



Products and prices

Product range: talk (14) for contracts sold on
or after 28 August 2014

Effective from 1 July 2015

Products and Prices: talk (14) packages

This products and prices document refers to talk (14) products only, sold on or after 28th August 2014. These products have a minimum 12 month fixed term.

Prices effective from: 01/07/2015

Talk products provide a line rental and calls service from a fixed location for domestic use.

Fixed monthly charges cover: line rental, any features requested and, if appropriate, a package fee which allows certain types of calls to be made without charge within set time-periods. Other calls will be charged for and there is no limitation on the type of calls which can be made.

There are, however, fair use policies which detail charges that will apply to normally inclusive calls on certain packages and these are described in the sections below on 0845 & 0870 rates (2.3.2.1.1) and on calls to specified popular international destination (2.4.1).

Information about packages is set out in section 1 and options for directory entry information in section 5.6

All price details include VAT of 20% (unless otherwise stated)

The following time periods are effective except where detailed.

Daytime: Mon - Fri between 7am and 7pm

Evening: Mon - Fri before 7am and after 7pm

Weekend: Midnight Friday to midnight Sunday

Calls which run over more than one charge period will be charged at the applicable rate when the call is made

For any further talk enquiries please call:

Southern Electric 0800 980 9922

Scottish Hydro 0800 980 9923

Swalec 0800 980 8262

Atlantic 0800 980 9866

SSE 0800 048 2394

The payment method for talk is by direct debit.

Payments by credit card will attract a surcharge which is reflective of the costs passed on by credit card companies for processing the payment.

Monthly billing is available at an extra charge for paper bills

Information about this charge is provided in Section 5.1.

All other charges in this pricelist apply equally to monthly and quarterly billing arrangements.

Overall information about how bills are produced is provided in Section 3 on Billing Convention.

Duration of all local/national geographic calls and calls to mobiles and international calls (see sections 2.2, 2.3.3, 2.4.1 & 2.4.2), as well as for the non-geographic Access Charge (section 2.3.2) will be rounded up, for charging purposes, to the next whole minute.

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Terms and conditions apply. These can be found in the document titled **General terms and conditions for the supply of fixed line telephone service** located in the **Regulatory and guidance information** section of our website, at the following location : www.sse.co.uk/HelpAndAdvice/RegulatoryInformation/

Section 1 - General Package Information

1.1 - Prices not subject to change

With all our fixed term packages we guarantee that the key prices that form part of the package will not be subject to price increases during the fixed term, except in the scenario of a VAT change or changes in relevant taxation.

The key prices are: monthly line rental and package prices; the call set up fee; and the prices for the Basic Calling Features listed in section 4.1; the price of non-inclusive day, evening and weekend calls to local, national and mobile destinations, and the top 20 international destinations (USA, Canada, Australia, New Zealand, Austria, Belgium, Denmark, France, Germany, Greece, Ireland, Italy, Netherlands, Norway, Poland, Portugal, South Africa, Spain, Sweden and Switzerland).

Other prices not listed above, including directory enquiries, engineering charges, other international destinations are all subject to change.

All pricing updates are found on our website at the following location: www.sse.co.uk/PhoneAndBroadband/Prices/Pricesupdates

1.2 - Line Rental

Monthly fee inc. VAT in £

Standard Monthly Line Rental for contract customers	
talk weekend (14)	12.00
talk evening and weekend (14)	15.00
talk anytime (14)	15.00
talk anytime plus (14)	15.00

1.3 - Package Options

talk weekend (14)	0.00
<i>Our cheapest line rental product</i>	
talk evening and weekend (14)	2.00
<i>Inclusive local and national evening and weekend calls</i>	
talk anytime (14)	5.00
<i>Inclusive local & national calls and to 20 international destinations anytime (see section 2.4.1)</i>	
talk anytime plus (14)	7.00
<i>Inclusive local & national calls and to 20 international destinations (see section 2.4.1) with discounted mobile rates anytime (see section 2.3.3.2)</i>	

Package choice can be changed but, if this takes place within the fixed term of a contract, it will result in the contract restarting for a new fixed term period and termination charges may be payable for the contract just terminated.

Inclusive calls are standard voice calls, lasting up to 70 minutes, to local and national numbers, which are those numbers that begin with 01, 02 & 03. Calls to numbers beginning with 0845 & 0870, up to 70minutes, are also free during the same inclusive periods of your call package for local and national calls. This excludes indirect access numbers and dial-up internet access. A fair use policy applies to these calls as described further in Section 2.3.2.1. Similarly, for the anytime packages only, calls to standard fixed line destinations in 20 specified international countries are inclusive up to 70 minutes and a fair use policy applies to these calls as further described in section 2.4.1.

Calls to Personal Numbers and to any other non-geographic numbers are not included in package prices.

1.4 - Termination Charges

talk contracts are available to eligible new and existing residential customers agreeing to either a **talk weekend (14)**, **talk evening and weekend (14)**, **talk anytime (14)** or **talk anytime plus (14)** tariff on a 12 month renewable contract.

After the cooling off period, charges will apply if the talk contract package is cancelled during the minimum term contract period.

The charge will apply for the remaining term of the contract for cancellation at any point between the talk service start date and the 12th month of the contract.

The charge is calculated using a daily rate as explained in section 3.

The maximum charge for a cancellation after the service start date is dependent on your talk tariff in place at the time of cancellation.

	* Charge per remaining month of the contract term in £	Maximum Charge in £
talk weekend (14)	1.50	18.00
talk evening and weekend (14)	2.50	30.00
talk anytime (14)	5.00	60.00
talk anytime plus (14)	6.50	78.00

* Please note the termination charges quoted above are exclusive of VAT where applicable

1.5 - End of Fixed Term and Renewals

Towards the end of the fixed term contract, customers will receive a written renewal offer. In absence of a positive acceptance of the offer, the fixed term package will terminate to be replaced by an equivalent non fixed term package.

Information on these non fixed term packages can be found in the document titled: **talk standard (non fixed term) charges and tariffs information**

This can be found on our website in the Regulatory and guidance information section, at the following location : www.sse.co.uk/HelpAndAdvice/RegulatoryInformation/

1.6 - Care Levels

We have a fault repair service in the unlikely event that you have a fault with your telephone line. There are three options available each providing different priority level of response when dealing with a fault report and the details are outlined below.

Additional engineering charges may apply as set out in Section 5.2 if we have to arrange an engineering visit to fix the fault

Standard Care is our basic cover and is included for all our customers automatically as part of their Line Rental Price.

Monthly fee inc. VAT in £

<u>Standard Care</u> 48 working hour response* Service Operates Monday to Friday 08:00 - 17:00 (excluding Public & Bank Holidays)	0.00
<u>Extended Care</u> 4 working hour response* Service Operates Monday to Saturday 08:00 - 17:00 (excluding Public & Bank Holidays)	1.50
<u>Total Care</u> 4 working hour response* Service Operates 24 hours per day, 7 days per day week (including Public & Bank Holidays)	4.00

* The response time starts once a fault log has been received by the engineering department. Please note that the timescale for the fault to be fixed may exceed the stated response time, depending on the cause of the fault.

Section 2 - Dialed Call Charges**2.1 - Call Set Up Fee****fee inc. VAT in pence**

Call Set Up fee	13.50
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Call set up fees are charged for setting up certain types of call and are payable in addition to call charges set out in the price list. They apply unless stated otherwise in the detailed descriptions of call charges in the rest of section 2. They apply to the following type of calls for example:

- Geographic Calls (see section 2.2)
- VoIP services which usually begin with 055 and 056, charged at special services rate g21 (see section 2.3.9.4)
- Calls to mobile networks including Wi-Fi but excluding ISDN 64k (see section 2.3.3 & 2.3.6)
- Calls to non-inclusive international fixed lines (see sections 2.4.1 & 2.4.2)
- Calls to international mobiles excluding ISDN 64k and satellite calls (see section 2.4.2)
- The above services accessed via Operator Assistance (see section 2.5)

They will not apply to the following type of calls for example:

- Free call services (see section 2.6)
- Inclusive geographic calls where the pence per minute rate has been set to zero for the first 70 minutes of each call (including those that end after the free period elapses) (see section 2.2)
- Non-geographic calls to 084, 087, 09 and 118 numbers which are charged a Service Charge and an Access Charge (see section 2.3.2)
- Inclusive calls to international fixed lines for talk anytime customers (including those that end after the free period elapses) (see section 2.4.1)
- ISDN 64k and satellite calls to international mobiles (see section 2.4.3)

2.2 - Geographic Calls

Geographic calls are standard voice calls to local and national numbers, which are those beginning with 01 and 02. Calls to numbers beginning 03 are also treated as geographic calls for charging purposes.

Inclusive talk calls are free up to 70 mins. 8.10p per additional minute.

The call set up charge of 13.5p does not apply to inclusive talk calls.

	fee inc. VAT in pence Inclusive	Daytime	pence per minute inc. VAT Evening	Weekend
<u>talk weekend (14)</u>				
Local Rate	0.00	8.10	8.10	0.00
National Rate	0.00	8.10	8.10	0.00
13.5p call set up charge applies.				
<u>talk evening and weekend (14)</u>				
Local Rate	0.00	8.10	0.00	0.00
National Rate	0.00	8.10	0.00	0.00
For daytime calls 13.5p call set up charge applies.				
<u>talk anytime (14) & talk anytime plus (14)</u>				
Local Rate	0.00	0.00	0.00	0.00
National Rate	0.00	0.00	0.00	0.00

2.3 Non-Geographic Calls

Non-geographic calls are to numbers which are used to identify a type of service rather than a geographical location. These services include NTS (Number Translation Services), PRS (Premium Rate Service), Mobile and Personal numbers. They are listed in their specific sections below.

Number Translation Services (NTS) numbers are those beginning with 08 and are typically used by businesses and organisations to provide a single number for customers to call regardless of the actual location of where the call is received.

These include 0845 and 0870 numbers, which are country-wide NTS numbers, often used by service departments of large companies and by public service bodies. The numbers are not limited to particular area codes.

2.3.1 - 03 Numbers

The 03 prefixes denote a non-geographic number treated as if it was a call to a geographic number for the purposes of charging and inclusion in call packages. The cost of these calls is shown in Section 2.2.

Please note that some organisations providing 0845 & 0870 numbers to contact them have now transferred their contact numbers to use the prefixes 0345 and 0370 respectively instead.

2.3.2 - Calls to 084, 087, 09 and 118 Numbers (Unbundled Tariff Numbers)

As of 1st July 2015, a regulatory change takes place such that calls to Unbundled Tariff Numbers will be charged under a new system that will make the cost of calling service numbers clear for everyone. The calls affected are for non-geographic numbers starting with 084, 087, 09 and 118.

They will be charged as the sum of two elements: a 'Service Charge' and an 'Access Charge'. The 'Service Charge' is decided by the business being called and is the same for all telephone users. The 'Access Charge' is set by ourselves as your telephone service provider and the actual rate is listed below. Adding the 'Service Charge' together with the 'Access Charge' gives you the total charge of the call.

Once this change takes place, 0845 and 0870 calls will remain inclusive for the first 70 minutes, and for the relevant periods as per your calls package. After that, they will be charged at the Access Charge rate + the relevant Service Charge.

For more information on the change in charging for calls to these numbers, please visit the ukcalling.info website

Service Charge

The 'Service Charge' is decided by the business being called and is the same for all telephone users. There are currently 80 different Service Charges and any advertised Unbundled Tariff Number should include information on this Service Charge.

Where the Service Charge comprises or includes a pence per minute rate, the call will be rounded to the nearest whole second for the purpose of calculating the Service Charge element.

Access Charge

The 'Access Charge' is a pence per minute rate set by ourselves as your telephone phone provider and it is listed below:

pence per minute inc. VAT All Day

	pence per minute inc. VAT All Day
Access Charge	6.90

This charge is the same across all times of the day and all days of the week, with the exception of calls to 0845 & 0870 numbers (see section 2.3.2.1.1). Duration of all calls will be rounded up to the next whole minute, for the purpose of calculating the Access Charge element.

2.3.2.1 - Inland Number Translation Services (NTS), direct dialled rates

Number Translation Services (NTS) numbers are those beginning with 08 and are typically used by businesses and organisations to provide a single number for customers to call regardless of the actual location of where the call is received.

Calls to other NTS numbers vary depending on the number, with a maximum cost of 19.9p for a one-minute call with subsequent minutes costing a maximum of 19.9p per minute. Maximum call rates to 0845 and 0870 numbers are noted in section 2.3.2.1.1.

2.3.2.1.1 - Calls to 0845 & 0870 numbers

0845 and 0870 numbers are country-wide NTS numbers, often used as contact numbers by service departments of large companies and by public service bodies.

Calls to dialled numbers beginning with 0845 & 0870 are inclusive (up to 70 minutes) during the same inclusive periods of your call package for local and national calls. Any call that exceeds this time limit will start to be charged from 70 minutes. Redial before 70 minutes to avoid additional charges.

Excludes indirect access numbers and dial-up internet access.

A fair use policy applies – maximum of 1,000 minutes or 150 calls a month.

Calls to the excluded numbers and those calls made after the monthly fair use policy is exceeded are charged a Service Charge and an Access Charge as described in section 2.3.2.

A 1 minute non-inclusive call of this type to a number beginning 0845, will cost a maximum of 13.9p, with further minutes priced at no higher than 13.9p per minute.

A 1 minute non-inclusive call of this type to a number beginning 0870, will cost a maximum of 19.9p, with further minutes priced at no higher than 19.9p per minute.

Calls to other NTS numbers vary depending on the number, with a maximum cost of 19.9p for a one-minute call with subsequent minutes costing a maximum of 19.9p per minute.

Please note that some organisations providing 0845 & 0870 numbers to contact them have now transferred their contact numbers to use the prefixes 0345 and 0370 respectively instead. Calls to 03 numbers are charged as geographic calls as discussed in Section 2.3.1.

2.3.2.1.2 - Calls to 0800 & 0808 numbers

All numbers beginning 0800 and 0808 are Freephone numbers and will not be subject to a Service Charge or an Access Charge. See also section 2.6.

2.3.2.2 - Premium Rate Services (PRS)

Premium Rate Services (PRS) are a particular type of NTS, currently provided on 09 numbers. These types of calls typically refer to Competition/Voting Lines or Adult Content Services and are regulated by PhonepayPlus.

The PhonepayPlus Code of Practice covers the content, promotion and overall operation of Premium Rate Services. Further information about the Premium Rate Services Regulator can be found in our [phone service Code of Practice](#) available on our website in the **Regulatory and Guidance Information** section, at the following location:

www.sse.co.uk/HelpAndAdvice/RegulatoryInformation/

Premium numbers are categorised into different Service Charges. These codes will be shown on your bill next to the call on the itemised listing.

2.3.2.3 - Directory Enquiry Services

Directory Enquiry Services (DQs) help you find a specific telephone number whether it be Residential or Commercial. When calling you will be offered the number or be given the choice to be connected for a subsequent one off charge.

There are many choices of Enquiry Services available. These services have a six digit short code that begin 118 xxx and are regulated by PhonepayPlus.

The PhonepayPlus Code of Practice covers the content, promotion and overall operation of Directory Enquiry Services. Further information about the Premium Rate Services Regulator can be found in our **phone service Code of Practice** available on our website in the **Regulatory and Guidance Information** section, at the following location: www.sse.co.uk/HelpAndAdvice/RegulatoryInformation/

DQs are categorised into different Service Charges. These codes will be shown on your bill next to the call on the itemised listing.

2.3.3 - Mobile Calls in the UK

Mobile numbers are those calls made to a mobile telephone number, which are accessed from a landline by use of a mobile network. For calls made to a UK Mobile Number the charge will be the same no matter where the mobile is located at the time of the call.

2.3.3.1 - Mobile Calls in the UK - talk weekend (14), talk evening and weekend (14) & talk anytime (14)

2.3.3.1.1 - Main UK Mobile Networks

For these call types the following time periods are effective.

Daytime: Mon - Sun between 7am and 7pm
Evening: Mon - Sun before 7am and after 7pm

	pence per minute inc. VAT	
	Daytime	Evening
Main Mobile Networks*	11.00	11.00
C&W	11.00	11.00
Maplesbury Communications	11.00	11.00

* Mobile networks here include calls to O2, Orange, Vodafone, T-Mobile and EE networks
See separate charges for Hutchison 3G and 0800 Reverse.

2.3.3.1.2 - Other Mobile networks

	pence per minute inc. VAT		
	Daytime	Evening	Weekend
Hutchison 3G	11.00	11.00	11.00
0800 Reverse*	11.00	11.00	11.00
Mobile telephone - fm14	11.00	11.00	11.00
Mobile telephone - fm15	11.00	11.00	11.00
Mobile telephone - fm16	11.00	11.00	11.00
Mobile telephone - fm17	11.00	11.00	11.00

* 0800 Reverse is a reverse call charge service.

The number begins 0800 and is free to dial, however if you receive a call from a Reverse Charge Company and accept the call, the above charges will apply.

2.3.3.2 - Mobile Calls in the UK - talk anytime plus (14)

2.3.3.2.1 - Main UK Mobile Networks

For these call types the following time periods are effective.

Daytime: Mon - Sun between 7am and 7pm
Evening: Mon - Sun before 7am and after 7pm

	pence per minute inc. VAT	
	Daytime	Evening
Main Mobile Networks*	5.50	5.50
C&W	5.50	5.50
Maplesbury Communications	5.50	5.50

* Mobile networks here include calls to O2, Orange, Vodafone, T-Mobile and EE networks
See separate charges for Hutchison 3G and 0800 Reverse.

2.3.3.2.2 - Other Mobile networks

	pence per minute inc. VAT		
	Daytime	Evening	Weekend
Hutchison 3G	5.50	5.50	5.50
0800 Reverse*	5.50	5.50	5.50
Mobile telephone - fm14	5.50	5.50	5.50
Mobile telephone - fm15	5.50	5.50	5.50
Mobile telephone - fm16	5.50	5.50	5.50
Mobile telephone - fm17	5.50	5.50	5.50

* 0800 Reverse is a reverse call charge service.

The number begins 0800 and is free to dial, however if you receive a call from a Reverse Charge Company and accept the call, the above charges will apply.

2.3.4 - Personal numbering/Messaging services

Personal numbers are usually those beginning with 070. These enable the end user to be called using a Personal Telephone Number and reached at almost any underlying Number. These services are sometimes referred to as 'find me anywhere' services.

Personal numbers are categorised into different call charge bands which are shown below. These codes will be shown on your bill next to the call on the itemised listing.

2.3.4.1 - Personal numbering/Messaging services - Calls charged per minute

	pence per minute inc. VAT		
	Daytime	Evening	Weekend
C	16.53	9.58	5.05
D	25.26	14.88	14.88
E	7.46	7.46	7.46
F	45.34	30.23	15.11
J	48.36	33.25	15.86
K	56.67	37.78	18.88
M	62.04	42.80	42.80
N	19.46	19.46	19.46
PN1	36.28	24.18	12.09
PN2	75.58	75.58	75.58
PN3	74.07	58.95	58.95
PN4	39.30	39.30	39.30
PN5	25.70	25.70	25.70
PN6	30.23	30.23	30.23
PN8	30.19	30.19	30.19
PN9	35.52	35.52	35.52
PN10	52.90	52.90	52.90
PN11	58.95	43.83	43.83
PN12	40.81	40.81	40.81
PN13	58.95	58.95	58.95
PN14	44.59	44.59	44.59
PN15	19.65	19.65	19.65
PN16	21.16	21.16	21.16
PN17	22.67	22.67	22.67
PN18	24.18	24.18	24.18
PN19	15.11	15.11	15.11
PN20	36.28	36.28	36.28
PN21	62.16	62.16	62.16
PN22	15.60	10.04	8.49

Calls to Personal numbers beginning 070 cost a maximum of 89.08p for a one-minute call with subsequent minutes costing a maximum of 75.58p per minute.

2.3.4.2 - Personal numbering/Messaging services - Calls charged per minute with a one off connection fee

When calling the following charge bands there will be a one off connection fee plus a charge per minute. The codes below will be shown on your bill next to the call on the itemised listing.

	fee inc. VAT in pence Connect	pence per minute inc. VAT		
		Daytime	Evening	Weekend
PN7	65.79	5.19	1.31	1.31

2.3.5 - Calls to Pagers and Voice Messaging Services

Pagers and Voice Messaging Services are categorised into the following charge band. This code will be shown on your bill next to the call on the itemised listing.

2.3.5.1 - Calls to Pagers and Voice Messaging Services - Calls charged per minute

	pence per minute inc. VAT		
	Daytime	Evening	Weekend
R	10.39	5.19	3.88

2.3.5.2 - Calls to Pagers and Voice Messaging Services - Fixed Fee Charges

	fee inc. VAT in pence		
	Daytime	Evening	Weekend
FF3	32.90	17.76	17.76
FF6	39.54	39.54	39.54
FF8	24.40	24.40	24.40
FF9	55.91	55.91	55.91
FF10	33.51	33.51	33.51

2.3.6 - Fixed-WiFi direct dialled rates

Fixed WiFi calls are categorised into different call charge bands which are shown below. These codes will be shown on your bill next to the call on the itemised listing.

	pence per minute inc. VAT		
	Daytime	Evening	Weekend
WiFi Services - fw1	20.39	20.39	9.95
WiFi Services - fw2	19.31	16.06	8.19
WiFi Services - fw3	21.47	17.14	8.65
WiFi Services - fw4	20.85	12.74	6.38
WiFi Services - fw5	19.46	15.75	8.80
WiFi Services - fw6	16.99	13.59	8.19
WiFi Services - fw7	16.22	16.22	16.22
WiFi Services - fw8	24.71	19.31	8.19
WiFi Services - fw9	21.62	21.62	21.62
WiFi Services - fw10	12.93	12.93	12.93
WiFi Services - fw11	16.99	16.99	16.99
WiFi Services - fw12	16.71	16.70	16.70

2.3.7 - Special Services - Calls to 05 Numbers

The following charge bands are for certain Corporate Numbers and also VoIP services which usually begin with 055 and 056. VoIP calls are those dialled to an internet connection rather than the telephone network.

	pence per minute inc. VAT		
	Daytime	Evening	Weekend
Special Services G6	7.14	7.14	7.14
Special Services G21	6.87	2.81	1.65

2.4 - International Destinations

2.4.1 - International Direct Dialed (IDD) to Specified Popular Destinations

Calls to the following international destinations are priced separately to others and are different depending on which talk package you choose.

Any IDD calls to mobile rates for these destinations that are not listed in 2.4.2 will be charged the same as calls to that destination for IDD fixed lines.

	pence per minute inc. VAT		
	Daytime	Evening	Weekend
<u>talk weekend (14)</u>			
Australia	10.00	10.00	10.00
Austria	10.00	10.00	10.00
Bangladesh	25.02	22.02	22.02
Belgium	10.00	10.00	10.00
Canada	10.00	10.00	10.00
Denmark	10.00	10.00	10.00
France	10.00	10.00	10.00
Germany	10.00	10.00	10.00
Greece	10.00	10.00	10.00
India	25.02	22.02	22.02
Ireland	10.00	10.00	10.00
Italy	10.00	10.00	10.00
Netherlands	10.00	10.00	10.00
New Zealand	10.00	10.00	10.00
Norway	10.00	10.00	10.00
Pakistan	25.02	22.02	22.02
Poland	10.00	10.00	10.00
Portugal	10.00	10.00	10.00
Portugal Madeira	10.00	10.00	10.00
South Africa	10.00	10.00	10.00
Spain	10.00	10.00	10.00
Sweden	10.00	10.00	10.00
Switzerland	10.00	10.00	10.00
USA	10.00	10.00	10.00
Vatican City	10.00	10.00	10.00

<u>talk evening and weekend (14)</u>			
Australia	10.00	10.00	10.00
Austria	10.00	10.00	10.00
Bangladesh	12.26	12.26	12.26
Belgium	10.00	10.00	10.00
Canada	10.00	10.00	10.00
Denmark	10.00	10.00	10.00
France	10.00	10.00	10.00
Germany	10.00	10.00	10.00
Greece	10.00	10.00	10.00
India	12.26	12.26	12.26
Ireland	10.00	10.00	10.00
Italy	10.00	10.00	10.00
Netherlands	10.00	10.00	10.00
New Zealand	10.00	10.00	10.00
Norway	10.00	10.00	10.00
Pakistan	12.26	12.26	12.26
Poland	10.00	10.00	10.00
Portugal	10.00	10.00	10.00
Portugal Madeira	10.00	10.00	10.00
South Africa	10.00	10.00	10.00
Spain	10.00	10.00	10.00
Sweden	10.00	10.00	10.00
Switzerland	10.00	10.00	10.00
USA	10.00	10.00	10.00
Vatican City	10.00	10.00	10.00

<u>talk anytime (14) & talk anytime plus (14)</u>			
Australia	0.00	0.00	0.00
Austria	0.00	0.00	0.00
Bangladesh	12.26	12.26	12.26
Belgium	0.00	0.00	0.00
Canada	0.00	0.00	0.00
Denmark	0.00	0.00	0.00
France	0.00	0.00	0.00
Germany	0.00	0.00	0.00
Greece	0.00	0.00	0.00
India	12.26	12.26	12.26
Ireland	0.00	0.00	0.00
Italy	0.00	0.00	0.00
Netherlands	0.00	0.00	0.00
New Zealand	0.00	0.00	0.00
Norway	0.00	0.00	0.00
Pakistan	12.26	12.26	12.26
Poland	0.00	0.00	0.00
Portugal	0.00	0.00	0.00
Portugal Madeira	0.00	0.00	0.00
South Africa	0.00	0.00	0.00
Spain	0.00	0.00	0.00
Sweden	0.00	0.00	0.00
Switzerland	0.00	0.00	0.00
USA	0.00	0.00	0.00
Vatican City	0.00	0.00	0.00

For inclusive calls a fair use policy applies – maximum of 700 minutes a calendar month. If this limit on free calls is exceeded, charge reverts to 10p per minute. Inclusive talk calls last up to 70 minutes. Redial before 70 minutes to avoid additional charges. After 70 mins charge reverts to 10p per minute.

2.4.2 - All International Direct Dialed (IDD) and International Direct Dialed to Mobile Numbers

IDD calls to mobile rates that are not listed will be charged the same as calls to that destination for IDD fixed lines.

Any IDD calls to Special or Higher rate services in a particular country will be charged the same as if the call had been made to an IDD mobile in that country.

	pence per minute inc. VAT		
	Daytime	Evening	Weekend
A			
Afghanistan	115.10	110.09	110.09
Afghanistan Mobile	140.12	135.12	135.12
Alaska	15.01	10.01	10.01
Albania	44.04	39.03	39.03
Albania Mobile	69.06	64.05	64.05
Algeria	44.04	39.03	39.03
Algeria Mobile	69.06	64.05	64.05
American Samoa	137.42	131.41	131.41
Andorra	37.63	30.02	30.02
Andorra Mobile	62.65	55.05	55.05
Angola	87.07	83.07	83.07
Angola Mobile	112.09	108.09	108.09
Anguilla	67.06	57.05	57.05
Antigua and Barbuda	23.02	21.02	21.02
Antigua and Barbuda Mobile	48.04	46.04	46.04
Argentina	84.07	68.06	68.06
Argentina Mobile	109.09	93.08	93.08
Armenia	87.07	71.06	71.06
Armenia Mobile	112.09	96.08	96.08
Aruba	66.06	53.04	53.04
Ascension	87.07	83.07	83.07
Australia		See Section 2.4.1	
Australia Mobile	49.04	35.03	35.03
Australian External Territories	137.42	131.41	131.41
Austria		See Section 2.4.1	
Austria Mobile	52.04	49.04	49.04
Azerbaijan	52.04	47.04	47.04
Azerbaijan Mobile	77.07	72.06	72.06
B			
Bahamas	67.06	57.05	57.05
Bahrain	87.07	71.06	71.06
Bahrain Mobile	112.09	96.08	96.08
Bangladesh		See Section 2.4.1	
Bangladesh Mobile	50.04	47.04	47.04
Barbados	23.49	21.45	21.45
Barbados Mobile	48.04	46.04	46.04
Belarus	52.04	47.04	47.04
Belarus Mobile	77.07	72.06	72.06
Belgium		See Section 2.4.1	
Belgium Mobile	43.54	35.03	35.03
Belize	87.07	71.06	71.06
Benin	84.07	68.06	68.06
Bermuda	23.02	21.02	21.02
Bhutan	70.06	66.06	66.06
Bolivia	87.07	83.07	83.07
Bolivia Mobile	112.09	108.09	108.09
Bosnia	44.04	39.03	39.03
Bosnia Mobile	69.06	64.05	64.05
Botswana	84.07	68.06	68.06
Botswana Mobile	109.09	93.08	93.08
Brazil	84.07	68.06	68.06
Brazil Mobile	109.09	93.08	93.08
British Virgin Is.	67.06	57.05	57.05
Brunei	70.06	66.06	66.06
Brunei Mobile	95.08	91.08	91.08
Bulgaria	44.04	39.03	39.03
Bulgaria Mobile	69.06	64.05	64.05
Burkina Faso	87.07	83.07	83.07
Burundi	87.07	83.07	83.07
C			
Cambodia	200.17	195.16	195.16
Cambodia Mobile	225.19	220.18	220.18
Cameroon	84.07	68.06	68.06
Cameroon Mobile	109.09	93.08	93.08
Canada		See Section 2.4.1	
Cape Verde	87.07	83.07	83.07
Cape Verde Mobile	112.09	108.09	108.09
Cayman Islands	67.06	57.05	57.05
Cayman Islands Mobile	92.08	82.07	82.07
Central African Republic	135.33	129.34	129.34
Central African Republic Mobile	160.35	154.36	154.36
Chad	137.42	131.41	131.41
Chile	84.07	68.06	68.06
Chile Mobile	109.09	93.08	93.08
China	23.02	21.02	21.02
China Mobile	48.04	46.04	46.04
Christmas Island	49.04	41.95	39.14
Cocos Islands	49.04	41.95	39.14
Colombia	87.07	83.07	83.07
Colombia Mobile	112.09	108.09	108.09
Comoros Islands	115.10	110.09	110.09
Congo	115.10	110.09	110.09
Congo Mobile	140.12	135.12	135.12
Cook Islands	137.42	131.41	131.41
Costa Rica	84.07	68.06	68.06
Costa Rica Mobile	109.09	93.08	93.08
Croatia	44.04	39.03	39.03
Croatia Mobile	69.06	64.05	64.05
Cuba	115.10	110.09	110.09
Cyprus	24.02	20.02	20.02
Cyprus Mobile	49.04	45.04	45.04
Czech Republic	27.02	24.02	24.02
Czech Republic Mobile	52.04	49.04	49.04

D			
Demo. Rep. of Congo	115.10	110.09	110.09
Demo. Rep. of Congo Mobile	140.12	135.12	135.12
Denmark	See Section 2.4.1		
Denmark Mobile	44.54	35.03	35.03
Diego Garcia	177.15	172.14	172.14
Djibouti	87.07	83.07	83.07
Dominica	78.04	65.86	65.86
Dominica Mobile	103.06	90.88	90.88
Dominican Republic	67.06	57.05	57.05
Dominican Republic Mobile	92.08	82.07	82.07
E			
East Timor	200.17	195.16	195.16
Ecuador	87.07	83.07	83.07
Ecuador Mobile	112.09	108.09	108.09
Egypt	82.07	71.06	71.06
Egypt Mobile	107.09	96.08	96.08
El Salvador	111.09	90.08	90.08
El Salvador Mobile	136.12	115.10	115.10
Equatorial Guinea	115.10	110.09	110.09
Eritrea	111.09	90.08	90.08
Estonia	52.04	47.04	47.04
Estonia Mobile	77.07	72.06	72.06
Ethiopia	111.09	90.08	90.08
Ethiopia Mobile	136.12	115.10	115.10
F			
Falkland Islands	87.07	83.07	83.07
Faroe Islands	37.63	30.02	30.02
Fiji	87.07	83.07	83.07
Finland	27.02	24.02	24.02
Finland Mobile	52.04	49.04	49.04
France	See Section 2.4.1		
France Mobile	43.54	35.03	35.03
French Guiana	115.10	110.09	110.09
French Guiana Mobile	140.12	135.12	135.12
French Polynesia	177.15	172.14	172.14
G			
Gabon	84.07	68.06	68.06
Gabon Mobile	109.09	93.08	93.08
Gambia	84.07	68.06	68.06
Gambia Mobile	109.09	93.08	93.08
Georgia	66.06	53.04	53.04
Georgia Mobile	91.08	78.07	78.07
Germany	See Section 2.4.1		
Germany Mobile	43.54	35.03	35.03
Ghana	84.07	68.06	68.06
Ghana Mobile	109.09	93.08	93.08
Gibraltar	24.02	20.02	20.02
Gibraltar Mobile	49.04	45.04	45.04
Greece	See Section 2.4.1		
Greece Mobile	39.03	35.03	35.03
Greenland	88.85	84.77	84.77
Greenland Mobile	112.09	108.09	108.09
Grenada	23.02	21.02	21.02
Grenada Mobile	48.04	46.04	46.04
Guadeloupe	87.07	71.06	71.06
Guadeloupe Mobile	112.09	96.08	96.08
Guam	115.10	110.09	110.09
Guatemala	84.07	68.06	68.06
Guatemala Mobile	109.09	93.08	93.08
Guinea	88.85	84.77	84.77
Guinea Bissau	137.42	131.41	131.41
Guinea Mobile	112.09	108.09	108.09
Guyana	111.09	90.08	90.08
Guyana Mobile	136.12	115.10	115.10
H			
Haiti	103.79	83.67	83.67
Haiti Mobile	128.81	108.69	108.69
Honduras	84.07	68.06	68.06
Honduras Mobile	109.09	93.08	93.08
Hong Kong	12.01	8.01	8.01
Hong Kong Mobile	37.03	33.03	33.03
Hungary	27.02	24.02	24.02
Hungary Mobile	52.04	49.04	49.04
I			
Iceland	44.04	39.03	39.03
Iceland Mobile	69.06	64.05	64.05
India	See Section 2.4.1		
India Mobile	50.04	47.04	47.04
Indonesia	68.06	66.06	66.06
Indonesia Mobile	93.08	91.08	91.08
Iran	111.09	90.08	90.08
Iran Mobile	136.12	115.10	115.10
Iraq	111.09	90.08	90.08
Iraq Mobile	136.12	115.10	115.10
Ireland	See Section 2.4.1		
Ireland Mobile	40.03	35.03	35.03
Israel	52.04	47.04	47.04
Israel Mobile	77.07	72.06	72.06
Italy	See Section 2.4.1		
Italy Mobile	47.04	35.03	35.03
Ivory Coast	111.09	90.08	90.08
Ivory Coast Mobile	42.00	42.00	42.00
J			
Jamaica	23.02	21.02	21.02
Jamaica Mobile	48.04	46.04	46.04
Japan	10.01	7.00	7.00
Japan Mobile	35.03	32.03	32.03
Jordan	108.09	93.08	93.08
Jordan Mobile	133.11	118.10	118.10

K			
Kazakhstan	68.06	64.05	64.05
Kazakhstan Mobile	93.08	89.08	89.08
Kenya	84.07	68.06	68.06
Kenya Mobile	109.09	93.08	93.08
Kiribati	137.42	131.41	131.41
Korea North	137.42	131.41	131.41
Korea South	70.06	66.06	66.06
Korea South Mobile	95.08	91.08	91.08
Kuwait	87.07	71.06	71.06
Kuwait Mobile	112.09	96.08	96.08
Kyrgyzstan	68.06	64.05	64.05
Kyrgyzstan Mobile	93.08	89.08	89.08
L			
Laos	135.33	129.34	129.34
Latvia	52.04	47.04	47.04
Latvia Mobile	77.07	72.06	72.06
Lebanon	108.09	93.08	93.08
Lebanon Mobile	133.11	118.10	118.10
Lesotho	84.07	68.06	68.06
Lesotho Mobile	109.09	93.08	93.08
Liberia	84.07	68.06	68.06
Liberia Mobile	109.09	93.08	93.08
Libya	44.04	39.03	39.03
Libya Mobile	69.06	64.05	64.05
Liechtenstein	19.82	18.71	18.71
Liechtenstein Mobile	44.84	43.74	43.74
Lithuania	52.04	47.04	47.04
Lithuania Mobile	77.07	72.06	72.06
Luxembourg	19.52	18.51	18.51
Luxembourg Mobile	44.54	43.54	43.54
M			
Macau	70.06	66.06	66.06
Macau Mobile	95.08	91.08	91.08
Macedonia	44.04	39.03	39.03
Macedonia Mobile	69.06	64.05	64.05
Madagascar	87.07	83.07	83.07
Madagascar Mobile	112.09	108.09	108.09
Malawi	84.07	68.06	68.06
Malaysia	42.03	39.03	39.03
Malaysia Mobile	67.06	64.05	64.05
Maldives Islands	87.07	83.07	83.07
Mali	88.85	84.77	84.77
Mali Mobile	112.09	108.09	108.09
Malta	27.02	24.02	24.02
Malta Mobile	52.04	49.04	49.04
Marshall Islands	137.42	131.41	131.41
Martinique	87.07	71.06	71.06
Martinique Mobile	112.09	96.08	96.08
Mauritania	115.10	110.09	110.09
Mauritius	111.09	90.08	90.08
Mayotte	111.09	90.08	90.08
Mexico	70.06	66.06	66.06
Micronesia	137.42	131.41	131.41
Midway Islands	204.00	204.00	204.00
Moldova	66.06	53.04	53.04
Moldova Mobile	91.08	78.07	78.07
Monaco	35.56	28.02	28.02
Monaco Mobile	60.58	53.04	53.04
Mongolia	135.33	129.34	129.34
Montenegro	44.04	39.03	39.03
Montenegro Mobile	69.06	64.05	64.05
Montserrat	78.04	65.86	65.86
Morocco	44.04	39.03	39.03
Morocco Mobile	69.06	64.05	64.05
Mozambique	87.07	83.07	83.07
Mozambique Mobile	112.09	108.09	108.09
Myanmar	115.10	110.09	110.09
N			
Namibia	84.07	68.06	68.06
Namibia Mobile	109.09	93.08	93.08
Nauru	137.42	131.41	131.41
Nepal	70.06	66.06	66.06
Nepal Mobile	95.08	91.08	91.08
Netherlands	See Section 2.4.1		
Netherlands Antilles	66.06	53.04	53.04
Netherlands Antilles Mobile	91.08	78.07	78.07
Netherlands Mobile	43.54	35.03	35.03
New Caledonia	177.15	172.14	172.14
New Caledonia Mobile	202.17	197.17	197.17
New Zealand	See Section 2.4.1		
New Zealand Mobile	56.05	48.04	48.04
Nicaragua	111.09	90.08	90.08
Nicaragua Mobile	136.12	115.10	115.10
Niger	88.85	84.77	84.77
Niger Mobile	112.09	108.09	108.09
Nigeria	68.06	64.05	64.05
Nigeria Mobile	93.08	89.08	89.08
Niue	135.33	129.34	129.34
Norfolk Islands	115.10	110.09	110.09
Norway	See Section 2.4.1		
Norway Mobile	49.04	35.03	35.03
Nth. Mariana Islands	111.09	90.08	90.08
O			
Oman	87.07	71.06	71.06
Oman Mobile	112.09	96.08	96.08

P			
Pakistan		See Section 2.4.1	
Pakistan Mobile	50.04	47.04	47.04
Palau	137.42	131.41	131.41
Palestine	52.04	47.04	47.04
Palestine Mobile	77.07	72.06	72.06
Panama	84.07	68.06	68.06
Panama Mobile	109.09	93.08	93.08
Papua New Guinea	88.85	84.77	84.77
Paraguay	84.07	68.06	68.06
Paraguay Mobile	109.09	93.08	93.08
Peru	84.07	68.06	68.06
Peru Mobile	109.09	93.08	93.08
Philippines	70.06	66.06	66.06
Philippines Mobile	95.08	91.08	91.08
Poland		See Section 2.4.1	
Poland Mobile	52.04	49.04	49.04
Portugal		See Section 2.4.1	
Portugal Azores	23.02	19.02	19.02
Portugal Azores Mobile	48.04	44.04	44.04
Portugal Madeira		See Section 2.4.1	
Portugal Madeira Mobile	48.04	44.04	44.04
Portugal Mobile	48.04	44.04	44.04
Puerto Rico	51.04	44.04	44.04
Q			
Qatar	87.07	71.06	71.06
Qatar Mobile	112.09	96.08	96.08
R			
Reunion	87.07	83.07	83.07
Reunion Mobile	112.09	108.09	108.09
Romania	52.04	47.04	47.04
Romania Mobile	77.07	72.06	72.06
Russia	52.04	47.04	47.04
Russia Mobile	77.07	72.06	72.06
Rwanda	88.85	84.77	84.77
Rwanda Mobile	112.09	108.09	108.09
S			
San Marino	44.04	39.03	39.03
Sao Tome and Principe	137.42	131.41	131.41
Saudi Arabia	66.06	53.04	53.04
Saudi Arabia Mobile	91.08	78.07	78.07
Senegal	111.09	90.08	90.08
Senegal Mobile	136.12	115.10	115.10
Serbia	44.04	39.03	39.03
Serbia Mobile	69.06	64.05	64.05
Seychelles	111.09	90.08	90.08
Sierra Leone	84.07	68.06	68.06
Sierra Leone Mobile	109.09	93.08	93.08
Singapore	19.02	15.01	15.01
Singapore Mobile	44.04	40.03	40.03
Slovakia	27.02	24.02	24.02
Slovakia Mobile	52.04	49.04	49.04
Slovenia	44.04	39.03	39.03
Slovenia Mobile	69.06	64.05	64.05
Solomon Islands	137.42	131.41	131.41
Somalia	137.42	131.41	131.41
South Africa		See Section 2.4.1	
South Africa Mobile	77.07	71.06	71.06
South Sudan	84.07	68.06	68.06
South Sudan Mobile	109.09	93.08	93.08
Spain		See Section 2.4.1	
Spain Balearic Islands	22.02	10.01	10.01
Spain Balearic Islands Mobile	47.04	35.03	35.03
Spain Canary Islands	24.02	20.02	20.02
Spain Canary Islands Mobile	47.04	35.03	35.03
Spain Mobile	47.04	35.03	35.03
Sri Lanka	83.07	73.06	73.06
Sri Lanka Mobile	108.09	98.08	98.08
St. Helena	135.33	129.34	129.34
St. Kitts and Nevis	67.06	57.05	57.05
St. Lucia	23.02	21.02	21.02
St. Pierre and Miquelon	67.06	57.05	57.05
St. Vincent Grenadines	67.06	57.05	57.05
Sudan	84.07	68.06	68.06
Sudan Mobile	109.09	93.08	93.08
Surinam	131.30	105.09	105.09
Surinam Mobile	156.32	130.11	130.11
Swaziland	84.07	68.06	68.06
Sweden		See Section 2.4.1	
Sweden Mobile	43.54	41.53	41.53
Switzerland		See Section 2.4.1	
Switzerland Mobile	43.54	35.03	35.03
Syria	108.09	93.08	93.08
Syria Mobile	133.11	118.10	118.10
T			
Taiwan	70.06	66.06	66.06
Taiwan Mobile	95.08	91.08	91.08
Tajikistan	87.07	83.07	83.07
Tanzania	84.07	68.06	68.06
Tanzania Mobile	109.09	93.08	93.08
Thailand	68.06	66.06	66.06
Thailand Mobile	93.08	91.08	91.08
Togo	111.09	90.08	90.08
Togo Mobile	136.12	115.10	115.10
Tokelau Islands	177.15	172.14	172.14
Tonga	135.33	129.34	129.34
Trinidad and Tobago	23.02	21.02	21.02
Trinidad and Tobago Mobile	48.04	46.04	46.04
Tunisia	44.04	39.03	39.03
Tunisia Mobile	69.06	64.05	64.05
Turkey	24.02	20.02	20.02
Turkey Mobile	49.04	45.04	45.04
Turkey North Cyprus	24.02	20.02	20.02
Turkey North Cyprus Mobile	49.04	45.04	45.04
Turkmenistan	81.57	75.46	75.46
Turks and Caicos	78.04	65.86	65.86
Tuvalu	137.42	131.41	131.41

<u>U</u>			
Uganda	84.07	68.06	68.06
Uganda Mobile	109.09	93.08	93.08
Ukraine	52.04	47.04	47.04
Ukraine Mobile	77.07	72.06	72.06
United Arab Emirates	66.06	53.04	53.04
United Arab Emirates Mobile	91.08	78.07	78.07
Uruguay	84.07	68.06	68.06
Uruguay Mobile	109.09	93.08	93.08
US Virgin Islands	67.06	57.05	57.05
USA		See Section 2.4.1	
Uzbekistan	68.06	64.05	64.05
Uzbekistan Mobile	93.08	89.08	89.08
<u>V</u>			
Vanuatu	137.42	131.41	131.41
Vatican City		See Section 2.4.1	
Vatican City Mobile	47.04	35.03	35.03
Venezuela	84.07	68.06	68.06
Venezuela Mobile	109.09	93.08	93.08
Vietnam	135.33	129.34	129.34
Vietnam Mobile	160.35	154.36	154.36
<u>W</u>			
Wake Island	204.00	204.00	204.00
Wallis and Futuna	204.00	204.00	204.00
Western Samoa	177.15	172.14	172.14
<u>Y</u>			
Yemen Arab Republic	111.09	90.08	90.08
Yemen Arab Republic Mobile	136.12	115.10	115.10
<u>Z</u>			
Zambia	84.07	68.06	68.06
Zambia Mobile	109.09	93.08	93.08
Zimbabwe	84.07	68.06	68.06
Zimbabwe Mobile	109.09	93.08	93.08

Where directed look at section 2.4.1 for rates to that international destination

2.4.3 - International/Mobile Satellite Call Charges

These calls relate to Satellite phones and the following charges are applied

	pence per minute inc. VAT		
	Daytime	Evening	Weekend
INMARSAT - A (0087x1)	720.00	720.00	720.00
INMARSAT - B (0087x3)	420.00	420.00	420.00
INMARSAT - B HSD Duplex (0087x3914)	1080.00	1080.00	1080.00
INMARSAT - M (0087x6)	420.00	420.00	420.00
INMARSAT - M4 High Speed Data (0087x60)	840.00	840.00	840.00
Mobiq (0087x76)	300.00	300.00	300.00
Skyphone (0087x5)	600.00	600.00	600.00
GMSS Thuraya/Iridium*	360.00	360.00	360.00

No call set up fee applies for these calls.

* Calls rounded up to the next whole minute.

2.5 - Operator Services

Operator Services provide help with connecting to numbers in the UK or abroad. The Operator may give you a choice to be connected to the destination telephone number. Although calls to operators are free, services carried out by the operator such as connecting calls usually result in significant charges.

For information on Operator Services and how these are charged, please see our separate document **talk Guidance on the use of operator services**.

This is available on our website in the **Regulatory and Guidance Information** section of our website, in the Home phone subsection, at the following location : www.sse.co.uk/HelpAndAdvice/RegulatoryInformation/

For further information on Operator Services please call our Customer Services Team on one of the phone numbers listed at the beginning of this document.

2.6 - Free Call Services

These calls will be free regardless of which package option is chosen. Records of these calls will not be included on account statements.

	fee inc. VAT in pence
No Fee Calls*	0.00
Calls to Emergency Services ('999')	0.00
Single EU Emergency Phone Number ('112')	0.00

* No Fee Calls include numbers beginning 0800, 0808, 0500, 07600, 076232, 076593, 076596 & 076599.

2.7 - Harmonised European Numbers (for services of social value)

Ofcom have introduced a six digit numbering plan using the prefix 116 for these types of numbers. The same numbers will be allocated across the EU for socially valuable services.

The following organisations have been selected to provide their services on these 116 numbers. There will be no charge for calls to these numbers.

Missing People will use **116 000**

NSPCC will use **116 111**

Samaritans will use **116 123**

Two further 116 numbers have been released: 116 006 as a helpline for victims of crime and 116 117 for a non-emergency medical on-call service.

Ofcom began a process to select the organisations to provide service on these numbers in July 2010

2.8 - Text Direct Service Calls

These services are available for customers who are deaf, hard of hearing or speech impaired and require the use of a textphone to make calls via a keyboard or another device. You can use Text Relay Services with a textphone, telephone, mobile, or use your PC as a textphone.

There are three services which can be accessed by prefixing the required number with the following 5-digit code:-

18000 - Text Relay Emergency Number

18001 - Text Relay Prefix for dialling using a textphone.

18002 - Text Relay Prefix for dialling using a voice phone to a textphone.

The cost of a call will be that charged by the Operator of the Text Direct Service. However a rebate will be applied to all or part of the text element of all calls to numbers 18001 or 18002 when either or both ends are in text mode.

Call charges will also be adjusted by giving you a rebate on your bill so that the final charges for standard calls (to numbers beginning 01, 02, 03, 0845 & 0870) are no greater than the standard rates of your package.

No rebate shall be applicable for other calls including DQ & IDQ services (see section 2.3.10)

International direct dialled numbers (see section 2.4)

Most Non-Geographical numbers not beginning with 0845 & 0870 (e.g. to those beginning with 0844 and 0871)

(see sections 2.3.5, 2.3.6, 2.3.8 & 2.3.9)

Premium Rate Services (see section 2.3.7)

Personal Numbering Services (see section 2.3.4)

Third Party Services such as the Operator (see section 2.5)

Both rebates will be shown together on your bill and may cover the rebates due for several calls.

The rebate(s) due will normally be shown on the same bill as the relevant full call charges but may occasionally be shown on the next bill.

2.9 - Non-Emergency Service Number

The Single Non-Emergency Number **'101'** is a 24 hour, 7 day a week, phone service for use by the general public in England and Wales which is run by local police forces.

It is intended for use in situations less urgent than those where a 999 call would be used.

More information can be found at <http://www.homeoffice.gov.uk/police/101-police-non-emergency/>

	fee inc. VAT in pence
FF31 - Access to Non-Emergency Service ('101')	13.13

Note: Calls to '999' the Emergency Service Number or '112' the Single EU Emergency Number are both free call services .

2.10 - Timeline '123'

'Timeline' is the name for the service that used to be known as the speaking clock, which gives the customer accurate time. It is accessed by dialling '123'.

	fee inc. VAT in pence
Timeline ('123')	39.38

Section 3 - Billing Convention

Duration based call rates are held in pence per minute to 3 decimal places, exclusive of VAT

Call fees and call set up fees are held in pence to 3 decimal places, exclusive of VAT

Duration based call rates are converted from pence per minute to pence per second by dividing by 60 and rounding to 6 decimal places

Call Duration is measured in seconds. Fractions of seconds are ignored for charging purposes

Duration of all local/national geographic calls and calls to mobiles and international calls (see sections 2.2, 2.3.3 & 2.4.1) will be rounded up, for charging purposes, to the next whole minute

For Unbundled Tariff Numbers (see section 2.3.2 for definition):

- *For the purpose of calculating the Access Charge Element, the Duration is rounded up to the next whole minute.*
 - *For the purpose of calculating the Service Charge Element, where it comprises or includes a pence per minute rate, the Duration is rounded up to the next whole second.*
- The Access Charge Element and the Service Charge Element are added together to calculate the total charge of a call to an Unbundled Tariff Number.*

Duration based element of cost of call is calculated by multiplying pence per second call rate, if applicable, by Call Duration in seconds, taking account of whole minute rounding if necessary

Call fee or call set up fee is added, if applicable, to the Duration based element to give total cost of call exclusive of VAT

Total cost of call exclusive of VAT is rounded up to the nearest penny if it includes a Duration based element or rounded up to the nearest tenth of a penny if it does not

Note 1: Because fractions of seconds are ignored for charging purposes, on occasion very short calls will register as being of duration 00:00:00 and appear on your bill as "no time duration logged".

As a call such as this connects briefly, it will be subject to a set-up charge or fixed charge if applicable but will not incur a duration based charge.

Note 2: A combination of rounding of call rates and whole penny rounding of the final cost of the call, particularly where whole minute rounding is also involved, may mean that occasionally the VAT exclusive cost of a call shown on a bill is 1p more or less than what might be expected from advertised VAT inclusive prices.

Quarterly Billing

Monthly inclusive prices are converted to a daily rate excluding VAT and stored in pounds rounded to 4 decimal places

Package Price (including Line Rental) and inclusive Calling Features prices are charged for the relevant number of days.

Package charge displayed on bill is Package Price and amount for inclusive Calling Features for the bill period

Monthly Billing

Monthly inclusive prices excluding VAT are stored in pounds rounded to 4 decimal places

Package Price (including Line Rental) and inclusive Calling Features prices are charged in advance for a calendar month

For part months, the monthly price is divided by the number of full days in the month and then multiplied by the number of days applicable in the month.

Final bills produced once a customer has left will take into account any Package charges already paid in advance, as well as the charges for calls made since the previous bill.

Package charge displayed on bill is Package Price and amount for inclusive Calling Features for the bill period

Cost of each call is summed together along with package charge and VAT calculated on the bill total

Section 4 - Calling Features

Calling Features are additional services you can choose to add different benefits and enhancements to your telephone service. For example, you may choose a Call Barring Feature which helps you to control the numbers which can be called from your phone including national, international or calls to mobile phones.

If you have a feature with us and you haven't used it for over 6 months, we may decide to remove this from your line. The removed feature can be restored upon request

4.1 - Basic Calling Features

The following are offered at a monthly inclusive price.

Monthly fee inc. VAT in £

Ring Back	3.25
Reminder Call	3.25
Call Diversion	3.25
Caller Display	3.25
Call Waiting	3.25
Three Way Calling	3.25
Call Barring*	3.25
Call Sign	3.25

* Call Barring offers you the facility to add and remove different types of barring options by entering a Code and PIN on your handset, giving you total control over your phone calls.

4.2 - Bundled Calling Features

The above 'basic calling features' may be bundled together in a pack and purchased at a reduced price
The list below details the available packs.

Monthly fee inc. VAT in £

3 or 4 Feature pack	6.75
5 Feature pack	8.50
6, 7 or 8 Feature pack	9.00

4.3 - Other Calling Features

The following Calling features can be used to help control your calls

Monthly fee inc. VAT in £

Anonymous Call Reject	4.00
Choose To Refuse	3.50
Smart Divert	5.10
Smart Divert + Bypass no	6.15
Caller Redirect	10.20
Admin Controlled Barring*	1.50

* Admin Controlled Barring can be requested to prevent connection to different calls types. These barrings can only be added and removed via our Customer Service Team.

4.4 - Voicemail Services

Voicemail services are available to prevent you from missing those vital calls

Monthly fee inc. VAT in £

Wholesale 1571	1.50
Call Minder*	3.00
Call Minder Plus (3+6)*	3.40
Call Minder Premier (5)*	4.50
Call Minder Premier (5+2)*	5.00
Call Minder Premier (5+4)*	5.25

* Call Minder is a Voicemail facility that has extra options including Personal Greetings, Extra Mailboxes and PIN Protection.

4.5 - Free Features

The following are free features to help protect your telephone line.

For information on how to use these options please contact our Customer Service Team on the numbers listed at the beginning of this document.

Monthly fee inc. VAT in £

1471	0.00
This service allows you to find out the last number who called your telephone line.	
Number Withheld	0.00
This option enables you to block your telephone number being identified by the 1471 facility.	
Bar Call Return	0.00
This feature prevents you from using the Call Return service outlined in Section 4.6	
Bar 141	0.00
This will prevent your telephone number from being blocked when dialled	
Bar 1470	0.00
This option will prevent you using 1470 to release your number if permanently withheld.	
Ring Back Inhibit	0.00
Prevents other telephone users from using the Ringback facility when your line is engaged.	
Removal of Ringback	0.00
This service prevents the Ring Back prompt message, however the service will still be available.	

4.6 - Text/Calling Features - Pay-per-use charges

The following are features that are charged as a one off. They include some of the features offered for a monthly inclusive fee and detailed above.

fee inc. VAT in pence

Text to Landline	10.50
This service requires both the customer and the recipient to use text enabled phone equipment and to subscribe to the Caller Display feature (see section 4.1).	
Text to Mobile	10.50
This service requires the customer having text enabled phone equipment and to subscribe to Caller Display (see section 4.1).	
Note: Texts to Premium Rate Services not available.	
Reminder Call	40.00
Three Way Call	69.00
Ring Back When Free	40.00
1471 Call Return*	18.00
1571 Call Return*	18.00

* When using 1471/1571 services you may be offered the choice of returning the call to that number by using your handset. This option is the Call Return service charged as shown

Section 5 - Miscellaneous Charges

This section outlines the charges which may be applied to your account due to your choice of a service or because a certain event has occurred. Details are described for the specific charges.

5.1 - Account Administration Charges

These charges may be applied to your account in certain circumstances which are described below

	fee inc. VAT in £	
Phone Service Restriction Charge:	6.00	(5.00 + VAT)
This may be applied if we restrict your service due to non-payment of our charges.		

Search Charges	2.00	
This may be applied if we are trying to contact you regarding your bill and we cannot get a reply so we need to check you have not moved.		

Monthly billing is available as an alternative to quarterly billing and can be set up on our website for new customers or by calling our Customer Service team for existing customers. The following charge applies for monthly billing:

	monthly fee inc. VAT in £	
Monthly Billing With Paper Bills Charge	1.00	(0.83 + VAT)
This applies if you choose monthly billing and opt to receive paper bills. This charge will be added on a monthly basis. Quarterly billed customer do not receive the above monthly charge, regardless of their choice of paper/paperless bills.		

5.2 - Debt Management Charges

These charges may be applied to your account in certain circumstances where full payment of your account is not received. These charges are described below.

	fee inc. VAT in £	
Debt Collection Administration Charge		
Our terms and conditions allow us to recover our reasonable costs of seeking to recover overdue payments. As a guide, our typical charge for the cost of a visit to follow this up with you is:		
	30.00	(25.00 + VAT)

Debt Collection Agency Fees	15% of the Value of Debt (including VAT)	
If your account remains unpaid despite our reminders we may use a national debt collection agency to help us collect payment. The charge for this will be 15% of the total debt passed to the Agency to collect on our behalf.		

Reconnection Charge for Line after Disconnection for Non-Payment	90.00	(75.00 + VAT)
As a last resort, we may disconnect your telephone if you do not pay your account in full. If you then wish for the line to be reconnected a charge will apply to arrange for this to be done.		

5.3 - Engineering Visit & Repair Charges

The following are services which require an engineer visit to carry out work on the section of line you are responsible for and across BT Openreach's access network. The work may include cabling, testing, network design and installation activities.

Detailed charges for Fault Repair, rearrangements, provision of new sockets, internal and external shifts are detailed within the following section.

Where appropriate any additional charges for materials or equipment are detailed in section 5.3.6

Repair charges may be applied if the section of the line you are responsible for has been damaged which includes wear & tear.

Such services are charged based on the length of the visit from the engineer.

A **Normal working day** is defined as a Monday to Friday, from 08:00 to 17:00, excluding Public & Bank holidays.

An **Evening** is defined as the hours after 17:00 on a Monday to Friday, excluding Public & Bank holidays and unless otherwise specified.

For work not included within this standard definition, charges at the Supplementary rates will apply.

5.3.1 - Provision and Repair Charges

Relevant charges for an engineering visit will consist of Call Out Charge which includes 1 hour of work. If additional time is required each hour (or part) will be charged accordingly.

We offer different priority levels of response to requests for fault repairs which are outlined in Section 1.3

5.3.1.1 - Standard Charges

	fee inc. VAT in £	
Call out + 1 hour (Normal working day)	115.10	(95.92 + VAT)
Additional hour(s) or part thereof	51.85	(43.21 + VAT)

Minimum charge for repair work is £115.10

Call out + 1 hour (Evenings and Saturdays)	141.04	(117.53 + VAT)
Additional hour(s) or part thereof	77.78	(64.82 + VAT)

Minimum charge for repair work is £141.04

Call out + 1 hour (Sundays and Public & Bank Holidays)	166.96	(139.13 + VAT)
Additional hour(s) or part thereof	103.72	(86.43 + VAT)

Minimum charge for repair work is £166.96

If appointment is missed by customer then the total minimum charge applies.

Conversion of hard wired line to socket charged in accordance with the call out charges listed above plus Connection charge of 30.00 (25 + VAT)

5.3.1.2 - Supplementary Charges

To carry out work outside the Normal working day (see definition above), where work during the Normal working day is included within the normal price This can only be used in conjunction with a request involving normal list prices or contracted work and will be in addition to these charges:

	fee inc. VAT in £	
Additional hour(s) or part thereof	31.62	(26.35 + VAT)
Additional hour(s) or part thereof	63.24	(52.70 + VAT)

5.3.2 Shift of Master Socket

	fee inc. VAT in £	
Shift of Master Socket Call Out	126.48	(105.40 + VAT)
Additional line shifted	63.24	(52.70 + VAT)

Minimum charge for shift £126.48

5.3.3 External Network Alterations

Any modifications to the external network required are arranged directly with our network provider. Quotations, appointments and payment is arranged directly with our network provider.

For external network alterations **please** contact our network operator on 0800 9177381

5.3.4 - Flexible and More Focused Appointments

Timed visits are available for engineering provision appointments only. For an additional charge, an appointment can be made during the following times:

	fee inc. VAT in £		Time	Applicable Day(s)
EM - Flexible appointment in the early morning	15.00	(12.50 + VAT)	7am - 8am	Mon - Sat
EV - Flexible appointment in the evening	15.00	(12.50 + VAT)	6pm - 9pm	Mon - Fri
AM and PM - Flexible appointment on a Saturday	15.00	(12.50 + VAT)	8am - 6pm	Sat
MFALM - More Focused appointment , Late Morning	42.00	(35.00 + VAT)	10am - 12am	Mon - Fri, excluding Public & Bank holidays
MFAEA - More Focused appointment , Early Afternoon	42.00	(35.00 + VAT)	2pm - 4pm	Mon - Fri, excluding Public & Bank holidays

If an engineer arrives within the Flexible or More Focused slot, but is unable to carry out the required work at or gain access to the customer's premises, an Abortive Visit Charge will be applied. This will be in addition to the appointment charge, as described above. For further details see section 5.3.5.

5.3.5 - Abortive Visit & Missed Appointment Charge

If an appointment is agreed and missed by the homeowner the following charge is likely to apply.

	fee inc. VAT in £	
Abortive visit or missed appointment	108.00	(90.00 + VAT)

5.3.6 Standard Stores Items

	fee inc. VAT in £	
Internal Pack	8.04	(6.70 + VAT)
External Pack	18.72	(15.60 + VAT)

Minimum charge for work is £123.14 for internal pack and £133.82 for external pack.

5.3.7 Temporary Call Diversion

Where a PSTN line is faulty a Temporary Call Diversion (TCD) may be applied to the line at your request. This will enable received calls to be diverted to another number nominated by you whilst your phone line is being repaired. Charges for the call diversion from your home number to the nominated telephone number are payable by you on your home telephone account.

5.4 - Line Conversion & Number Porting

If you are choosing to move your telephone service to us we may have to Convert your line or Port your number if it is not currently on the BT Network. To arrange this service you may incur the following charges.

5.4.1 - Number Porting

This service is where an existing telephone number is imported from one network to another.

If you transfer your telephone service to us from a non BT network and wish to keep your number we will charge you for this service. If for any reason we are unable to arrange to transfer your existing telephone number we will give you a new phone number free of charge.

	fee inc. VAT in £	
Import a number to our network	12.00	(10.00 + VAT)

Number Porting should be concluded within 1 working day from the time that we make this request to your previous supplier at the appropriate stage of the process of transferring your service to us. If there is any delay, you may be entitled to claim compensation from whichever party has caused that delay. To raise the matter with us, please contact our customer services team. If we are due to pay you compensation, we would apply the relevant credit to your account.

5.4.2 - Line Conversion

	fee inc. VAT in £	
From LLU to Single Wholesale Access	36.91	(30.76 + VAT)
From ISDN / ISDN 2 to Single Wholesale Access	84.00	(70.00 + VAT)

Single Wholesale Access - This is the default line type for our residential customers

LLU - Local Loop Unbundling - This is where suppliers can take control of individual access lines within the Telephone network.

ISDN - Integrated Services Digital Network - A telecommunications network which allows a range of services to be used simultaneously on a single telephone line which include voice, video, and data

5.4.3 - Line Conversion Cancellation Charges

	fee inc. VAT in £	
Cancellation of both conversions before 4pm the day before	13.75	(11.46 + VAT)
Cancellation of conversion after 4pm of the day before the appointment :		
- LLU	36.91	(30.76 + VAT)
- ISDN / ISDN 2	84.00	(70.00 + VAT)

5.5 - Re-number and New Line Provision

The cost for changing your telephone number and providing a brand new line or reconnecting an existing line

	fee inc. VAT in £	
Re-number	12.00	(10.00 + VAT)
New Line Provision	60.00	(50.00 + VAT)

If you are receiving nuisance calls and would prefer not to change your number, please speak to our Customer Services team to discuss other options available.

5.6 - Directory Entries

Telephone directories provide a means for people to find your telephone number if they know your name and address details. With **talk**, there are 3 possible options for your directory entry status:

- 1) your name and telephone number appear as a standard entry in paper directories and are available to Directory Enquiry services;
- 2) your telephone number is only provided to Directory Enquiry services and does not appear in a paper directory; or
- 3) your telephone number is 'ex-directory' and it is only possible for a Directory Enquiry service to confirm that a listing exists but not to provide any information on the telephone number and no details appear in paper directories.

When transferring your telephone service from another telecoms provider, your existing directory entry option and directory entry, if applicable, will remain the same.

When moving address or when we provide you with a new telephone line and service, the directory entry option that you require and, if applicable, your directory entry will be confirmed on placement of your order with our customer services team.

To arrange for your directory entry status to be changed at any time, please call our customer services team.

In addition, for a small monthly fee we can arrange to include additional entries within the telephone directory.

Monthly fee inc. VAT in £

DQ Entry - Standard	14.75
DQ Entry - Bold	29.51
DQ Entry - Super Bold	56.15
DQ Additional Word - Standard	2.16
DQ Additional Word - Bold	4.31

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