

Guide to Charges and Fees for Residential Customers

(ZKN001)

From 01st July 2021

Prices quoted inclusive of VAT unless otherwise stated



Cloud Gaming | Customisable TV | Broadband | Voice

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Introduction

Our Guide to Charges and Fees for Residential Customers (ZKN001) is designed so that you can quickly view and understand our packages and pricing.

If you'd like further information or answers to any questions you may have regarding our products and pricing, please contact our Customer Relations in any of the ways set out under "Our Contact Details" below.

The prices set out in this Guide are our normal charges, but your order for our services is subject to any specific pricing or applicable special promotion that was communicated to you during your order process and confirmed in your order confirmation email.

Our Contact Details

You can contact us via any of the following methods:

Customer Contact: hello@zybre.co.uk

Customer Relations: 0330 320 2062

If you prefer to write to us, our address is:

ZYBRE Limited
20-22 Wenlock Road,
London,
N1 7GU

Please note that there may be a significant delay in response to letters sent via post.

Package Charges (ZKN001)

Our Pricing varies depending on the speed and availability of the network to the premises. All Packages offer unlimited data.

Packages with 24 Month minimum commitment period

ZYBRE (ZKN001) Packages include ZYBRE issued NVIDIA SHIELD TV Pro and ZYBRE issued Router with access to ZYBRE Games (Cloud Gaming) and telephony provided via KLR.

ZYBRE (ZKN001) Package Prices

30Mb Fibre Broadband, Phone & Cloud Gaming 30Mb download 5Mb upload	£45.99
50Mb Fibre Broadband, Phone & Cloud Gaming 50Mb download 15Mb upload	£49.99
100Mb Fibre Broadband, Phone & Cloud Gaming 100Mb download 30Mb upload	£54.99
300Mb Fibre Broadband, Phone & Cloud Gaming 300Mb download 75Mb upload	£61.99
500Mb Fibre Broadband, Phone & Cloud Gaming 500Mb download 100Mb upload	£69.99
900Mb Fibre Broadband, Phone & Cloud Gaming 900Mb download 180Mb upload	£79.99

Installation Fees & Activation Charges

The following table outlines our Installation and Activation Fees.

Installation Fee (standard) (socket only)	£12.00
Installation Fee (extension services)	POA
Installation Fee (bespoke services) (subject to survey, price will be advised by engineer)	POA
Activation Charge (socket required)	£49.99

Cancellation & Termination Fees

The following Fees may apply if you cancel or end your ZYBRE services:

Cancelling within your Cooling off Period

Order Cancellation Fee	If you cancel at any time up to (and including) the 14 th day that our services are first active for your use as our customer at your property. You'll be charged an Order Cancellation Fee. This will be an amount to cover the cost of the ZYBRE services you've used (if any) until the time you cancel (including any costs related to Installation and/or Activation that we've incurred in provisioning your order before you cancel) – as set out in Clause 7.7 of our Residential Customer Terms of Service.
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Service Termination Fees

Early Termination Fee	If you are within your Minimum Commitment Period, the Fee will be your Monthly Package Charge, per remaining month of your Minimum Commitment Period (at the time of termination). Any part-months will be pro-rated at the applicable rate.
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Miscellaneous Fees

The miscellaneous Fees listed here will only apply in specific circumstances.

Miscellaneous Fees

Re-Activation Fee	One-off Charge of £10 for reactivation if your account has been terminated or suspended
Missed/Cancelled Appointment Fee	A charge of £100 payable when an engineer appointment is missed or cancelled with short notice
Paper Bill Charge	A charge of £5 payable every month in advance following a request for a Paper Bill copy to be sent to your home address each month
Non-Direct Debit Charge	A charge of £5 payable every month in advance after agreeing a payment method that is not direct debit
Late Payment Fee	One-off charge of £10* for every time payment is not made by your payment due date, plus any costs we incur when recovering debt on your account
Chargeback Fee	One-off charge of £7.50* for every time you instruct your card provider to chargeback a payment
Reverse Payment Fee	One-off charge of £12* applied every time a direct debit payment bounces or fails for any reason
Replacement Item Fee	£100 for a ZYBRE issued Router and £180 for a ZYBRE issued NVIDIA SHIELD TV Pro – to replace an out of warranty or damaged device
Non-Return Charge	£100 for a ZYBRE issued Router and £180 for a ZYBRE issued NVIDIA SHIELD TV Pro – for failure to return to us when requested by us

**VAT won't be applied to this fee*

Getting ZYBRE Phone

ZYBRE's Phone service is available when you take one of our Broadband packages. Further information about our Phone service is set out in our Residential Customer Terms of Service. You will have to pay Call Charges for calls made on our Phone service which are not included in your package. Our rates and Call Charges are outline in the following sections.

Phone and Call Plans Prices

Our standard Phone service includes free incoming UK calls. The periods of a week are defined as follows:

	Days	Times
Peak	Mon to Fri	07:00 – 19:00
Off Peak	Mon to Fri	Before 07:00 After 19:00
Weekend	Sat & Sun	All day

UK landline calls are calls to numbers beginning with 01, 02, or 03, and UK mobile calls are calls to numbers beginning with 07.

Any calls included free or at discount in any of our call plans apply to the first 60 minutes only. After 60 minutes calls will be subject to a connection fee and our normal call rates.

All International Calls are charged at the rates detailed on pages 12-25.

Call Charging

Set Up Fee

Any chargeable call is subject to a £0.14 per call Connection Fee. For the avoidance of doubt, this Fee will be charged for:

- UK landline calls
- UK mobile numbers
- Calls to other UK numbers

A per call Connection Fee of £0.17 applies to International Calls. For the avoidance of doubt, this Fee will be charged for:

- International landline & mobile calls

Access Charge

Numbers to 08, 09 and 118 are made up of two parts: the Access Charge and the Service Charge (see P.8).

- The Access Charge is the part that we charge you per minute for connecting the call. The access charge from ZYBRE is £0.15 per minute.
- The Service Charge is the main call charge. The organisation you are calling decides on what this service charge will be, and must inform the price.

Call Duration Rounding

- All UK calls will be rounded up to a whole penny. VAT will also be rounded up to a whole penny.
- All international calls will be rounded up to the next whole minute.

UK Call Charges

Calls to the following numbers will be charged per minute, and the Connection Fee of £0.14 per call will apply.

UK landline and mobile	Pence per minute
KCOM Local Calls	3.54
UK Landline Calls	7.08
UK Mobile Standard Calls	12.04

Customer Relations	Pence per minute
ZYBRE Customer Relations (0330 320 2062)	7.08

National	Pence per minute
UK National Geographic	7.08
UK Special Services (084, 087 numbers)	On page 8-11
UK Premium Rate numbers (09 numbers)	On page 8-11
UK Directory Enquiries (118 numbers)	On page 8-11
Emergency Services	0.00
Directory enquiries for blind – disabled users	0.00
Emergency Services hearing-impaired (018000)	0.00

Mobile	Price per minute
UK EE (fm3)	21.25
UK EE (fm4)	12.04
UK H3G (fm6)	12.04
UK Mobile (fm7)	12.04
UK Mobile (fm8)	12.04
UK Mobile (fm10)	12.04
UK Mobile (fm11)	12.04
UK Mobile (fm12)	12.04
UK Mobile (fm13)	12.04
UK Mobile (fm15)	12.04
UK Mobile (fm16)	12.04
UK Mobile (fm17)	12.04
UK National	7.08
UK O2 (fm1)	12.04
UK Vodafone (fm5)	12.04

Calls to UK Service Numbers (numbers starting 084, 087, 09, inc. VAT)

Service Numbers are not included for free and are chargeable at all times. They are charged in two parts as regulated by Ofcom, the Access Charge of £0.15 per minute from ZYBRE, plus the Service Charge set by the company you call, which may be a fixed call charge, a per minute charge, or a mix of both.

Service Charge	Service Charge		Access Charge
	Pence per Call	Pence per Minute	Pence per Minute
UK NGCS SC001	0.00	0.00	15.00
UK NGCS SC002	0.00	1.00	15.00
UK NGCS SC003	0.00	2.00	15.00
UK NGCS SC004	0.00	3.00	15.00
UK NGCS SC005	0.00	4.00	15.00
UK NGCS SC006	0.00	5.00	15.00
UK NGCS SC007	0.00	6.00	15.00
UK NGCS SC008	0.00	7.00	15.00
UK NGCS SC009	0.00	8.00	15.00
UK NGCS SC010	0.00	9.00	15.00
UK NGCS SC011	0.00	10.00	15.00
UK NGCS SC012	0.00	11.00	15.00
UK NGCS SC013	0.00	12.00	15.00
UK NGCS SC014	0.00	13.00	15.00
UK NGCS SC015	0.00	15.00	15.00
UK NGCS SC016	0.00	20.00	15.00
UK NGCS SC017	0.00	25.00	15.00
UK NGCS SC018	0.00	30.00	15.00
UK NGCS SC019	0.00	35.00	15.00
UK NGCS SC020	0.00	36.00	15.00
UK NGCS SC021	0.00	40.00	15.00
UK NGCS SC022	0.00	45.00	15.00
UK NGCS SC023	0.00	46.00	15.00
UK NGCS SC024	0.00	50.00	15.00
UK NGCS SC025	0.00	55.00	15.00
UK NGCS SC026	0.00	60.00	15.00
UK NGCS SC027	0.00	65.00	15.00
UK NGCS SC028	0.00	70.00	15.00
UK NGCS SC029	0.00	75.00	15.00
UK NGCS SC030	0.00	80.00	15.00
UK NGCS SC031	0.00	90.00	15.00
UK NGCS SC032	0.00	95.00	15.00
UK NGCS SC033	0.00	99.00	15.00
UK NGCS SC034	0.00	100.00	15.00
UK NGCS SC035	0.00	110.00	15.00
UK NGCS SC036	0.00	120.00	15.00
UK NGCS SC037	0.00	145.00	15.00
UK NGCS SC038	0.00	150.00	15.00
UK NGCS SC039	0.00	155.00	15.00
UK NGCS SC040	0.00	180.00	15.00

Service Charge Contd.	Service Charge		Access Charge
	Pence per Call	Pence per Minute	Pence per Minute
UK NGCS SC041	0.00	200.00	15.00
UK NGCS SC042	0.00	220.00	15.00
UK NGCS SC043	0.00	250.00	15.00
UK NGCS SC044	0.00	300.00	15.00
UK NGCS SC045	0.00	360.00	15.00
UK NGCS SC046	5.00	0.00	15.00
UK NGCS SC047	10.00	0.00	15.00
UK NGCS SC048	15.00	0.00	15.00
UK NGCS SC049	25.00	0.00	15.00
UK NGCS SC050	30.00	0.00	15.00
UK NGCS SC051	35.00	0.00	15.00
UK NGCS SC052	40.00	0.00	15.00
UK NGCS SC053	48.00	0.00	15.00
UK NGCS SC054	50.00	0.00	15.00
UK NGCS SC055	70.00	0.00	15.00
UK NGCS SC056	75.00	0.00	15.00
UK NGCS SC057	100.00	0.00	15.00
UK NGCS SC058	145.00	0.00	15.00
UK NGCS SC059	150.00	0.00	15.00
UK NGCS SC060	200.00	0.00	15.00
UK NGCS SC061	250.00	0.00	15.00
UK NGCS SC062	300.00	0.00	15.00
UK NGCS SC063	400.00	0.00	15.00
UK NGCS SC064	500.00	0.00	15.00
UK NGCS SC065	600.00	0.00	15.00
UK NGCS SC066	77.00	155.00	15.00
UK NGCS SC067	80.00	25.00	15.00
UK NGCS SC068	0.00	243.00	15.00
UK NGCS SC069	350.00	10.00	15.00
UK NGCS SC070 (ppm starts after 60 seconds)	243.00	243.00	15.00
UK NGCS SC071 (ppm starts after 60 seconds)	574.00	299.00	15.00
UK NGCS SC072 (ppm starts after 60 seconds)	698.00	349.00	15.00
UK NGCS SC073 (ppm starts after 60 seconds)	0.00	250.00	15.00
UK NGCS SC074 (ppm starts after 60 seconds)	5.00	5.00	15.00
UK NGCS SC075 (ppm starts after 60 seconds)	10.00	10.00	15.00
UK NGCS SC076 (ppm starts after 60 seconds)	40.00	40.00	15.00
UK NGCS SC077 (ppm starts after 60 seconds)	70.00	70.00	15.00
UK NGCS SC078 (ppm starts after 60 seconds)	150.00	150.00	15.00
UK NGCS SC079 (ppm starts after 60 seconds)	200.00	200.00	15.00
UK NGCS SC080 (ppm starts after 60 seconds)	445.00	257.00	15.00
UK NGCS SC081	0.00	18.00	15.00
UK NGCS SC082	0.00	22.00	15.00
UK NGCS SC083	0.00	350.00	15.00
UK NGCS SC084	250.00	75.00	15.00
UK NGCS SC085	260.00	99.00	15.00

Service Charge Contd.	Service Charge		Access Charge
	Pence per Call	Pence per Minute	Pence per Minute
UK NGCS SC086	275.00	78.00	15.00
UK NGCS SC087 (ppm starts after 60 seconds)	300.00	130.00	15.00
UK NGCS SC088	365.00	0.00	15.00
UK NGCS SC089 (ppm starts after 60 seconds)	1198.00	599.00	15.00
UK NGCS SC090 (ppm starts after 60 seconds)	1398.00	699.00	15.00
UK NGCS SC091 (ppm starts after 60 seconds)	1598.00	799.00	15.00
UK NGCS SC092 (ppm starts after 60 seconds)	7.00	7.00	15.00
UK NGCS SC093 (ppm starts after 60 seconds)	13.00	13.00	15.00
UK NGCS SC094 (ppm starts after 60 seconds)	80.00	80.00	15.00
UK NGCS SC095 (ppm starts after 60 seconds)	100.00	100.00	15.00
UK NGCS SC096 (ppm starts after 60 seconds)	300.00	300.00	15.00
UK NGCS SC097 (ppm starts after 60 seconds)	360.00	50.00	15.00
UK NGCS SC098 (ppm starts after 60 seconds)	360.00	150.00	15.00
UK NGCS SC099 (ppm starts after 60 seconds)	360.00	200.00	15.00
UK NGCS SC100 (ppm starts after 60 seconds)	360.00	360.00	15.00

	Pence per Call
	At All Times
DQ00	115.00

Non-Geographical	Pence per Minute		
	Peak	Off Peak	Weekend
UK Wi Fi Services (Fw1)	15.84	15.84	7.73
UK Wi Fi Services (Fw2)	15.00	12.48	6.36
UK Wi Fi Services (fw3)	16.68	13.32	6.72
UK Wi Fi Services (fw4)	16.20	9.90	4.96
UK Wi Fi Services (fw5)	15.12	12.24	6.84
UK Wi Fi Services (fw6)	13.20	10.56	6.36
UK Wi Fi Services (fw7)	12.60	12.60	12.60
UK Wi Fi Services (fw8)	19.20	15.00	6.36
UK Wi Fi Services (fw9)	16.80	16.80	16.80
UK Wi Fi Services (fw10)	10.05	10.05	10.05
UK Wi Fi Services (fw11)	13.20	13.20	13.20
UK Wi Fi Services (fw12)	13.20	13.20	13.20

Personal Numbers	Pence per Minute		
	Peak	Off Peak	Weekend
Personal Number 1	5.04	5.04	5.04
Personal Number 2	17.06	10.06	10.06
Personal Number 3	24.52	16.34	8.17
Personal Number 4	27.58	18.34	9.19
Personal Number 5	31.70	20.22	9.65
Personal Number 6	38.29	25.52	12.76
Personal Number 7	51.06	51.06	51.06
Personal Number 8	50.04	39.83	39.83
Personal Number 9	26.56	26.56	26.56
Personal Number 10	17.36	17.36	17.36
Personal Number 11	20.42	20.42	20.42
Personal Number 13	20.40	20.40	20.40
Personal Number 14	24.00	24.00	24.00
Personal Number 15	35.75	35.75	35.75
Personal Number 16	39.83	29.62	29.62
Personal Number 17	27.58	27.58	27.58
Personal Number 18	39.83	39.83	39.83
Personal Number 19	30.13	30.13	30.13
Personal Number 20	13.28	13.28	13.28
Personal Number 21	14.30	14.30	14.30
Personal Number 22	15.32	15.32	15.32
Personal Number 23	16.34	16.34	16.34
Personal Number 24	10.21	10.21	10.21
Personal Number 25	24.51	24.51	24.51
Personal Number 26	42.00	42.00	42.00
Personal Number 27	10.54	6.78	5.74
Personal Number 99	18.00	18.00	18.00

Fixed Fee & Time Duration	Pence per Minute			Pence per Call
	Peak	Off Peak	Weekend	At All Times
Personal Number 12	4.03	1.02	1.02	51.12
Fixed Fee 31	0.00	0.00	0.00	15.00

	Pence per Minute		
	Peak	Off Peak	Weekend
NF	Number free of charge at any time		

International Call Charges

Our rates for dialling international destinations are in the following tables. The tables include our rates for our Peak, Off Peak and Weekend charges (see p.6). Mobile refers to Native Mobiles. A per call Connection Charge of £0.17 applies for all International Calls.

A Highlighted field denotes a country included in our International 1000 Call Bolt-On

If you have a question as to how a particular number will be billed, you can contact our Customer Relations.

A	Pence per Minute		
	Peak	Off Peak	Weekend
Afghanistan	124.28	118.77	110.16
Afghanistan Mobile	124.28	118.77	110.16
Alaska	18.37	17.46	16.29
Alaska Mobile	18.37	17.46	16.29
Albania	61.99	52.62	49.89
Albania Mobile	82.41	73.04	70.32
Algeria	61.99	52.62	49.89
Algeria Mobile	82.41	73.04	70.32
Andorra	19.20	19.20	19.20
Andorra Mobile	19.20	19.20	19.20
Angola	124.28	118.77	110.16
Angola Mobile	124.28	118.77	110.16
Anguilla	71.66	60.48	57.45
Anguilla Mobile	92.08	80.90	77.88
Antarctica	124.28	118.77	110.16
Antarctica Mobile	124.28	118.77	110.16
Antigua & Barbuda	71.66	60.48	57.45
Antigua & Barbuda Mobile	71.66	60.48	57.45
Antilles (Netherlands)	93.44	74.92	68.90
Antilles (Netherlands) Mobile	113.86	95.35	89.32
Argentina	120.58	101.60	90.93
Argentina Mobile	113.86	122.02	111.36
Armenia	93.44	74.92	68.90
Armenia Mobile	141.01	95.35	89.32
Aruba	93.44	74.92	68.90
Aruba Mobile	113.86	95.35	89.32
Ascension Island	124.28	118.77	110.16
Ascension Island Mobile	113.86	118.77	110.16
Australia	40.52	38.52	35.94
Australia Mobile	60.94	58.94	56.36
Australia Territory	150.00	150.00	150.00
Austria	19.20	19.20	19.20
Austria Mobile	19.20	19.20	19.20
Azerbaijan	73.03	67.44	62.01
Azerbaijan Mobile	93.45	87.86	82.44
Azores	19.20	19.20	19.20
Azores Mobile	19.20	19.20	19.20

Pence per Minute

B	Peak	Off Peak	Weekend
Bahamas	71.66	60.48	57.45
Bahamas Mobile	71.66	60.48	57.45
Bahrain	93.44	74.92	68.90
Bahrain Mobile	93.44	74.92	68.90
Bangladesh	122.47	116.12	90.93
Bangladesh Mobile	142.89	136.54	111.36
Barbados	71.66	60.48	57.45
Barbados Mobile	92.08	80.90	77.88
Belarus	73.03	67.44	62.01
Belarus Mobile	93.45	87.86	82.44
Belgium	19.20	19.20	19.20
Belgium Mobile	19.20	19.20	19.20
Belize	93.44	74.92	68.90
Belize Mobile	113.86	95.35	89.32
Benin	120.58	101.60	90.93
Benin Mobile	120.58	101.60	90.93
Bermuda	71.66	60.48	57.45
Bermuda Mobile	92.08	80.90	77.88
Bhutan	99.36	94.39	88.12
Bhutan Mobile	99.36	94.39	88.12
Bolivia	124.28	118.77	110.16
Bolivia Mobile	144.70	139.20	130.58
Brazil	120.58	101.60	90.93
Brazil Mobile	141.01	122.02	111.36
Brunei Darussalam	99.36	94.39	88.12
Brunei Darussalam Mobile	99.36	94.39	88.12
Bulgaria	61.99	52.62	49.89
Bulgaria Mobile	82.41	73.04	70.32
Burkina Faso	124.28	118.77	110.16
Burkina Faso Mobile	144.70	139.20	130.58
Burundi	124.28	118.77	110.16
Burundi Mobile	124.28	118.77	110.16

Pence per Minute

C	Peak	Off Peak	Weekend
Cambodia	150.00	150.00	150.00
Cambodia Mobile	204.25	199.65	195.06
Cameroon	120.58	101.60	90.93
Cameroon Mobile	141.01	122.02	111.36
Canada	18.37	17.46	16.29
Canada Mobile	18.37	17.46	16.29
Canary Islands	19.20	19.20	19.20
Canary Islands Mobile	19.20	19.20	19.20

Pence per Minute

C Contd.	Peak	Off Peak	Weekend
Cape Verde	124.28	118.77	110.16
Cape Verde Mobile	144.70	139.20	130.58
Carriacou	71.66	60.48	57.45
Carriacou Mobile	71.66	60.48	57.45
Cayman	71.66	60.48	57.45
Cayman Mobile	92.08	80.90	77.88
Cent. African Rep	124.28	118.77	110.16
Cent. African Rep Mobile	144.70	139.20	130.58
Chad	150.00	150.00	150.00
Chad Mobile	150.00	150.00	150.00
Chatham Islands	40.52	38.52	35.94
Chatham Islands Mobile	40.52	38.52	35.94
Chile	120.58	101.60	90.93
Chile Mobile	141.01	122.02	111.36
China	99.36	94.39	88.12
China Mobile	119.78	114.81	108.55
Christmas Island	40.52	38.52	35.94
Christmas Island Mobile	40.52	38.52	35.94
Cocos Islands	40.52	38.52	35.94
Cocos Islands Mobile	40.52	38.52	35.94
Colombia	124.28	118.77	110.16
Colombia Mobile	144.70	139.20	130.58
Comoros	150.00	150.00	150.00
Comoros Mobile	150.00	150.00	150.00
Congo	124.28	118.77	110.16
Congo Mobile	144.70	139.20	130.58
Cook Islands	150.00	150.00	150.00
Cook Islands Mobile	150.00	150.00	150.00
Croatia	19.20	19.20	19.20
Croatia Mobile	19.20	19.20	19.20
Cuba	150.00	150.00	150.00
Cuba Mobile	150.00	150.00	150.00
Cyprus	19.20	19.20	19.20
Cyprus Mobile	19.20	19.20	19.20
Czech Republic	19.20	19.20	19.20
Czech Republic Mobile	19.20	19.20	19.20

Pence per Minute

D	Peak	Off Peak	Weekend
Denmark	19.20	19.20	19.20
Denmark Mobile	19.20	19.20	19.20
Diego Garcia	150.00	150.00	150.00
Diego Garcia Mobile	150.00	150.00	150.00

Pence per Minute

D Contd.	Peak	Off Peak	Weekend
Djibouti	124.28	118.77	110.16
Djibouti Mobile	124.28	118.77	110.16
Dominica	71.66	60.48	57.45
Dominica Mobile	92.08	80.90	77.88
Dominican Rep.	71.66	60.48	57.45
Dominican Rep. Mobile	92.08	80.90	77.88

Pence per Minute

E	Peak	Off Peak	Weekend
East Timor	150.00	150.00	150.00
East Timor Mobile	204.25	199.65	195.06
Ecuador	124.28	118.77	110.16
Ecuador Mobile	144.70	139.20	130.58
Egypt	116.12	99.74	90.93
Egypt Mobile	136.54	120.16	111.36
El Salvador	120.58	101.60	90.93
El Salvador Mobile	141.01	122.02	111.36
Equatorial Guinea	124.28	118.77	110.16
Equatorial Guinea Mobile	124.28	118.77	110.16
Eritrea	120.58	101.60	90.93
Eritrea Mobile	120.58	101.60	90.93
Estonia	19.20	19.20	19.20
Estonia Mobile	19.20	19.20	19.20
Ethiopia	120.58	101.60	90.93
Ethiopia Mobile	141.01	122.02	111.36

Pence per Minute

F	Peak	Off Peak	Weekend
Falkland Islands	124.28	118.77	110.16
Falkland Islands Mobile	124.28	118.77	110.16
Faroe Islands	35.42	31.83	29.74
Faroe Islands Mobile	35.42	31.83	29.74
Fiji	124.28	118.77	110.16
Fiji Mobile	144.70	139.20	130.58
Finland	19.20	19.20	19.20
Finland Mobile	19.20	19.20	19.20
France	19.20	19.20	19.20
France Mobile	19.20	19.20	19.20
France Guiana	19.20	19.20	19.20
France Guiana Mobile	19.20	19.20	19.20
France Polynesia	150.00	150.00	150.00
France Polynesia Mobile	150.00	150.00	150.00

Pence per Minute

G	Peak	Off Peak	Weekend
Gabon	120.58	101.60	90.93
Gabon Mobile	141.01	122.02	111.36
Gambia	120.58	101.60	90.93
Gambia Mobile	120.58	101.60	90.93
Georgia	93.44	74.92	68.90
Georgia Mobile	113.86	95.35	89.32
Germany	19.20	19.20	19.20
Germany Mobile	19.20	19.20	19.20
Ghana	120.58	101.60	90.93
Ghana Mobile	141.01	122.02	111.36
Gibraltar	19.20	19.20	19.20
Gibraltar Mobile	19.20	19.20	19.20
Greece	19.20	19.20	19.20
Greece Mobile	19.20	19.20	19.20
Greenland	124.28	118.77	110.16
Greenland Mobile	124.28	118.77	110.16
Grenada	71.66	60.48	57.45
Grenada Mobile	71.66	60.48	57.45
Guadeloupe	19.20	19.20	19.20
Guadeloupe Mobile	19.20	19.20	19.20
Guam	150.00	150.00	150.00
Guam Mobile	150.00	150.00	150.00
Guatemala	120.58	101.60	90.93
Guatemala Mobile	120.58	101.60	90.93
Guinea	124.28	118.77	110.16
Guinea Mobile	144.70	139.20	130.58
Guinea-Bissau	150.00	150.00	150.00
Guinea-Bissau Mobile	150.00	150.00	150.00
Guyana	124.28	118.77	110.16
Guyana Mobile	144.70	139.20	130.58

Pence per Minute

H	Peak	Off Peak	Weekend
Haiti	124.28	118.77	110.16
Haiti Mobile	144.70	139.20	130.58
Hawaii	18.37	17.46	16.29
Hawaii Mobile	18.37	17.46	16.29
Honduras	120.58	101.60	90.93
Honduras Mobile	120.58	101.60	90.93
Hong Kong	40.52	38.52	35.94
Hong Kong Mobile	60.94	58.94	56.36
Hungary	19.20	19.20	19.20
Hungary Mobile	19.20	19.20	19.20

Pence per Minute

I	Peak	Off Peak	Weekend
Iceland	19.20	19.20	19.20
Iceland Mobile	19.20	19.20	19.20
India	110.16	104.49	90.93
India Mobile	130.58	124.92	111.36
Indonesia	99.36	94.39	88.12
Indonesia Mobile	119.78	114.81	108.55
Iran	120.58	101.60	90.93
Iran Mobile	120.58	101.60	90.93
Iraq	120.58	101.60	90.93
Iraq Mobile	120.58	101.60	90.93
Irish Republic	19.20	19.20	19.20
Irish Republic Mobile	19.20	19.20	19.20
Israel	73.03	67.44	62.01
Israel Mobile	93.45	87.86	82.44
Italy	19.20	19.20	19.20
Italy Mobile	19.20	19.20	19.20
Ivory Coast	120.58	101.60	90.93
Ivory Coast Mobile	120.58	101.60	90.93

Pence per Minute

J	Peak	Off Peak	Weekend
Jamaica	71.66	60.48	57.45
Jamaica Mobile	92.08	80.90	77.88
Japan	61.99	52.62	49.89
Japan Mobile	82.41	73.04	70.32
Jordan	116.12	99.74	90.93
Jordan Mobile	136.54	120.16	111.36

Pence per Minute

K	Peak	Off Peak	Weekend
Kazakhstan	73.03	67.44	62.01
Kazakhstan Mobile	73.03	67.44	62.01
Kenya	120.58	101.60	90.93
Kenya Mobile	141.01	122.02	111.36
Khabarovsk	93.44	74.92	68.90
Khabarovsk Mobile	93.44	74.92	68.90
Kiribati	150.00	150.00	150.00
Kiribati Mobile	150.00	150.00	150.00
Korea (North)	150.00	150.00	150.00
Korea (North) Mobile	150.00	150.00	150.00

Pence per Minute

K Contd.

	Peak	Off Peak	Weekend
Korea (South)	99.36	94.39	88.12
Korea (South) Mobile	119.78	114.81	108.55
Kuwait	93.44	74.92	68.90
Kuwait Mobile	113.86	95.35	89.32
Kyrgyzstan	73.03	67.44	62.01
Kyrgyzstan Mobile	93.45	87.86	82.44

Pence per Minute

L

	Peak	Off Peak	Weekend
Laos	124.28	118.77	110.16
Laos Mobile	144.70	139.20	130.58
Latvia	19.20	19.20	19.20
Latvia Mobile	19.20	19.20	19.20
Lebanon	116.12	99.74	90.93
Lebanon Mobile	136.54	120.16	111.36
Lesotho	120.58	101.60	90.93
Lesotho Mobile	120.58	101.60	90.93
Liberia	120.58	101.60	90.93
Liberia Mobile	141.01	122.02	111.36
Libya	61.99	52.62	49.89
Libya Mobile	61.99	52.62	49.89
Liechtenstein	19.20	19.20	19.20
Liechtenstein Mobile	19.20	19.20	19.20
Lithuania	73.03	67.44	62.01
Lithuania Mobile	93.45	87.86	82.44
Luxembourg	19.20	19.20	19.20
Luxembourg Mobile	19.20	19.20	19.20

Pence per Minute

M

	Peak	Off Peak	Weekend
Macao	99.36	94.39	88.12
Macao Mobile	99.36	94.39	88.12
Macedonia	61.99	52.62	49.89
Macedonia Mobile	82.41	73.04	70.32
Madagascar	124.28	118.77	110.16
Madagascar Mobile	144.70	139.20	130.58
Madeira	19.20	19.20	19.20
Madeira Mobile	19.20	19.20	19.20
Malawi	120.58	101.60	90.93
Malawi Mobile	120.58	101.60	90.93

Pence per Minute

M Contd.

	Peak	Off Peak	Weekend
Malaysia	61.99	52.62	49.89
Malaysia Mobile	82.41	73.04	70.32
Maldives Islands	124.28	118.77	110.16
Maldives Islands Mobile	124.28	118.77	110.16
Mali	124.28	118.77	110.16
Mali Mobile	124.28	118.77	110.16
Malta	19.20	19.20	19.20
Malta Mobile	19.20	19.20	19.20
Marshall Islands	150.00	150.00	150.00
Marshall Islands Mobile	150.00	150.00	150.00
Martinique	19.20	19.20	19.20
Martinique Mobile	19.20	19.20	19.20
Mauritania	124.28	118.77	110.16
Mauritania Mobile	144.70	139.20	130.58
Mauritius	120.58	101.60	90.93
Mauritius Mobile	120.58	101.60	90.93
Mayotte	19.20	19.20	19.20
Mayotte Mobile	19.20	19.20	19.20
Mexico	99.36	94.39	88.12
Mexico Mobile	99.36	94.39	88.12
Micronesia	150.00	150.00	150.00
Micronesia Mobile	150.00	150.00	150.00
Midway Island	150.00	150.00	150.00
Midway Island Mobile	150.00	150.00	150.00
Moldova	93.44	74.92	68.90
Moldova Mobile	113.86	95.35	89.32
Monaco	19.20	19.20	19.20
Monaco Mobile	19.20	19.20	19.20
Mongolia	124.28	118.77	110.16
Mongolia Mobile	124.28	118.77	110.16
Montserrat	71.66	60.48	57.45
Montserrat Mobile	92.08	80.90	77.88
Morocco	61.99	52.62	49.89
Morocco Mobile	61.99	52.62	49.89
Mozambique	124.28	118.77	110.16
Mozambique Mobile	144.70	139.20	130.58
Myanmar	150.00	150.00	150.00
Myanmar Mobile	150.00	150.00	150.00

Pence per Minute

N

	Peak	Off Peak	Weekend
N. Mariana Islands	150.00	150.00	150.00
N. Mariana Islands Mobile	150.00	150.00	150.00

Pence per Minute

N Contd.	Peak	Off Peak	Weekend
Nakhodka	124.28	118.77	110.16
Nakhodka Mobile	124.28	118.77	110.16
Namibia	120.58	101.60	90.93
Namibia Mobile	120.58	101.60	90.93
Nauru Island	160.84	156.25	151.65
Nauru Island Mobile	160.84	156.25	151.65
Nepal	99.36	94.39	88.12
Nepal Mobile	99.36	94.39	88.12
Netherlands	19.20	19.20	19.20
Netherlands Mobile	19.20	19.20	19.20
New Caledonia	150.00	150.00	150.00
New Caledonia Mobile	204.25	199.65	195.06
New Zealand	40.52	38.52	35.94
New Zealand Mobile	60.94	58.94	56.36
Nicaragua	120.58	101.60	90.93
Nicaragua Mobile	120.58	101.60	90.93
Niger	124.28	118.77	110.16
Niger Mobile	144.70	139.20	130.58
Nigeria	96.46	90.93	81.75
Nigeria Mobile	116.89	111.36	102.18
Niue Islands	124.28	118.77	110.16
Niue Islands Mobile	124.28	118.77	110.16
Norfolk Islands	124.28	118.77	110.16
Norfolk Islands Mobile	124.28	118.77	110.16
Norway	19.20	19.20	19.20
Norway Mobile	19.20	19.20	19.20

Pence per Minute

O	Peak	Off Peak	Weekend
Oman	93.44	74.92	68.90
Oman Mobile	113.86	95.35	89.32

Pence per Minute

P	Peak	Off Peak	Weekend
Pakistan	122.47	116.12	90.93
Pakistan Mobile	142.89	136.54	111.36
Palau	150.00	150.00	150.00
Palau Mobile	150.00	150.00	150.00
Palestine	73.03	67.44	62.01
Palestinian Mobile	93.45	87.86	82.44

Pence per Minute

P Contd.	Peak	Off Peak	Weekend
Pancea Rica	120.58	101.60	90.93
Pancea Rica Mobile	141.01	122.02	111.36
Panama	120.58	101.60	90.93
Panama Mobile	141.01	122.02	111.36
Papua New Guinea	124.58	118.77	110.16
Papua New Guinea Mobile	124.58	118.77	110.16
Paraguay	120.58	101.60	90.93
Paraguay Mobile	141.01	122.02	111.36
Peru	120.58	101.60	90.93
Peru Mobile	141.01	122.02	111.36
Philippines	99.36	94.39	88.12
Philippines Mobile	99.36	94.39	88.12
Poland	19.20	19.20	19.20
Poland Mobile	19.20	19.20	19.20
Portugal	19.20	19.20	19.20
Portugal Mobile	19.20	19.20	19.20
Puerto Rico	71.66	60.48	57.45
Puerto Rico Mobile	71.66	60.48	57.45

Pence per Minute

Q	Peak	Off Peak	Weekend
Qatar	93.44	74.92	68.90
Qatar Mobile	93.44	74.92	68.90

Pence per Minute

R	Peak	Off Peak	Weekend
Reunion	19.20	19.20	19.20
Reunion Mobile	19.20	19.20	19.20
Rodriguez Island	150.00	150.00	150.00
Rodriguez Island Mobile	150.00	150.00	150.00
Romania	19.20	19.20	19.20
Romania Mobile	19.20	19.20	19.20
Ross Island	124.28	118.77	110.16
Ross Island Mobile	124.28	118.77	110.16
Russia	73.03	67.44	62.01
Russia Mobile	93.45	87.86	82.44
Rwanda	124.28	118.77	110.16
Rwanda Mobile	144.70	139.20	130.58

Pence per Minute

S	Pence per Minute		
	Peak	Off Peak	Weekend
Sakhalin	124.28	118.77	110.16
Sakhalin Mobile	124.28	118.77	110.16
Samoa U.S.	160.84	156.25	151.65
Samoa U.S. Mobile	160.84	156.26	151.65
Samoa West	150.00	150.00	150.00
Samoa West Mobile	150.00	150.00	150.00
San Marino	61.99	52.62	49.89
San Marino Mobile	61.99	52.62	49.89
Sao Tome & Principe	150.00	150.00	150.00
Sao Tome & Principe Mobile	181.27	176.68	172.07
Saudi Arabia	93.44	74.92	68.90
Saudi Arabia Mobile	113.86	95.35	89.32
Senegal	120.58	101.60	90.93
Senegal Mobile	120.58	101.60	90.93
Serbia & Montenegro	61.99	52.62	49.89
Serbia & Montenegro Mobile	82.41	73.04	70.32
Seychelles	120.58	101.60	90.93
Seychelles Mobile	141.01	122.02	111.36
Sierra Leone	120.58	101.60	90.93
Sierra Leone Mobile	120.58	101.60	90.93
Singapore	53.67	50.97	48.38
Singapore Mobile	74.10	71.40	68.80
Slovakia	19.20	19.20	19.20
Slovakia Mobile	19.20	19.20	19.20
Slovenia	19.20	19.20	19.20
Slovenia Mobile	19.20	19.20	19.20
Solomon Islands	150.00	150.00	150.00
Solomon Islands Mobile	150.00	150.00	150.00
Somalia	150.00	150.00	150.00
Somalia Mobile	150.00	150.00	150.00
South Africa	73.03	67.44	62.01
South Africa Mobile	93.45	87.86	82.44
Spain	19.20	19.20	19.20
Spain Mobile	19.20	19.20	19.20
Spanish N. Africa	32.66	27.21	23.86
Spanish N. Africa Mobile	32.66	27.21	23.86
Sri Lanka	122.47	116.12	90.93
Sri Lanka Mobile	142.89	136.54	111.36
St Helena	124.28	118.77	110.16
St Helena Mobile	124.28	118.77	110.16
St Kitts & Nevis	71.66	60.48	57.45
St Kitts & Nevis Mobile	71.66	60.48	57.45
St Lucia	71.66	60.48	57.45
St Lucia Mobile	92.08	80.90	77.88
St Pierre & Miquelon	116.12	99.74	90.93
St Pierre & Miquelon Mobile	136.54	120.16	111.36

Pence per Minute

S Contd.

	Peak	Off Peak	Weekend
St Vincent & the Grenadines	71.66	60.48	57.45
St Vincent & the Grenadines Mobile	92.08	80.90	77.88
Sudan	120.58	101.60	90.93
Sudan Mobile	120.58	101.60	90.93
Suriname	120.58	101.60	90.93
Suriname Mobile	141.01	122.02	111.36
Swaziland	120.58	101.60	90.93
Swaziland Mobile	120.58	101.60	90.93
Sweden	19.20	19.20	19.20
Sweden Mobile	19.20	19.20	19.20
Switzerland	19.20	19.20	19.20
Switzerland Mobile	19.20	19.20	19.20
Syria	116.12	99.74	90.93
Syria Mobile	116.12	99.74	90.93

Pence per Minute

T

	Peak	Off Peak	Weekend
Taiwan	99.36	94.39	88.12
Taiwan Mobile	119.78	114.81	108.55
Tajikistan	124.28	118.77	110.16
Tajikistan Mobile	144.70	139.20	130.58
Tanzania	120.58	101.60	90.93
Tanzania Mobile	141.01	122.02	111.36
Tatarstan	93.44	74.92	68.90
Tatarstan Mobile	93.44	74.92	68.90
Thailand	99.36	94.39	88.12
Thailand Mobile	119.78	114.81	108.55
Togo	120.58	101.60	90.93
Togo Mobile	141.01	122.02	111.36
Tokelau	150.00	150.00	150.00
Tokelau Mobile	150.00	150.00	150.00
Tonga	124.28	118.77	110.16
Tonga Mobile	144.70	139.20	130.58
Trinidad & Tobago	71.66	60.48	57.45
Trinidad & Tobago Mobile	92.08	80.90	77.88
Tristan De Cunha	150.00	150.00	150.00
Tristan De Cunha Mobile	150.00	150.00	150.00
Tunisia	61.99	52.62	49.89
Tunisia Mobile	82.41	73.04	70.32
Turkey	61.99	52.62	49.89
Turkey Mobile	82.41	73.04	70.32
Turkmenistan	122.47	116.12	90.93
Turkmenistan Mobile	122.47	116.12	90.93

Pence per Minute

T Contd.

	Peak	Off Peak	Weekend
Turks & Caicos Islands	71.66	60.48	57.45
Turks & Caicos Islands Mobile	92.08	80.90	77.88
Tuvalu	150.00	150.00	150.00
Tuvalu Mobile	150.00	150.00	150.00

Pence per Minute

U

	Peak	Off Peak	Weekend
U.S.A.	18.37	17.46	16.29
U.S.A. Mobile	18.37	17.46	16.29
United Arab Emirates	93.44	74.92	68.90
United Arab Emirates Mobile	113.86	95.35	89.32
Uganda	120.58	101.60	90.93
Uganda Mobile	120.58	101.60	90.93
Ukraine	73.03	67.44	62.01
Ukraine Mobile	93.45	87.86	82.44
Uruguay	120.58	101.60	90.93
Uruguay Mobile	120.58	101.60	90.93
Uzbekistan	73.03	67.44	62.01
Uzbekistan Mobile	93.45	87.86	82.44

Pence per Minute

V

	Peak	Off Peak	Weekend
Vanuatu	150.00	150.00	150.00
Vanuatu Mobile	150.00	150.00	150.00
Vatican City	32.66	27.21	23.86
Vatican City Mobile	32.66	27.21	23.86
Venezuela	120.58	101.60	90.93
Venezuela Mobile	141.01	122.02	111.36
Vietnam	124.28	118.77	110.16
Vietnam Mobile	144.70	139.20	120.58
Virgin Islands U.K.	71.66	60.48	57.45
Virgin Islands U.K. Mobile	71.66	60.48	57.45
Virgin Islands U.S.	71.66	60.48	57.45
Virgin Islands U.S. Mobile	71.66	60.48	57.45

Pence per Minute**W**

	Peak	Off Peak	Weekend
Wake Island	150.00	150.00	150.00
Wake Island Mobile	150.00	150.00	150.00
Wallis & Fortuna	150.00	150.00	150.00
Wallis & Fortuna Mobile	150.00	150.00	150.00

Pence per Minute**Y**

	Peak	Off Peak	Weekend
Yemen	120.58	101.60	90.93
Yemen Mobile	141.01	122.02	111.36

Pence per Minute**Z**

	Peak	Off Peak	Weekend
Zaire	124.28	118.77	110.16
Zaire Mobile	144.70	139.20	130.58
Zambia	120.58	101.60	90.93
Zambia Mobile	120.58	101.60	90.93
Zimbabwe	120.58	101.60	90.93
Zimbabwe Mobile	141.01	122.02	111.36