

Guide to Charges and Fees for Residential Customers

(ZVTN001)

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 (ZVTN001) 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 (ZVTN001)

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 (ZVTN001) Packages include ZYBRE issued NVIDIA SHIELD TV Pro and ZYBRE issued Router with access to ZYBRE Games (Cloud Gaming) and telephony provided via VoIP.

ZYBRE (ZVTN001) Package Prices

50Mb Fibre Broadband, Phone & Cloud Gaming 50Mb download 10Mb upload	£49.99
80Mb Fibre Broadband, Phone & Cloud Gaming 80Mb download 20Mb upload	£52.99
100Mb Fibre Broadband, Phone & Cloud Gaming 100Mb download 30Mb upload	£54.99
500Mb Fibre Broadband, Phone & Cloud Gaming 500Mb download 75Mb upload	£69.99
900Mb Fibre Broadband, Phone & Cloud Gaming 900Mb download 115Mb 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 UK landline & UK mobile 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.

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 11-24.

Call Charging

Set Up Fee

Any chargeable call is subject to a £0.00 per call Connection Fee. For the avoidance of doubt, this Fee will be charged for:

- Daytime UK landline calls for customers not on the Anytime UK Landline Plan
- Anytime UK Landline Plan calls for call duration over 60 minutes
- UK mobile numbers
- Calls to other UK numbers
- International 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 £0.00 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 £0.00 per call will apply.

UK landline and mobile	Pence per minute
UK landline calls	0.50
UK mobile standard calls	0.75

Customer Relations	Pence per minute
ZYBRE Customer Relations (0330 320 2062)	0.00

National	Pence per minute
UK National Geographic	7.00
UK Special Services (084, 087 numbers)	On page 8-10
UK Premium Rate numbers (09 numbers)	On page 8-10
UK Directory Enquiries (118 numbers)	On page 8-10
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)	0.61
UK EE (fm4)	0.61
UK H3G (fm6)	0.61
UK Mobile (fm7)	0.61
UK Mobile (fm8)	0.61
UK Mobile (fm10)	0.61
UK Mobile (fm11)	0.61
UK Mobile (fm12)	0.61
UK Mobile (fm13)	0.61
UK Mobile (fm14)	0.61
UK Mobile (fm15)	0.61
UK Mobile (fm16)	0.61
UK Mobile (fm17)	0.61
UK Mobile Cable and Wireless	0.78
UK Mobile Opal	0.78
UK Mobile Other	0.78
UK Mobile Virtual 1	15.99
UK Mobile Virtual 2	0.71
UK Mobile Voice and Data	4.29
UK National	0.21
UK O2 (fm1)	0.61
UK Vodafone (fm5)	0.61

Other	Pence per minute
International Directory Enquiries	112.42
International Freephone	0.00

Other Contd.	Pence per Minute		
	Peak	Off Peak	Weekend
Inbound Platform 08	1.06	0.53	0.53
Inbound Platform 0800	2.54	1.59	1.59
Inbound Platform 0808	2.54	1.59	1.59
Inbound Platform GEO	1.06	0.53	0.53
Premium G6	9.82	10.13	10.19
Premium G21	5.84	6.67	6.91

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 £0.00 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	Pence per Minute	Pence per Call
UK NGCS SC001	5.00	0.00
UK NGCS SC002	5.83	0.00
UK NGCS SC003	6.67	0.00
UK NGCS SC004	7.50	0.00
UK NGCS SC005	8.33	0.00
UK NGCS SC006	9.17	0.00
UK NGCS SC007	10.00	0.00
UK NGCS SC008	10.83	0.00
UK NGCS SC009	11.67	0.00
UK NGCS SC010	12.50	0.00
UK NGCS SC011	13.33	0.00
UK NGCS SC012	14.17	0.00
UK NGCS SC013	15.00	0.00
UK NGCS SC014	15.83	0.00
UK NGCS SC015	17.50	0.00
UK NGCS SC016	21.67	0.00
UK NGCS SC017	25.83	0.00
UK NGCS SC018	30.00	0.00
UK NGCS SC019	34.17	0.00
UK NGCS SC020	35.00	0.00
UK NGCS SC021	38.33	0.00
UK NGCS SC022	42.50	0.00
UK NGCS SC023	43.33	0.00
UK NGCS SC024	46.67	0.00
UK NGCS SC025	50.83	0.00
UK NGCS SC026	55.00	0.00
UK NGCS SC027	59.17	0.00
UK NGCS SC028	63.33	0.00
UK NGCS SC029	57.50	0.00
UK NGCS SC030	71.67	0.00
UK NGCS SC031	80.00	0.00
UK NGCS SC032	84.17	0.00
UK NGCS SC033	87.50	0.00
UK NGCS SC034	88.33	0.00
UK NGCS SC035	96.67	0.00
UK NGCS SC036	105.00	0.00
UK NGCS SC037	125.83	0.00
UK NGCS SC038	130.00	0.00
UK NGCS SC039	134.17	0.00
UK NGCS SC040	155.00	0.00
UK NGCS SC041	171.67	0.00

Service Charge	Pence per Minute	Pence per Call
UK NGCS SC042	188.33	0.00
UK NGCS SC043	213.33	0.00
UK NGCS SC044	255.00	0.00
UK NGCS SC045	305.00	0.00
UK NGCS SC046	5.00	4.17
UK NGCS SC047	5.00	8.33
UK NGCS SC048	5.00	12.50
UK NGCS SC049	5.00	20.83
UK NGCS SC050	5.00	25.00
UK NGCS SC051	5.00	29.17
UK NGCS SC052	5.00	33.33
UK NGCS SC053	5.00	40.00
UK NGCS SC054	5.00	41.67
UK NGCS SC055	5.00	58.33
UK NGCS SC056	5.00	62.50
UK NGCS SC057	5.00	83.33
UK NGCS SC058	5.00	120.83
UK NGCS SC059	5.00	125.00
UK NGCS SC060	5.00	166.67
UK NGCS SC061	5.00	208.33
UK NGCS SC062	5.00	250.00
UK NGCS SC063	5.00	333.33
UK NGCS SC064	5.00	416.67
UK NGCS SC065	5.00	500.00
UK NGCS SC066	134.17	64.17
UK NGCS SC067	25.83	66.67
UK NGCS SC068	120.83	332.50
UK NGCS SC069	117.50	415.83
UK NGCS SC070	234.17	458.33
UK NGCS SC071	254.17	478.33
UK NGCS SC072	295.83	581.67
UK NGCS SC073	213.33	0.00
UK NGCS SC074	9.17	4.17
UK NGCS SC075	13.33	8.33
UK NGCS SC076	38.33	33.33
UK NGCS SC077	63.33	58.33
UK NGCS SC078	130.00	125.00
UK NGCS SC079	171.67	166.67
UK NGCS SC080	219.17	370.83

Non-Geographical	Pence per Minute		
	Peak	Off Peak	Weekend
UK PREMIUM / SPECIALIST OTHER	2.26	2.26	2.26
UK Dolphin (fm2)	0.61	0.61	0.61
UK Local	0.21	0.21	0.21
UK Local Non-Geographic	0.95	0.95	0.95
UK Wi Fi Services (fw1)	1.03	1.03	1.03
UK Wi Fi Services (fw2)	0.63	0.63	0.63
UK Wi Fi Services (fw3)	0.63	0.63	0.63
UK Wi Fi Services (fw4)	3.46	3.46	3.46
UK Wi Fi Services (fw5)	1.03	1.03	1.03
UK Wi Fi Services (fw6)	1.03	1.03	1.03
UK Wi Fi Services (fw7)	6.91	7.14	7.38
UK Wi Fi Services (fw8)	1.27	1.27	1.27
UK Wi Fi Services (fw9)	11.41	11.41	11.41
UK Wi Fi Services (fw10)	0.63	0.63	0.63
UK Wi Fi Services (fw12)	0.63	0.63	0.63

Personal Numbers	Pence per Minute		
	Peak	Off Peak	Weekend
Personal Number 1	15.86	11.08	4.85
Personal Number 2	43.66	44.65	44.83
Personal Number 3	42.33	34.69	35.13
Personal Number 4	21.05	22.67	23.10
Personal Number 5	12.73	14.34	14.78
Personal Number 6	5.84	6.67	6.91
Personal Number 7	0.65	0.00	0.00
Personal Number 8	15.49	17.10	17.53
Personal Number 9	18.74	20.35	20.79
Personal Number 10	29.37	30.99	31.43
Personal Number 11	33.07	25.44	25.87
Personal Number 12	21.98	23.60	24.03
Personal Number 13	33.07	34.69	35.13
Personal Number 14	24.30	25.91	26.34
Personal Number 15	9.03	10.64	11.08
Personal Number 16	9.95	11.58	12.01
Personal Number 17	10.89	12.50	12.93
Personal Number 18	11.81	13.42	13.85
Personal Number 19	6.25	7.88	8.31
Personal Number 20	19.21	20.82	21.25
Personal Number 21	35.04	36.65	37.09
Personal Number 22	3.07	1.23	0.80
Personal Number D	8.43	5.79	5.79
Personal Number E	1.84	1.84	1.84
Personal Number F	19.92	13.91	7.91
Personal Number J	21.61	15.38	6.42
Personal Number K	26.52	17.64	8.16

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).

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	20.20	20.20	20.20
Afghanistan Mobile	21.45	21.45	21.45
Albania	16.65	16.65	16.65
Albania Mobile	43.18	43.18	43.18
Algeria	7.34	7.34	7.34
Algeria Mobile	39.18	39.18	39.18
Algeria Mobile Other	55.63	55.63	55.63
Andorra	3.01	3.01	3.01
Andorra Mobile	15.78	15.78	15.78
Angola	4.91	4.91	4.91
Angola Mobile	14.36	14.36	14.36
Anguilla	19.75	19.75	19.75
Anguilla Mobile	23.20	23.20	23.20
Antigua & Barbuda	22.45	22.45	22.45
Antigua & Barbuda Mobile	22.46	22.46	22.46
Antilles (Netherlands)	13.70	13.70	13.70
Antilles (Netherlands) Mobile	13.70	13.70	13.70
Argentina	3.01	3.01	3.01
Argentina Mobile	15.70	15.70	15.70
Armenia	19.39	19.39	19.39
Armenia Mobile	24.30	24.30	24.30
Aruba	9.49	9.49	9.49
Aruba Mobile	20.19	20.19	20.19
Ascension Island	159.28	159.28	159.28
Australia	0.98	0.98	0.98
Australia Mobile	3.63	3.63	3.63
Australia Satellite	190.29	190.29	190.29
Australia Special Services	1.37	1.37	1.37
Austria	0.40	0.40	0.40
Austria Mobile	1.22	1.22	1.22
Austria Mobile Other	1.22	1.22	1.22
Austria Premium	24.40	24.40	24.40
Azerbaijan	22.46	22.46	22.46
Azerbaijan Mobile	33.60	33.60	33.60
Azores	1.77	1.77	1.77

Pence per Minute

B	Peak	Off Peak	Weekend
Bahamas	11.27	11.27	11.27
Bahrain	13.11	13.11	13.11
Bahrain Mobile	13.11	13.11	13.11
Bangladesh	3.23	3.23	3.23
Bangladesh Mobile	2.25	2.25	2.25
Barbados	19.63	19.63	19.63
Barbados Mobile	22.99	22.99	22.99
Belarus	39.95	39.95	39.95
Belarus Mobile	39.95	39.95	39.95
Belarus Other	39.95	39.95	39.95
Belgium	1.12	1.12	1.12
Belgium Mobile	8.75	8.75	8.75
Belgium Mobistar Mobile	1.64	1.64	1.64
Belgium Premium	33.64	33.64	33.64
Belgium Proximus Mobile	1.72	1.72	1.72
Belgium Special Service	3.86	3.86	3.86
Belize	21.07	21.07	21.07
Belize Mobile	22.21	22.21	22.21
Benin	39.61	39.61	39.61
Benin Mobile	39.08	39.08	39.08
Bermuda	3.53	3.53	3.53
Bermuda Mobile	3.53	3.53	3.53
Bhutan	7.67	7.67	7.67
Bhutan Mobile	7.67	7.67	7.67
Bolivia	18.44	18.44	18.44
Bolivia Mobile	18.44	18.44	18.44
Bosnia Herzegovina	16.51	16.51	16.51
Bosnia Herzegovina Mobile	39.53	39.53	39.53
Botswana	9.29	9.29	9.29
Botswana Mobile	23.91	23.91	23.91
Brazil	1.21	1.21	1.21
Brazil Mobile	2.09	2.09	2.09
Brunei	3.72	3.72	3.72
Brunei Mobile	3.72	3.72	3.72
Bulgaria	0.36	0.36	0.36
Bulgaria Mobile	2.68	2.68	2.68
Bulgaria Mobile Other	2.02	2.02	2.02
Burkina Faso	35.01	35.01	35.01
Burkina Faso Mobile	38.62	38.62	38.62
Burundi	51.15	51.15	51.15

Pence per Minute

C	Peak	Off Peak	Weekend
Cambodia	5.96	5.96	5.96
Cambodia Mobile	5.96	5.96	5.96
Cameroon	33.52	33.52	33.52
Cameroon Mobile	36.22	36.22	36.22
Canada	0.11	0.11	0.11
Canada Other	6.91	6.91	6.91
Cape Verde Islands	17.19	17.19	17.19
Cape Verde Islands Mobile	26.58	26.58	26.58
Cayman Islands	11.62	11.62	11.62
Cayman Islands Mobile	18.49	18.49	18.49
Central African Republic	56.99	56.99	56.99
Chad Republic	57.83	57.83	57.83
Chile	47.94	47.94	47.94
Chile Mobile	4.27	4.27	4.27
Chile Rural	70.17	70.17	70.17
Chile Santiago	2.15	2.15	2.15
China	0.60	0.60	0.60
China Mobile	0.60	0.60	0.60
Colombia	3.32	3.32	3.32
Colombia Bogota	2.58	2.58	2.58
Colombia Cali	2.58	2.58	2.58
Colombia Medellin	2.58	2.58	2.58
Colombia Mobile	3.38	3.38	3.38
Comoros / Mayotte Island	45.59	45.59	45.59
Comoros Mobile	45.59	45.59	45.59
Congo Democratic Republic	48.81	48.81	48.81
Congo Democratic Republic (Premium)	115.21	115.21	115.21
Congo Democratic Republic Mobile	36.15	36.15	36.15
Congo Democratic Republic Mobile Other	40.47	40.47	40.47
Congo Mobile	39.56	39.56	39.56
Congo Republic	48.81	48.81	48.81
Cook Islands	85.00	85.00	85.00
Costa Rica	3.25	3.25	3.25
Costa Rica Mobile	8.59	8.59	8.59
Croatia	0.69	0.69	0.69
Croatia Mobile	2.78	2.78	2.78
Croatia Special Services	16.65	16.65	16.65
Cuba	73.27	73.27	73.27
Cuba Mobile	73.27	73.27	73.27
Cyprus	0.40	0.40	0.40
Cyprus Mobile	1.434	1.434	1.434
Cyprus Mobile One	11.66	11.66	11.66
Czech Republic	0.32	0.32	0.32
Czech Republic Mobile	1.38	1.38	1.38
Czech Republic Mobile Other	1.38	1.38	1.38
Czech Republic Special Services	2.89	2.89	2.89

Pence per Minute**D**

	Peak	Off Peak	Weekend
Denmark	0.49	0.49	0.49
Denmark Mobile	1.27	1.27	1.27
Denmark Mobile Other	1.97	1.97	1.97
Diego Garcia	111.62	111.62	111.62
Djibouti	34.86	34.86	34.86
Djibouti Mobile	34.86	34.86	34.86
Dominica	19.88	19.88	19.88
Dominica Mobile	23.07	23.07	23.07
Dominican Republic	3.84	3.84	3.84
Dominican Republic Mobile	10.83	10.83	10.83

Pence per Minute**E**

	Peak	Off Peak	Weekend
East Timor	23.72	23.72	23.72
Ecuador	12.71	12.71	12.71
Ecuador Mobile	22.55	22.55	22.55
Egypt	11.76	11.76	11.76
Egypt Mobile	13.48	13.48	13.48
El Salvador	19.03	19.03	19.03
El Salvador Mobile	18.50	18.50	18.50
Emsat (Satellite)	851.50	851.50	851.50
Equatorial Guinea	43.84	43.84	43.84
Eritrea	22.80	22.80	22.80
Eritrea Mobile	22.80	22.80	22.80
Estonia	2.33	2.33	2.33
Estonia (PERSONAL NUMBER)	2.33	2.33	2.33
Estonia Mobile	1.48	1.48	1.48
Estonia Mobile Other	35.36	35.36	35.36
Ethiopia	23.07	23.07	23.07
Ethiopia Mobile	23.07	23.07	23.07

Pence per Minute**F**

	Peak	Off Peak	Weekend
Falkland Islands	127.20	127.20	127.20
Faroe Islands	2.12	2.12	2.12
Faroe Islands Mobile	3.42	3.42	3.42
Fiji	25.93	25.93	25.93
Fiji Mobile	25.93	25.93	25.93
Finland	3.34	3.34	3.34
Finland (PREMIUM)	4.93	4.93	4.93

Pence per Minute

F Contd.

	Peak	Off Peak	Weekend
Finland Mobile	2.64	2.64	2.64
France	0.18	0.18	0.18
France Mobile	1.79	1.79	1.79
France Mobile Other	1.79	1.79	1.79
France Special Services	26.27	26.27	26.27
Freephone Inbound	0.00	0.00	0.00
French Guiana	3.46	3.46	3.46
French Guiana Mobile	3.46	3.46	3.46
French Polynesia	24.15	24.15	24.15

Pence per Minute

G

	Peak	Off Peak	Weekend
Gabon	43.01	43.01	43.01
Gabon Mobile	61.64	61.64	61.64
Gambia	52.82	52.82	52.82
Gambia Mobile	52.82	52.82	52.82
Georgia	21.37	21.37	21.37
Georgia Mobile	32.23	32.23	32.23
Germany	0.64	0.64	0.64
Germany Mobile	2.46	2.46	2.46
Germany Mobile Other	2.46	2.46	2.46
Germany Personal Numbers	0.64	0.64	0.64
Ghana	22.63	22.63	22.63
Ghana Mobile	25.50	25.50	25.50
Gibraltar	3.03	3.03	3.03
Gibraltar Mobile	13.25	13.25	13.25
Greece	0.34	0.34	0.34
Greece Mobile	1.34	1.34	1.34
Greenland	6.56	6.56	6.56
Greenland Mobile	6.56	6.56	6.56
Grenada	22.93	22.93	22.93
Grenada Mobile	23.10	23.10	23.10
Guadeloupe	2.39	2.39	2.39
Guadeloupe Mobile	6.71	6.71	6.71
Guam	3.45	3.45	3.45
Guatemala	15.20	15.20	15.20
Guatemala Mobile	15.31	15.31	15.31
Guernsey Mobile	12.41	9.47	6.63
Guinea	41.10	41.10	41.10
Guinea Mobile	44.68	44.68	44.68
Guinea-Bissau	55.04	55.04	55.04
Guyana	26.18	26.18	26.18
Guyana Mobile	25.20	25.20	25.20

Pence per Minute

H	Peak	Off Peak	Weekend
Haiti	29.35	29.35	29.35
Haiti Mobile	29.97	29.97	29.97
Honduras	13.99	13.99	13.99
Honduras Mobile	16.56	16.56	16.56
Hong Kong	1.29	1.29	1.29
Hong Kong Mobile	2.37	2.37	2.37
Hungary	0.28	0.28	0.28
Hungary Mobile	1.52	1.52	1.52

Pence per Minute

I	Peak	Off Peak	Weekend
Iceland	0.96	0.96	0.96
Iceland Mobile	2.94	2.94	2.94
Inbound Platform 08	1.06	0.53	0.53
Inbound Platform 0800	2.54	1.59	1.59
Inbound Platform 0808	2.54	1.59	1.59
Inbound Platform GEO	1.06	0.53	0.53
India	1.01	1.01	1.01
India Mobile	1.03	1.03	1.03
Indonesia	7.50	7.50	7.50
Indonesia Mobile	6.54	6.54	6.54
Inmarsat Aero	422.75	422.75	422.75
Inmarsat B HSD	166.71	166.71	166.71
Inmarsat HSD	562.65	562.65	562.65
Inmarsat M Land	807.14	807.14	807.14
International Directory Enquiries	112.42	112.42	112.42
International Freephone	0.00	0.00	0.00
Iran	17.30	17.30	17.30
Iran Mobile	15.99	15.99	15.99
Iraq	14.05	14.05	14.05
Iraq Mobile	19.81	19.81	19.81
Ireland	0.45	0.45	0.45
Ireland Mobile	1.21	1.21	1.21
Ireland Mobile One	0.46	0.46	0.46
Ireland Mobile Other	3.92	3.92	3.92
Ireland Personal Numbering	10.56	10.56	10.56
Ireland Premium	8.01	8.01	8.01
Iridium (Satellite)	476.88	476.88	476.88
Israel	1.75	1.75	1.75
Israel Mobile	3.22	3.22	3.22
Italy	0.51	0.51	0.51

Pence per Minute

I Contd.	Peak	Off Peak	Weekend
Italy Hutchinson 3G Mobile	1.55	1.55	1.55
Italy Mobile	1.55	1.55	1.55
Italy TIM Mobile	1.55	1.55	1.55
Italy Vodafone Mobile	1.55	1.55	1.55
Ivory Coast	107.07	107.07	107.07
Ivory Coast Mobile	39.67	39.67	39.67
Ivory Coast Mobile Other	39.67	39.67	39.67
Ivory Coast Other	107.07	107.07	107.07

Pence per Minute

J	Peak	Off Peak	Weekend
Jamaica	22.20	22.20	22.20
Jamaica Mobile	22.90	22.90	22.90
Japan	2.69	2.69	2.69
Japan Mobile	4.10	4.10	4.10
Jordan	15.69	15.69	15.69
Jordan Mobile	19.11	19.11	19.11

Pence per Minute

K	Peak	Off Peak	Weekend
Kazakhstan	5.32	5.32	5.32
Kazakhstan Mobile	21.61	21.61	21.61
Kazakhstan Other	8.77	8.77	8.77
Kenya	20.28	20.28	20.28
Kenya Mobile	24.06	24.06	24.06
Kiribati	127.21	127.21	127.21
Korea PDR (North)	33.97	33.97	33.97
Kuwait	6.85	6.85	6.85
Kuwait Mobile	5.19	5.19	5.19
Kyrgyzstan	17.06	17.06	17.06
Kyrgyzstan Mobile	21.36	21.36	21.36

Pence per Minute

L	Peak	Off Peak	Weekend
Laos	7.72	7.72	7.72
Latvia	1.59	1.59	1.59
Latvia Mobile	1.59	1.59	1.59

Pence per Minute

L Contd.	Peak	Off Peak	Weekend
Latvia Mobile One	44.09	44.09	44.09
Latvia Mobile Other	1.59	1.59	1.59
Latvia Riga	0.36	0.36	0.36
Lebanon	9.21	9.21	9.21
Lebanon Mobile	17.04	17.04	17.04
Lesotho	39.58	39.58	39.58
Lesotho Mobile	36.74	36.74	36.74
Liberia	42.41	42.41	42.41
Liberia Mobile	43.94	43.94	43.94
Libya	23.59	23.59	23.59
Libya Mobile	33.49	33.49	33.49
Liechtenstein	7.02	7.02	7.02
Liechtenstein Mobile	6.75	6.75	6.75
Lithuania	0.90	0.90	0.90
Lithuania (PERSONAL NUMBERS)	56.04	56.04	56.04
Lithuania Mobile	1.45	1.45	1.45
Lithuania Mobile Other	1.45	1.45	1.45
Luxembourg	1.57	1.57	1.57
Luxembourg Mobile	1.38	1.38	1.38

Pence per Minute

M	Peak	Off Peak	Weekend
Macao	11.19	11.19	11.19
Macedonia	15.66	15.66	15.66
Macedonia Mobile	35.43	35.43	35.43
Madagascar	78.87	78.87	78.87
Madagascar Mobile	66.05	66.05	66.05
Malawi	34.25	34.25	34.25
Malawi Mobile	36.57	36.57	36.57
Malaysia	2.69	2.69	2.69
Malaysia Mobile	2.69	2.69	2.69
Maldives Islands	75.85	75.85	75.85
Maldives Mobile	76.84	76.84	76.84
Mali	20.81	20.81	20.81
Mali Mobile	38.88	38.88	38.88
Malta	1.54	1.54	1.54
Malta Mobile	0.82	0.82	0.82
Marshall Islands	24.15	24.15	24.15
Martinique Mobile	6.74	6.74	6.74
Mauritania	52.93	52.93	52.93
Mauritania Mobile	62.88	62.88	62.88
Mauritius	13.59	13.59	13.59

Pence per Minute

M Contd.	Peak	Off Peak	Weekend
Mauritius Mobile	13.59	13.59	13.59
Mayotte Mobile	8.98	8.98	8.98
Mexico	0.55	0.55	0.55
Mexico Mobile	0.55	0.55	0.55
Micronesia	48.92	48.92	48.92
Moldova	33.96	33.96	33.96
Moldova Mobile	32.51	32.51	32.51
Monaco	7.47	7.47	7.47
Monaco Mobile	48.79	48.79	48.79
Mongolia	2.55	2.55	2.55
Mongolia Mobile	2.55	2.55	2.55
Montenegro	17.00	17.00	17.00
Montenegro Mobile	40.16	40.16	40.16
Montserrat	23.16	23.16	23.16
Morocco	2.64	2.64	2.64
Morocco Mobile	48.72	48.72	48.72
Morocco Mobile Other	49.18	49.18	49.18
Mozambique	5.70	5.70	5.70
Mozambique Mobile	25.09	25.09	25.09
Myanmar (Burma)	18.21	18.21	18.21
Myanmar Mobile	26.51	26.51	26.51

Pence per Minute

N	Peak	Off Peak	Weekend
Namibia	4.08	4.08	4.08
Namibia Mobile	4.47	4.47	4.47
Nauru	120.11	120.11	120.11
Nepal	14.97	14.97	14.97
Nepal Mobile	18.71	18.71	18.71
Netherlands	0.59	0.59	0.59
Netherlands Mobile	2.61	2.61	2.61
New Caledonia	14.28	14.28	14.28
New Zealand	0.89	0.89	0.89
New Zealand Mobile	3.60	3.60	3.60
Nicaragua	13.44	13.44	13.44
Nicaragua Mobile	26.83	26.83	26.83
Niger	31.81	31.81	31.81
Niger Mobile	26.07	26.07	26.07
Nigeria	10.97	10.97	10.97
Nigeria Mobile	8.48	8.48	8.48
Nigeria Mobile Other	9.11	9.11	9.11
Nigeria Special Services	9.50	9.50	9.50

Pence per Minute**N Contd.**

	Peak	Off Peak	Weekend
Niue	144.16	144.16	144.16
North Mariana Island	5.12	5.12	5.12
Norway	0.71	0.71	0.71
Norway Mobile	2.71	2.71	2.71
Norway Mobile Other	12.58	12.58	12.58

Pence per Minute**O**

	Peak	Off Peak	Weekend
Oman	11.37	11.37	11.37
Oman Mobile	29.46	29.46	29.46

Pence per Minute**P**

	Peak	Off Peak	Weekend
Pakistan	5.27	5.27	5.27
Pakistan Mobile	4.57	4.57	4.57
Palau	24.16	24.16	24.16
Palestine	15.82	15.82	15.82
Palestinian National Authority Mobile	18.19	18.19	18.19
Panama	3.01	3.01	3.01
Panama Mobile	13.05	13.05	13.05
Papua New Guinea	46.84	46.84	46.84
Papua New Guinea Mobile	71.08	71.08	71.08
Paraguay	8.45	8.45	8.45
Paraguay Mobile	9.18	9.18	9.18
Peru	32.14	32.14	32.14
Peru Mobile	4.31	4.31	4.31
Philippines	9.89	9.89	9.89
Philippines Mobile	13.47	13.47	13.47
Poland	1.88	1.88	1.88
Poland Mobile	1.44	1.44	1.44
Poland Mobile Centernet	25.49	25.49	25.49
Poland Mobile Other	25.49	25.49	25.49
Portugal	0.27	0.27	0.27
Portugal (inc. Azores & Madeira) Mobile	1.77	1.77	1.77
Premium G6	9.82	10.13	10.19
Premium G21	5.84	6.67	6.91
Puerto Rico	1.52	1.52	1.52

Pence per Minute**Q**

	Peak	Off Peak	Weekend
Qatar	16.15	16.15	16.15
Qatar Mobile	16.71	16.71	16.71

Pence per Minute**R**

	Peak	Off Peak	Weekend
Reunion	2.16	2.16	2.16
Reunion Mobile	9.13	9.13	9.13
Romania	1.14	1.14	1.14
Romania Mobile	1.43	1.43	1.43
Romania Other	1.30	1.30	1.30
Russia	4.34	4.34	4.34
Russia – Moscow	2.67	2.67	2.67
Russia Major Cities	2.67	2.67	2.67
Russia Mobile	24.09	24.09	24.09
Russia Mobile One	20.06	20.06	20.06
Russia Mobile Other	20.06	20.06	20.06
Rwanda	30.60	30.60	30.60
Rwandese Republic Mobile	28.89	28.89	28.89

Pence per Minute**S**

	Peak	Off Peak	Weekend
Samoa (US)	20.01	20.01	20.01
Samoa (Western)	82.71	82.71	82.71
San Marino	3.21	3.21	3.21
Sao Tome and Principe	104.31	104.31	104.31
Sao Tome and Principe Mobile	104.31	104.31	104.31
Satellite Other	180.16	180.16	180.16
Saudi Arabia	9.30	9.30	9.30
Saudi Arabia Mobile	12.26	12.26	12.26
Saudi Arabia Mobile Other	12.95	12.95	12.95
Senegal	39.62	39.62	39.62
Senegal Mobile	38.56	38.56	38.56
Serbia	16.71	16.71	16.71
Serbia Mobile	39.96	39.96	39.96
Seychelles	62.38	62.38	62.38
Seychelles Mobile	62.38	62.38	62.38
Sierra Leone	49.56	49.56	49.56
Sierra Leone Mobile	47.69	47.69	47.69
Singapore	5.49	5.49	5.49
Singapore Mobile	4.14	4.14	4.14

Pence per Minute

S Contd.	Peak	Off Peak	Weekend
Slovak Republic Mobile	2.08	2.08	2.08
Slovakia	0.35	0.35	0.35
Slovenia	2.68	2.68	2.68
Slovenia Mobile	2.68	2.68	2.68
Slovenia Mobile Other	48.56	48.56	48.56
Solomon Islands	96.31	96.31	96.31
Somalia	53.37	53.37	53.37
Somalia Mobile	53.37	53.37	53.37
South Africa	14.61	14.61	14.61
South Africa Mobile	19.38	19.38	19.38
South Africa Mobile One	14.61	14.61	14.61
South Africa Mobile Other	14.34	14.34	14.34
South Africa Special Services	19.03	19.03	19.03
South Korea	2.12	2.12	2.12
South Korea Mobile	1.99	1.99	1.99
South Korea Seoul	1.69	1.69	1.69
South Sudan	80.03	80.03	80.03
Spain	0.23	0.23	0.23
Spain Mobile	1.56	1.56	1.56
Spain Mobile One	1.56	1.56	1.56
Spain Special Services	13.776	13.776	13.776
Sri Lanka	15.26	15.26	15.26
Sri Lanka Mobile	15.44	15.44	15.44
St Helena	159.74	159.74	159.74
St Kitts & Nevis	17.56	17.56	17.56
St Kitts & Nevis Mobile	23.15	23.15	23.15
St Lucia	19.65	19.65	19.65
St Lucia Mobile	23.07	23.07	23.07
St Pierre & Miquelon	30.03	30.03	30.03
St Pierre & Miquelon Mobile	29.53	29.53	29.53
St Vincent & the Grenadines	21.35	21.35	21.35
St Vincent & the Grenadines Mobile	23.11	23.11	23.11
Sudan	16.33	16.33	16.33
Sudan Mobile	16.80	16.80	16.80
Suriname	13.82	13.82	13.82
Suriname Mobile	27.62	27.62	27.62
Swaziland	5.25	5.25	5.25
Swaziland Mobile	14.55	14.55	14.55
Sweden	0.37	0.37	0.37
Sweden Mobile	1.25	1.25	1.25
Switzerland	1.00	1.00	1.00
Switzerland Mobile	8.97	8.97	8.97
Switzerland Mobile One	41.29	41.29	41.29
Switzerland Mobile Other	10.94	10.94	10.94

Pence per Minute**S Contd.**

	Peak	Off Peak	Weekend
Switzerland Premium	1.52	1.52	1.52
Syria	24.47	24.47	24.47
Syria Mobile	35.80	35.80	35.80

Pence per Minute**T**

	Peak	Off Peak	Weekend
Taiwan	1.96	1.96	1.96
Taiwan Mobile	8.51	8.51	8.51
Tajikistan	13.53	13.53	13.53
Tajikistan Mobile	17.30	17.30	17.30
Tanzania	29.93	29.93	29.93
Tanzania Mobile	30.22	30.22	30.22
Thailand	3.58	3.58	3.58
Thailand Mobile	3.74	3.74	3.74
Togo	39.58	39.58	39.58
Togo Mobile	39.58	39.58	39.58
Tonga	83.25	83.25	83.25
Trinidad & Tobago	14.39	14.39	14.39
Trinidad & Tobago Mobile	22.14	22.14	22.14
Tunisia	71.90	71.90	71.90
Tunisia Mobile	77.87	77.87	77.87
Turkey	3.42	3.42	3.42
Turkey Mobile	13.22	13.22	13.22
Turkey Mobile Other	13.05	13.05	13.05
Turkish Republic of Northern Cyprus	3.42	3.42	3.42
Turkmenistan	15.62	15.62	15.62
Turkmenistan Mobile	15.62	15.62	15.62
Turks & Caicos Islands	19.63	19.63	19.63
Turks & Caicos Islands Mobile	23.07	23.07	23.07
Tuvalu	126.78	126.78	126.78

Pence per Minute**U**

	Peak	Off Peak	Weekend
UAE Mobile	13.79	13.79	13.79
Uganda	31.45	31.45	31.45
Uganda Mobile	34.56	34.56	34.56
Ukraine	14.56	14.56	14.56
Ukraine Mobile	25.27	25.27	25.27
United Arab Emirates	13.79	13.79	13.79
Uruguay	5.94	5.94	5.94

Pence per Minute**U Contd.**

	Peak	Off Peak	Weekend
Uruguay Mobile	18.27	18.27	18.27
USA	0.19	0.19	0.19
USA Alaska	2.24	2.24	2.24
USA Hawaii	0.45	0.45	0.45
Uzbekistan	11.47	11.47	11.47
Uzbekistan Mobile	10.50	10.50	10.50

Pence per Minute**V**

	Peak	Off Peak	Weekend
Vanuatu	82.71	82.71	82.71
Venezuela	2.27	2.27	2.27
Venezuela Mobile	10.01	10.01	10.01
Vietnam	6.51	6.51	6.51
Vietnam Mobile	6.51	6.51	6.51
Virgin Islands (UK)	23.07	23.07	23.07
Virgin Islands (UK) Mobile	23.07	23.07	23.07
Virgin Islands (US)	2.60	2.60	2.60

Pence per Minute**W**

	Peak	Off Peak	Weekend
Wallis & Futuna	28.36	28.36	28.36

Pence per Minute**Y**

	Peak	Off Peak	Weekend
Yemen (North)	14.43	14.43	14.43
Yemen Mobile	14.37	14.37	14.37

Pence per Minute**Z**

	Peak	Off Peak	Weekend
Zambia	36.02	36.02	36.02
Zambia Mobile	44.91	44.91	44.91
Zimbabwe	9.56	9.56	9.56
Zimbabwe Mobile	44.82	44.82	44.82