can continue with what you need to do.

We've come up with a set of **service availability** targets for our SIP Trunking service, so you know what to expect from us each month. These are set out in Table 1 below.

Table 1

Service Component	Service Availability Target
SIP Trunks	99.999%
SIP Trunking Portal	99.99%

We measure **service availability** by measuring the amount of **outage time** in a **service period**.

We work out **service availability** and **outage time** for each **service period** like this:

24hrs x days a rental month – Outage Time hrs

24hrs x days in a rental month

100%

### Your remedies

Where the SIP Trunks **service availability** is less than 99.999%, you can claim **service credits** once a calendar month only. The applicable **service credit** is calculated by multiplying the **charges** for that **service period** by the applicable percentage shown below in Table 2:

Table 2

Monthly Uptime Percentage	Service Credit
< 99.999 to 99.99%	5% of monthly <b>SIP channel rental</b>
< 99.99 to 99.93%	10% of monthly <b>SIP channel rental</b>
< 99.93%	15% of monthly <b>SIP channel rental</b>

### Bringing you back online

If a problem arises, we'll aim to fix it within the times shown in the Table 3 below:

Table 3

Fault Category	Target Restoration Time
P1 Fault	6 hours (24/7)
P2 Fault	8 hours (24/7)
P3 Fault	1 working day
P4 Fault	3 working days



# Service Level Agreement

## Who’s in charge of getting problems sorted?

If a problem isn’t sorted within the times we promise, then we escalate it as you can see from the table below

### Our commitment to you:

Late Service Restoration	
Internal Escalation	Escalation Level
Team Manager	Level 1
Fault Centre Manager	Level 2
Head of Business Assure	Level 3

So now we’ve covered the main points, all that’s left to read is the full agreement. It spells out exactly where we both stand so that there is no confusion.

## Definitions of terms used

Except as otherwise defined in this **sla** or unless the context otherwise requires, all defined terms in this **sla** shall have the same meanings as in the **agreement**.

**charges** means, for the purpose of this **sla**, the recurring monthly charges which are payable by you under the **agreement** for the **service**, but excluding any **cancellation charges**, **connection charges** or other one-off charges.

**excused outage** means any **fault** caused by:

- (a) your network, system or equipment, or any part of it, including your **SBC** and **access service** or
- (b) your acts or omissions; or
- (c) over subscription of bandwidth or congestion on your IP network that is not caused by us; or
- (d) your failure to ensure that sufficient Realtime bandwidth is available to ensure that IP packet loss, jitter and latency do not exceed the relevant limits required by Realtime applications; or
- (e) unavailability of, or your failure to have or maintain in place in accordance with the **agreement**, an appropriate **access service**; or
- (f) your breach of the **agreement**; or

- (g) your failure or delay in complying with our reasonable instructions; or
- (h) a force majeure event as set out in the Agreement; or
- (i) an act or omission of any third party which is beyond our reasonable control.

**fault** means a **p1 fault**, **p2 fault**, **p3 fault** or **p4 fault** which has been reported to us in accordance with standard fault reporting procedures (see ‘reporting a fault’ below) or logged by us on our fault management system.

**fault report** means the report of a **fault** either by you or us that has been recorded on the call record at our Business Technical Support Centre in accordance with standard fault reporting procedures.

**outage time** means the sum total time that the **service** is unavailable in the relevant month due to a **p1 fault**.

**p1 fault** means the **service** is unavailable with complete or major loss of service causing a critical impact to your business operations. Immediate restoration of service is expected.

For example, all of your **users** are unable to make or receive an external call, business critical call divers are failing or calls to your business critical number(s) are failing.

**p2 fault** means the **service** is available but operating with reduced functionality or degraded service that is causing significant business impacts to you.

Example of scale would be consistently intermittent ability to use voice services due to poor quality or dropped calls, call divers are failing or you are unable to access the **SIP Trunking Portal** to configure emergency call divers.

**p3 fault** means the **service** is available but an issue is causing reduced functionality or degraded service, but which does not cause a significant business impact to you.

Example of scale would be **CLI** presentation being inhibited and the **SIP Trunking Portal** and/or call reports are unavailable.

**p4 fault** means the **service** is available but an issue has been raised which impacts an individual **user** in a minor capacity but does not impact your business operations.

Example of scale would be only one party can

## Service Level Agreement

hear the other party during a call for an individual **user** or individual I admin is unable to access the **SIP Trunking Portal**.

**planned outage** means any circumstances in which we have notified you in advance that the **service** may be unavailable or operating with reduced functionality or degraded service.

**restoration** or '**restore**' means the workaround or temporary solution for, or the permanent resolution of, a **fault** which (as applicable) remedies, or negates the impact of, the **fault** so that the **service** is available.

**service** means the **service** that we provide to you as set out in the **agreement**.

**service credit** is the amount we credit or pay to you for failing to meet the **service levels** as set out in this **sla**.

**service period** means each month during the term of the **agreement**, with each month being calculated between the **service start date** and the same date in each subsequent month.

**working day** means 09:00 to 17:00 Monday to Friday, excluding public and bank holidays in the applicable part of the United Kingdom

For the avoidance of doubt, **you** and **your** shall include your employees, subcontractors and agents.

## Geographic Number Porting

As set out in more detail within this section, in the **agreement** and in our number porting guidance (available on **our website**), you are responsible for submitting a **port** request to your **losing communications provider** and for providing all necessary documents to enable that **port** request to be completed. We will assist you in completing any **port** request as set out in our Number Porting guidance.

We will notify you in writing once the **losing communications provider** has accepted your **port** request and shall provide you with a date on which the **port** will take place (a "**port date**").

Subject to the remainder of this section and the exclusions section below, if we do not confirm to you in writing that your requested geographic number **port** has been successfully completed within one (1) **working day** of the **port date** notified to you in writing, you may be entitled to claim **service credits**

for each number **port** delayed.

For the purposes of this section the time a **port** is "delayed" shall be the period beginning on the second **working day** after the relevant **port date** notified to you in writing (as may be extended under this section) and ending on the day the **port** is successfully completed.

The value of any **service credit** you may be entitled to under this section shall be calculated as:

One thirtieth (1/30) of the applicable monthly rental for the relevant ported number service multiplied by the number of days delayed, up to a maximum value equivalent to 90 days' of the monthly rental for the relevant ported number.

The **service credits** set out above shall be your sole remedy for any **porting** delay or any failure by us to meet the GNP **service level** set out above.

If the delay is caused by any of the reasons set out below or in the Exclusions section of this document, we'll try to complete the **port** as soon as possible but we won't be liable to pay you any **service credits**.

Where groups of numbers are covered by a single monthly rental plan, the "applicable monthly rental" referred to above when calculating any **service credits** payable under this section will be calculated by the total group monthly **rental** charge, divided by the total number of numbers under the rental plan, and then multiplied by the number of **ports** delayed.

The completion of any GNP **ports** and the application for any **service credits** are subject at all times to the following conditions:

- (a) if we amend or extend a **port date** in accordance with clause 4.5 of **our standard terms and conditions**, or a revised **port date** is agreed in writing between us, the **port date** referred to above against which our performance shall be measured for the purpose of this section shall be the extended **port date**;
- (b) In order to complete a **port**, you are responsible for, and must to provide us with:
  - (i) a copy of the correctly completed and signed GNP "Letter of Authority", with all **porting** validation processes completed with the **losing communications provider**;



## Service Level Agreement

- (ii) completing all **porting** validation processes the **losing communications provider** may require you to complete to accept or process any **port** request; and
- (iii) accurate and complete details of the number(s) to be **ported**, in advance of the proposed **port date**.

We shall have no liability to you for any **service credits** as a result of any delay to the **port** caused by your failure to provide us or the **losing communications provider** with this information.

### Exclusions

#### Service availability

Unavailability of the service because of any of the following events shall not count as outage time:

- (a) an **excused outage**; or
- (b) a **planned outage**; or
- (c) emergency maintenance.

### Service restoration

Time spent in repairing a **fault** or **restoring** the **service** because of any of the following events will not be counted as part of restoration time when calculating **service credits**:

- (a) your failure or delay in providing the necessary co-operation required by us including, without limitation:
  - (i) supply of the necessary information; or
  - (ii) access to the relevant sites; or
  - (iii) supply of the necessary power or facilities; or
- (b) your relevant personnel cannot be contacted to assist us or to confirm the **service** is **restored**; or
- (c) a **planned outage**; or
- (d) an **excused outage**; or
- (e) emergency maintenance.

The time taken to restore a **fault** is measured from the time the **fault report** is recorded on our fault management system on a **working day** or 09:00 on the first **working day** following if reported outside of those hours) until the time

we notify you that **service** has been restored or if we are unable to contact you, the time recorded on our Business fault management system that **service** has been **restored**.

### General

The **sla** does not apply to non-standard solutions or customised services unless expressly agreed in writing.

If, on further inspection, no **fault** can be found with the **service** or the **fault** is an **excused outage**, we may charge you for costs incurred by us.

### Claiming service credits and our liability to you

To request **service credits**, you must claim in writing via your Virgin Media Business Account Manager within 3 months from the date of the relevant event. If you do not claim **service credits** within such period, you will be deemed to have waived the applicable **service credits**.

You agree that **service credits** shall be your sole and exclusive financial remedy for our failure to meet **service levels**. **Service credits** payable shall relate to the monthly rental of the **service** that is the subject of the **fault**.

Notwithstanding any provisions in the **agreement** to the contrary in no event shall the total amount of **service credits** payable to you in any year for the affected **service** exceed 100% of the total of the annual **charges** for the affected **users** nor shall the amount of **service credits** payable to you in any **service period** exceed 100% of the total of that **service period's charges** for the affected **users**.

### Service planned outage

Except in an emergency or in circumstances beyond our control, we will endeavour to give you as much notice as we are able to give (but in any event not less than four (4) Working Days) of any **planned outage** which will affect the availability of the **service**. Such notice will include:

- (a) a brief description of the **planned outage**;
- (b) date and time of the **planned outage**; and
- (c) estimated duration of the **planned outage**.

## Service Level Agreement

Such notice will be given by way of letter or via email. However, in the case of an emergency, we may give you a shorter notice by way of a telephone call.

### Reporting a fault

You must comply with any fault reporting format as advised by us from time to time for the reporting of **faults**.

For the avoidance of doubt, if there is a dispute on any fault commencement or duration, the records of the fault management system at our Technical Support Centre shall be final.

Any **faults** or suspected **faults** on the **services** must be reported to our Technical Support Centre on **0800 052 0800** (followed by your PIN, if supplied).

You shall identify to us the individuals who shall have authority to report **faults (authorised individuals)**. Any replacement **authorised individuals** shall be notified to us in writing.

In our commitment to you, our internal escalation procedure is for information only and you will not have any direct contact with any of such personnel.



# Thank you

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Registered in England and Wales No. 01785381

