

Guide to Charges and Fees for Residential Customers

From 28 April 2022



Cloud Gaming | Customisable TV | Broadband | Voice

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Introduction

Our Guide to Charges and Fees for Residential Customers 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 Sales: 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

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

ZYBRE Broadband Service prices, where available (Minimum 12-Month Term Applies)

| Product | Bandwidth Speed (up to) | Term | Price per month | Setup/Activation Fee |
|----------------|-------------------------|-----------------|-----------------|----------------------|
| Broadband Only | 1000Mbps Download | 12 Months | £44.99 | £34.99 |
| | 115Mbps Upload | After 12 Months | £54.99 | £0.00 |
| | 80Mbps Download | 12 Months | £31.99 | £34.99 |
| | 20Mbps Upload | After 12 Months | £41.99 | £0.00 |

*On completion of a 12-Month Minimum Term, the plan will move to 1 Month Rolling at the detailed price, unless a new 12-Month plan is agreed.

ZYBRE VoIP Telephone Service prices, where available (Minimum 12-Month Term Applies)

| Product | Plan | Price per month |
|--------------------------|---|-----------------|
| VoIP (Telephone Service) | Free UK Landline & UK Mobile Calls to numbers starting 01, 02, 03 and 07 only | £8.00 |

ZYBRE Media & Gaming prices (Minimum 12-Month Term Applies)

| Product | Term | Price per month | Setup/Activation Fee |
|---------------|-----------------|-----------------|----------------------|
| ZYBRE One Box | 12 Months | £14.99 | £30.00 |
| | After 12 Months | £19.99 | £0.00 |

*On completion of a 12-Month Minimum Term, the plan will move to 1 Month Rolling at the detailed price, unless a new 12-Month plan is agreed.

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 | £30.00 - £64.99 (Socket required) |

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. |
|------------------------|---|

Service Early Termination Fees

If you are within your Minimum Commitment Period, the Fees to terminate your account are

| | |
|--------------------|---|
| Broadband Services | £125 plus 1-month of service as notice. |
| VoIP Telephone | £25 plus 1-month of service as notice. |
| Media & Gaming | £50 plus 1-month of service as notice. |

Miscellaneous Fees

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

Miscellaneous Fees

| | |
|----------------------------------|--|
| Suspension & Re-activation Fee | One-off Charge of £10 for suspension & 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 £150 for a ZYBRE issued Set Top Box – to replace an out of warranty or damaged device |
| Non-Return Charge | £100 for a ZYBRE issued Router and £150 for a ZYBRE issued Set Top Box – 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 out a 12- or 24-month Broadband package. 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 geographic calls includes calls to numbers with a prefix of 01 or 02. UK mobile calls are calls to numbers with a prefix 07.

Within the UK data calls (e.g. fax, video) are charged the same as voice. Data calls are charged on the basis of per channel used e.g. a video call that uses 6 channels will be charged six times the relevant pence/min rate.

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 11-22.

For countries where no mobile rate is shown (e.g. USA), the same rate applies for both fixed and mobile calls.

Set Up Fee

For call types marked ** the duration charge starts after the first 60 seconds.

Any chargeable call is subject to per call Connection Fee. For the avoidance of doubt, this Fee is detailed in our call rates and will be charged for:

- UK Landline & UK Mobile calls for customers not on the UK Landline & UK Mobile Plan;
- UK Landline & UK Mobile Plan calls for call duration over 60 minutes;
- Calls to other UK numbers;
- International calls.

Access Charge

For calls to 084, 087, 09 and 118 numbers there is a two-part charging structure consisting of an access charge. The access charge is the amount retained by the phone operator and the service charge is passed onto the provider of the service (see pages 9-10).

- The Access Charge is the part that we charge you per minute for connecting the call.
- 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 call durations are rounded up to the nearest second.
- Tariffs are entered on a per second basis and are rounded up to the nearest 0.001 pence.
- The charge for each call is rounded up to the nearest 0.1 pence.
- The total usage charge for an invoice is rounded up to the nearest pence.

UK Call Charges

Calls to the following numbers will be charged per minute with the detailed Connection Fee per call applied.

| UK Geographic & Mobile Operators | Pence Per Call | | Pence Per Minute | |
|----------------------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| UK Geographic (01 & 02 prefix) | 0.00 | 0.00 | 0.00 | 0.00 |
| 03 UK Nationwide | 0.00 | 0.00 | 0.00 | 0.00 |
| (fm1) O2 Mobile | 0.00 | 0.00 | 0.00 | 0.00 |
| (fm2) Mobile | 0.00 | 0.00 | 0.00 | 0.00 |
| (fm3) EE Mobile | 0.00 | 0.00 | 0.00 | 0.00 |
| (fm4) EE Mobile | 0.00 | 0.00 | 0.00 | 0.00 |
| (fm5) Vodafone Mobile | 0.00 | 0.00 | 0.00 | 0.00 |
| (fm6) 3 Mobile | 0.00 | 0.00 | 0.00 | 0.00 |
| (fm7) Mobile | 0.00 | 0.00 | 0.00 | 0.00 |
| (fm8) Mobile | 0.00 | 0.00 | 0.00 | 0.00 |
| (fm9) Mobile | 0.00 | 0.00 | 0.00 | 0.00 |
| (fm10) Mobile | 0.00 | 0.00 | 0.00 | 0.00 |
| (fm11) Mobile | 0.00 | 0.00 | 12.00 | 14.40 |
| (fm12) Mobile | 0.00 | 0.00 | 0.00 | 0.00 |
| (fm13) Mobile | 0.00 | 0.00 | 0.00 | 0.00 |
| (fm14) Mobile | 0.00 | 0.00 | 0.00 | 0.00 |
| (fm15) Mobile | 0.00 | 0.00 | 0.00 | 0.00 |
| (fm16) Mobile | 0.00 | 0.00 | 0.00 | 0.00 |
| (fm17) Mobile | 0.00 | 0.00 | 0.00 | 0.00 |

| UK Non-Geographic | Pence Per Call | | Pence Per Minute | |
|--|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Freephone | 0.00 | 0.00 | 0.00 | 0.00 |
| 101 – Non-Emergency Services | 0.00 | 0.00 | 0.00 | 0.00 |
| 105 - Energy Networks Emergency Number | 0.00 | 0.00 | 0.00 | 0.00 |
| 111 – NHS | 0.00 | 0.00 | 0.00 | 0.00 |
| 116 - Emergency Services | 0.00 | 0.00 | 0.00 | 0.00 |
| 119 – Covid | 0.00 | 0.00 | 0.00 | 0.00 |
| 100 - UK Operator | 0.00 | 0.00 | 0.00 | 0.00 |
| 155 - International Operator | 0.00 | 0.00 | 0.00 | 0.00 |
| Access Charge | 0.00 | 0.00 | 1.30 | 1.56 |
| Operator Connected Call | 400.00 | 480.00 | 0.00 | 0.00 |
| International Operator Connected Call | 480.00 | 576.00 | 0.00 | 0.00 |
| 055 g21 | 17.00 | 20.40 | 10.00 | 12.00 |
| 056 g21 | 0.00 | 0.00 | 4.16 | 4.99 |
| Messaging r | 0.00 | 0.00 | 7.50 | 9.00 |
| Personal Numbering f | 0.00 | 0.00 | 12.00 | 14.40 |
| Personal Numbering PN99 | 0.00 | 0.00 | 0.00 | 0.00 |

UK Non-Geographic Contd.

| | Pence Per Call | | Pence Per Minute | |
|-----------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Fixed Fee 3 | 21.30 | 25.56 | 0.00 | 0.00 |
| Fixed Fee 6 | 25.60 | 30.72 | 0.00 | 0.00 |
| Fixed Fee 8 | 15.70 | 18.84 | 0.00 | 0.00 |
| Fixed Fee 9 | 36.20 | 43.44 | 0.00 | 0.00 |
| Fixed Fee 10 | 21.70 | 26.04 | 0.00 | 0.00 |
| Timeline | 65.00 | 78.00 | 0.00 | 0.00 |
| Virtual Mobile (fw1) | 0.00 | 0.00 | 0.00 | 0.00 |
| Virtual Mobile (fw2) | 0.00 | 0.00 | 0.00 | 0.00 |
| Virtual Mobile (fw3) | 0.00 | 0.00 | 0.00 | 0.00 |
| Virtual Mobile (fw4) | 0.00 | 0.00 | 5.00 | 6.00 |
| Virtual Mobile (fw5) | 0.00 | 0.00 | 0.00 | 0.00 |
| Virtual Mobile (fw6) | 0.00 | 0.00 | 0.00 | 0.00 |
| Virtual Mobile (fw7) | 0.00 | 0.00 | 0.00 | 0.00 |
| Virtual Mobile (fw8) | 0.00 | 0.00 | 0.00 | 0.00 |
| Virtual Mobile (fw9) | 0.00 | 0.00 | 5.00 | 6.00 |
| Virtual Mobile (fw10) | 0.00 | 0.00 | 0.00 | 0.00 |
| Virtual Mobile (fw12) | 0.00 | 0.00 | 0.00 | 0.00 |

Calls to UK Service Numbers (numbers starting 084, 087, 09, 118)

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 per minute from the provider, 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 Call | | Pence Per Minute | |
|---|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| (SC001) 0 pence per minute Service Charge | 0.00 | 0.00 | 0.00 | 0.00 |
| (SC002) 1 pence per minute Service Charge | 0.00 | 0.00 | 0.83 | 1.00 |
| (SC003) 2 pence per minute Service Charge | 0.00 | 0.00 | 1.67 | 2.00 |
| (SC004) 3 pence per minute Service Charge | 0.00 | 0.00 | 2.50 | 3.00 |
| (SC005) 4 pence per minute Service Charge | 0.00 | 0.00 | 3.33 | 4.00 |
| (SC006) 5 pence per minute Service Charge | 0.00 | 0.00 | 4.17 | 5.00 |
| (SC007) 6 pence per minute Service Charge | 0.00 | 0.00 | 5.00 | 6.00 |
| (SC008) 7 pence per minute Service Charge | 0.00 | 0.00 | 5.83 | 7.00 |
| (SC009) 8 pence per minute Service Charge | 0.00 | 0.00 | 6.67 | 8.00 |
| (SC010) 9 pence per minute Service Charge | 0.00 | 0.00 | 7.50 | 9.00 |
| (SC011) 10 pence per minute Service Charge | 0.00 | 0.00 | 8.33 | 10.00 |
| (SC012) 11 pence per minute Service Charge | 0.00 | 0.00 | 9.17 | 11.00 |
| (SC013) 12 pence per minute Service Charge | 0.00 | 0.00 | 10.00 | 12.00 |
| (SC014) 13 pence per minute Service Charge | 0.00 | 0.00 | 10.83 | 13.00 |
| (SC015) 15 pence per minute Service Charge | 0.00 | 0.00 | 12.50 | 15.00 |
| (SC016) 20 pence per minute Service Charge | 0.00 | 0.00 | 16.67 | 20.00 |
| (SC017) 25 pence per minute Service Charge | 0.00 | 0.00 | 20.83 | 25.00 |
| (SC018) 30 pence per minute Service Charge | 0.00 | 0.00 | 25.00 | 30.00 |
| (SC019) 35 pence per minute Service Charge | 0.00 | 0.00 | 29.17 | 35.00 |
| (SC020) 36 pence per minute Service Charge | 0.00 | 0.00 | 30.00 | 36.00 |
| (SC021) 40 pence per minute Service Charge | 0.00 | 0.00 | 33.33 | 40.00 |
| (SC022) 45 pence per minute Service Charge | 0.00 | 0.00 | 37.50 | 45.00 |
| (SC023) 46 pence per minute Service Charge | 0.00 | 0.00 | 38.33 | 46.00 |
| (SC024) 50 pence per minute Service Charge | 0.00 | 0.00 | 41.67 | 50.00 |
| (SC025) 55 pence per minute Service Charge | 0.00 | 0.00 | 45.83 | 55.00 |
| (SC026) 60 pence per minute Service Charge | 0.00 | 0.00 | 50.00 | 60.00 |
| (SC027) 65 pence per minute Service Charge | 0.00 | 0.00 | 54.17 | 65.00 |
| (SC028) 70 pence per minute Service Charge | 0.00 | 0.00 | 58.33 | 70.00 |
| (SC029) 75 pence per minute Service Charge | 0.00 | 0.00 | 62.50 | 75.00 |
| (SC030) 80 pence per minute Service Charge | 0.00 | 0.00 | 66.67 | 80.00 |
| (SC031) 90 pence per minute Service Charge | 0.00 | 0.00 | 75.00 | 90.00 |
| (SC032) 95 pence per minute Service Charge | 0.00 | 0.00 | 79.17 | 95.00 |
| (SC033) 99 pence per minute Service Charge | 0.00 | 0.00 | 82.50 | 99.00 |
| (SC034) 100 pence per minute Service Charge | 0.00 | 0.00 | 83.33 | 100.00 |
| (SC035) 110 pence per minute Service Charge | 0.00 | 0.00 | 91.67 | 110.00 |
| (SC036) 120 pence per minute Service Charge | 0.00 | 0.00 | 100.00 | 120.00 |
| (SC037) 145 pence per minute Service Charge | 0.00 | 0.00 | 120.83 | 145.00 |
| (SC038) 150 pence per minute Service Charge | 0.00 | 0.00 | 125.00 | 150.00 |
| (SC039) 155 pence per minute Service Charge | 0.00 | 0.00 | 129.17 | 155.00 |
| (SC040) 180 pence per minute Service Charge | 0.00 | 0.00 | 150.00 | 180.00 |
| (SC041) 200 pence per minute Service Charge | 0.00 | 0.00 | 166.67 | 200.00 |
| (SC042) 220 pence per minute Service Charge | 0.00 | 0.00 | 183.33 | 220.00 |
| (SC043) 250 pence per minute Service Charge | 0.00 | 0.00 | 208.33 | 250.00 |

Service Charge contd.

| | Pence Per Call | | Pence Per Minute | |
|---|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| (SC044) 300 pence per minute Service Charge | 0.00 | 0.00 | 250.00 | 300.00 |
| (SC045) 360 pence per minute Service Charge | 0.00 | 0.00 | 300.00 | 360.00 |
| (SC046) 5 pence per call Service Charge | 4.17 | 5.00 | 0.00 | 0.00 |
| (SC047) 10 pence per call Service Charge | 8.33 | 10.00 | 0.00 | 0.00 |
| (SC048) 15 pence per call Service Charge | 12.50 | 15.00 | 0.00 | 0.00 |
| (SC049) 25 pence per call Service Charge | 20.83 | 25.00 | 0.00 | 0.00 |
| (SC050) 30 pence per call Service Charge | 25.00 | 30.00 | 0.00 | 0.00 |
| (SC051) 35 pence per call Service Charge | 29.17 | 35.00 | 0.00 | 0.00 |
| (SC052) 40 pence per call Service Charge | 33.33 | 40.00 | 0.00 | 0.00 |
| (SC053) 48 pence per call Service Charge | 40.00 | 48.00 | 0.00 | 0.00 |
| (SC054) 50 pence per call Service Charge | 41.67 | 50.00 | 0.00 | 0.00 |
| (SC055) 70 pence per call Service Charge | 58.33 | 70.00 | 0.00 | 0.00 |
| (SC056) 75 pence per call Service Charge | 62.50 | 75.00 | 0.00 | 0.00 |
| (SC057) 100 pence per call Service Charge | 83.33 | 100.00 | 0.00 | 0.00 |
| (SC058) 145 pence per call Service Charge | 120.83 | 145.00 | 0.00 | 0.00 |
| (SC059) 150 pence per call Service Charge | 125.00 | 150.00 | 0.00 | 0.00 |
| (SC060) 200 pence per call Service Charge | 166.67 | 200.00 | 0.00 | 0.00 |
| (SC061) 250 pence per call Service Charge | 208.33 | 250.00 | 0.00 | 0.00 |
| (SC062) 300 pence per call Service Charge | 250.00 | 300.00 | 0.00 | 0.00 |
| (SC063) 400 pence per call Service Charge | 333.33 | 400.00 | 0.00 | 0.00 |
| (SC064) 500 pence per call Service Charge | 416.67 | 500.00 | 0.00 | 0.00 |
| (SC065) 600 pence per call Service Charge | 500.00 | 600.00 | 0.00 | 0.00 |
| (SC066) 399 ppc + 139 ppm Service Charge | 332.50 | 399.00 | 115.83 | 139.00 |
| (SC067) 499 ppc + 135 ppm Service Charge | 415.83 | 499.00 | 112.50 | 135.00 |
| (SC068) 243 ppm Service Charge | 0.00 | 0.00 | 202.50 | 243.00 |
| (SC069) 350 ppc + 10 ppm Service Charge | 291.67 | 350.00 | 8.33 | 10.00 |
| (SC070) 243 ppc + 243 ppm Service Charge | 0.00 | 0.00 | 202.50 | 243.00 |
| (SC073) 250 ppm Service Charge | 0.00 | 0.00 | 208.33 | 250.00 |
| (SC074) 5 ppc + 5 ppm Service Charge | 4.17 | 5.00 | 4.17 | 5.00 |
| (SC075) 10 ppc + 10 ppm Service Charge | 8.33 | 10.00 | 8.33 | 10.00 |
| (SC076) 40 ppc + 40 ppm Service Charge | 33.33 | 40.00 | 33.33 | 40.00 |
| (SC077) 70 ppc + 70 ppm Service Charge | 58.33 | 70.00 | 58.33 | 70.00 |
| (SC078) 150 ppc + 150 ppm Service Charge | 125.00 | 150.00 | 125.00 | 150.00 |
| (SC079) 200 ppc + 200 ppm Service Charge | 166.67 | 200.00 | 166.67 | 200.00 |
| (SC081) 18 ppm Service Charge | 0.00 | 0.00 | 15.00 | 18.00 |
| (SC082) 22 ppm Service Charge | 0.00 | 0.00 | 18.33 | 22.00 |
| (SC083) 350 ppm Service Charge | 0.00 | 0.00 | 291.67 | 350.00 |
| (SC084) 250 ppc + 75 ppm Service Charge | 208.33 | 250.00 | 62.50 | 75.00 |
| (SC085) 260 ppc + 99 ppm Service Charge | 216.67 | 260.00 | 82.50 | 99.00 |
| (SC086) 275 ppc + 78 ppm Service Charge | 229.17 | 275.00 | 65.00 | 78.00 |
| (SC087) 300 ppc + 130 ppm Service Charge | 250.00 | 300.00 | 108.33 | 130.00 |
| (SC088) 365 ppc Service Charge | 304.10 | 364.92 | 0.00 | 0.00 |
| (SC092) 7 ppc + 7 ppm Service Charge | 5.83 | 7.00 | 5.83 | 7.00 |
| (SC093) 13 ppc + 13 ppm Service Charge | 10.83 | 13.00 | 10.83 | 13.00 |
| (SC094) 80 ppc + 80 ppm Service Charge | 66.67 | 80.00 | 66.67 | 80.00 |
| (SC095) 100 ppc + 100 ppm Service Charge | 83.33 | 100.00 | 83.33 | 100.00 |
| (SC096) 300 ppc + 300 ppm Service Charge | 250.00 | 300.00 | 250.00 | 300.00 |
| (SC097) 360 ppc + 50 ppm Service Charge | 300.00 | 360.00 | 41.67 | 50.00 |
| (SC098) 360 ppc + 150 ppm Service Charge | 300.00 | 360.00 | 125.00 | 150.00 |
| (SC099) 360 ppc + 200 ppm Service Charge | 300.00 | 360.00 | 166.67 | 200.00 |
| (SC100) 360 ppc + 360 ppm Service Charge | 300.00 | 360.00 | 300.00 | 360.00 |

International Call Charges

Our rates for dialling international destinations are in the following tables. If you have a question as to how a particular number will be billed, you can contact our Customer Relations.

| A | Pence Per Call | | Pence Per Minute | |
|---------------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Afghanistan | 0.00 | 0.00 | 100.00 | 120.00 |
| Afghanistan Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Albania | 0.00 | 0.00 | 45.00 | 54.00 |
| Albania Mobile | 0.00 | 0.00 | 64.00 | 76.80 |
| Algeria | 0.00 | 0.00 | 45.00 | 54.00 |
| Algeria Mobile | 0.00 | 0.00 | 82.00 | 98.40 |
| American Samoa | 0.00 | 0.00 | 25.00 | 30.00 |
| Andorra | 0.00 | 0.00 | 30.00 | 36.00 |
| Andorra Mobile | 0.00 | 0.00 | 49.00 | 58.80 |
| Angola | 0.00 | 0.00 | 80.00 | 96.00 |
| Angola Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Anguilla | 0.00 | 0.00 | 60.00 | 72.00 |
| Anguilla Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Antigua | 0.00 | 0.00 | 60.00 | 72.00 |
| Antigua Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Argentina | 0.00 | 0.00 | 60.00 | 72.00 |
| Argentina Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Armenia | 0.00 | 0.00 | 60.00 | 72.00 |
| Armenia Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Aruba | 0.00 | 0.00 | 60.00 | 72.00 |
| Aruba Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Ascension | 0.00 | 0.00 | 130.00 | 156.00 |
| Australia | 0.00 | 0.00 | 10.00 | 12.00 |
| Australia Mobile | 0.00 | 0.00 | 29.00 | 34.80 |
| Australian Ext. Territory | 0.00 | 0.00 | 207.00 | 248.40 |
| Austria | 0.00 | 0.00 | 10.00 | 12.00 |
| Austria Mobile | 0.00 | 0.00 | 29.00 | 34.80 |
| Azerbaijan | 0.00 | 0.00 | 60.00 | 72.00 |
| Azerbaijan Mobile | 0.00 | 0.00 | 79.00 | 94.80 |

| B | Pence Per Call | | Pence Per Minute | |
|-------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Bahamas | 0.00 | 0.00 | 60.00 | 72.00 |
| Bahamas Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Bahrain | 0.00 | 0.00 | 35.00 | 42.00 |
| Bahrain Mobile | 0.00 | 0.00 | 54.00 | 64.80 |
| Bangladesh | 0.00 | 0.00 | 25.00 | 30.00 |
| Bangladesh Mobile | 0.00 | 0.00 | 44.00 | 52.80 |
| Barbados | 0.00 | 0.00 | 60.00 | 72.00 |
| Barbados Mobile | 0.00 | 0.00 | 79.00 | 94.80 |

B Contd.

| | Pence Per Call | | Pence Per Minute | |
|-------------------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Belarus | 0.00 | 0.00 | 60.00 | 72.00 |
| Belarus Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Belgium | 0.00 | 0.00 | 9.00 | 10.80 |
| Belgium Mobile | 0.00 | 0.00 | 26.00 | 31.20 |
| Belize | 0.00 | 0.00 | 80.00 | 96.00 |
| Belize Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Benin | 0.00 | 0.00 | 80.00 | 96.00 |
| Benin Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Bermuda | 0.00 | 0.00 | 60.00 | 72.00 |
| Bermuda Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Bhutan | 0.00 | 0.00 | 100.00 | 120.00 |
| Bhutan Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Bolivia | 0.00 | 0.00 | 100.00 | 120.00 |
| Bolivia Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Bosnia & Herzegovina | 0.00 | 0.00 | 25.00 | 30.00 |
| Bosnia & Herzegovina Mobile | 0.00 | 0.00 | 44.00 | 52.80 |
| Botswana | 0.00 | 0.00 | 80.00 | 96.00 |
| Botswana Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Brazil | 0.00 | 0.00 | 60.00 | 72.00 |
| Brazil Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| British Virgin Islands | 0.00 | 0.00 | 18.00 | 21.60 |
| British Virgin Islands Mobile | 0.00 | 0.00 | 26.00 | 31.20 |
| Brunei | 0.00 | 0.00 | 80.00 | 96.00 |
| Brunei Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Bulgaria | 0.00 | 0.00 | 25.00 | 30.00 |
| Bulgaria Mobile | 0.00 | 0.00 | 44.00 | 52.80 |
| Burkina Faso | 0.00 | 0.00 | 100.00 | 120.00 |
| Burkina Faso Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Burundi | 0.00 | 0.00 | 100.00 | 120.00 |
| Burundi Mobile | 0.00 | 0.00 | 119.00 | 142.80 |

C

| | Pence Per Call | | Pence Per Minute | |
|---------------------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Cambodia | 0.00 | 0.00 | 100.00 | 120.00 |
| Cambodia Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Cameroon | 0.00 | 0.00 | 80.00 | 96.00 |
| Cameroon Mobile | 0.00 | 0.00 | 90.00 | 108.00 |
| Canada | 0.00 | 0.00 | 11.00 | 13.20 |
| Cape Verde | 0.00 | 0.00 | 100.00 | 120.00 |
| Cape Verde Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Cayman Islands | 0.00 | 0.00 | 60.00 | 72.00 |
| Cayman Islands Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Central African Republic | 0.00 | 0.00 | 100.00 | 120.00 |
| Central African Republic Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Chad | 0.00 | 0.00 | 100.00 | 120.00 |
| Chad Mobile | 0.00 | 0.00 | 119.00 | 142.80 |

C Contd.

| | Pence Per Call | | Pence Per Minute | |
|-----------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Chile | 0.00 | 0.00 | 69.00 | 82.80 |
| Chile Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| China | 0.00 | 0.00 | 15.00 | 18.00 |
| China Mobile | 0.00 | 0.00 | 32.00 | 38.40 |
| Colombia | 0.00 | 0.00 | 60.00 | 72.00 |
| Colombia Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Comoros | 0.00 | 0.00 | 100.00 | 120.00 |
| Comoros Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Congo | 0.00 | 0.00 | 85.00 | 102.00 |
| Congo Mobile | 0.00 | 0.00 | 90.00 | 108.00 |
| Cook Islands | 0.00 | 0.00 | 100.00 | 120.00 |
| Costa Rica | 0.00 | 0.00 | 80.00 | 96.00 |
| Costa Rica Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Cote d'Ivoire | 0.00 | 0.00 | 80.00 | 96.00 |
| Cote d'Ivoire Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Croatia | 0.00 | 0.00 | 25.00 | 30.00 |
| Croatia Mobile | 0.00 | 0.00 | 44.00 | 52.80 |
| Cuba | 0.00 | 0.00 | 100.00 | 120.00 |
| Cuba Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Cyprus | 0.00 | 0.00 | 20.00 | 24.00 |
| Cyprus Mobile | 0.00 | 0.00 | 39.00 | 46.80 |
| Czech Republic | 0.00 | 0.00 | 15.00 | 18.00 |
| Czech Republic Mobile | 0.00 | 0.00 | 32.00 | 38.40 |

D

| | Pence Per Call | | Pence Per Minute | |
|-------------------------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Democratic Republic of Congo | 0.00 | 0.00 | 51.00 | 61.20 |
| Democratic Republic of Congo Mobile | 0.00 | 0.00 | 51.00 | 61.20 |
| Denmark | 0.00 | 0.00 | 10.00 | 12.00 |
| Denmark Mobile | 0.00 | 0.00 | 29.00 | 34.80 |
| Diego Garcia | 0.00 | 0.00 | 107.00 | 128.40 |
| Diego Garcia Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Djibouti | 0.00 | 0.00 | 100.00 | 120.00 |
| Djibouti Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Dominica | 0.00 | 0.00 | 60.00 | 72.00 |
| Dominica Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Dominican Republic | 0.00 | 0.00 | 60.00 | 72.00 |
| Dominican Republic Mobile | 0.00 | 0.00 | 79.00 | 94.80 |

E

| | Pence Per Call | | Pence Per Minute | |
|-------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| East Timor | 0.00 | 0.00 | 26.00 | 31.20 |
| East Timor Mobile | 0.00 | 0.00 | 26.00 | 31.20 |
| Ecuador | 0.00 | 0.00 | 24.00 | 28.80 |
| Ecuador Mobile | 0.00 | 0.00 | 24.00 | 28.80 |

E Contd.

| | Pence Per Call | | Pence Per Minute | |
|--------------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Egypt | 0.00 | 0.00 | 35.00 | 42.00 |
| Egypt Mobile | 0.00 | 0.00 | 40.00 | 48.00 |
| El Salvador | 0.00 | 0.00 | 100.00 | 120.00 |
| El Salvador Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Emsat 1 | 0.00 | 0.00 | 720.00 | 864.00 |
| Emsat 2 | 0.00 | 0.00 | 173.00 | 207.60 |
| Emsat 3 | 0.00 | 0.00 | 74.00 | 88.80 |
| Emsat Vodafone | 0.00 | 0.00 | 20.00 | 24.00 |
| Equatorial Guinea | 0.00 | 0.00 | 100.00 | 120.00 |
| Equatorial Guinea Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Eritrea | 0.00 | 0.00 | 100.00 | 120.00 |
| Eritrea Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Estonia | 0.00 | 0.00 | 20.00 | 24.00 |
| Estonia Mobile | 0.00 | 0.00 | 39.00 | 46.80 |
| Ethiopia | 0.00 | 0.00 | 100.00 | 120.00 |
| Ethiopia Mobile | 0.00 | 0.00 | 119.00 | 142.80 |

F

| | Pence Per Call | | Pence Per Minute | |
|-------------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Falkland Islands | 0.00 | 0.00 | 129.00 | 154.80 |
| Falkland Islands Mobile | 0.00 | 0.00 | 129.00 | 154.80 |
| Faroe Islands | 0.00 | 0.00 | 45.00 | 54.00 |
| Faroe Islands Mobile | 0.00 | 0.00 | 64.00 | 76.80 |
| Fiji | 0.00 | 0.00 | 100.00 | 120.00 |
| Fiji Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Finland | 0.00 | 0.00 | 10.00 | 12.00 |
| Finland Mobile | 0.00 | 0.00 | 27.00 | 32.40 |
| France | 0.00 | 0.00 | 8.00 | 9.60 |
| France Mobile | 0.00 | 0.00 | 22.00 | 26.40 |
| France Premium | 0.00 | 0.00 | 38.00 | 45.60 |
| French Guiana | 0.00 | 0.00 | 100.00 | 120.00 |
| French Guiana Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| French Polynesia | 0.00 | 0.00 | 100.00 | 120.00 |
| French Polynesia Mobile | 0.00 | 0.00 | 119.00 | 142.80 |

G

| | Pence Per Call | | Pence Per Minute | |
|----------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Gabon | 0.00 | 0.00 | 100.00 | 120.00 |
| Gabon Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Gambia | 0.00 | 0.00 | 100.00 | 120.00 |
| Gambia Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Georgia | 0.00 | 0.00 | 60.00 | 72.00 |
| Georgia Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Germany | 0.00 | 0.00 | 8.00 | 9.60 |
| Germany Mobile | 0.00 | 0.00 | 26.00 | 31.20 |
| Ghana | 0.00 | 0.00 | 80.00 | 96.00 |

G Contd.

| | Pence Per Call | | Pence Per Minute | |
|----------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Ghana Mobile | 0.00 | 0.00 | 90.00 | 108.00 |
| Gibraltar | 0.00 | 0.00 | 30.00 | 36.00 |
| Gibraltar Mobile | 0.00 | 0.00 | 49.00 | 58.80 |
| Greece | 0.00 | 0.00 | 10.00 | 12.00 |
| Greece Mobile | 0.00 | 0.00 | 27.00 | 32.40 |
| Greenland | 0.00 | 0.00 | 100.00 | 120.00 |
| Greenland Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Grenada | 0.00 | 0.00 | 60.00 | 72.00 |
| Grenada Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Guadeloupe | 0.00 | 0.00 | 60.00 | 72.00 |
| Guadeloupe Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Guam | 0.00 | 0.00 | 100.00 | 120.00 |
| Guatemala | 0.00 | 0.00 | 100.00 | 120.00 |
| Guatemala Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Guinea | 0.00 | 0.00 | 100.00 | 120.00 |
| Guinea Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Guinea-Bissau | 0.00 | 0.00 | 100.00 | 120.00 |
| Guinea-Bissau Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Guyana | 0.00 | 0.00 | 100.00 | 120.00 |
| Guyana Mobile | 0.00 | 0.00 | 119.00 | 142.80 |

H

| | Pence Per Call | | Pence Per Minute | |
|------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Haiti | 0.00 | 0.00 | 100.00 | 120.00 |
| Haiti Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Honduras | 0.00 | 0.00 | 100.00 | 120.00 |
| Honduras Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Hong Kong | 0.00 | 0.00 | 12.00 | 14.40 |
| Hong Kong Mobile | 0.00 | 0.00 | 24.00 | 28.80 |
| Hungary | 0.00 | 0.00 | 14.00 | 16.80 |
| Hungary Mobile | 0.00 | 0.00 | 34.00 | 40.80 |

I

| | Pence Per Call | | Pence Per Minute | |
|-------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Iceland | 0.00 | 0.00 | 25.00 | 30.00 |
| Iceland Mobile | 0.00 | 0.00 | 44.00 | 52.80 |
| India | 0.00 | 0.00 | 23.00 | 27.60 |
| India Mobile | 0.00 | 0.00 | 33.00 | 39.60 |
| Indonesia | 0.00 | 0.00 | 60.00 | 72.00 |
| Indonesia Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Inmarsat Aero | 0.00 | 0.00 | 904.00 | 1084.80 |
| Inmarsat B | 0.00 | 0.00 | 336.00 | 403.20 |
| Inmarsat BGAN | 0.00 | 0.00 | 336.00 | 403.20 |
| Inmarsat BGAN-HSD | 0.00 | 0.00 | 904.00 | 1084.80 |
| Inmarsat B-HSD | 0.00 | 0.00 | 904.00 | 1084.80 |
| Inmarsat M | 0.00 | 0.00 | 336.00 | 403.20 |

I Contd.

| | Pence Per Call | | Pence Per Minute | |
|----------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Inmarsat M4-HSD | 0.00 | 0.00 | 904.00 | 1084.80 |
| Inmarsat Mini | 0.00 | 0.00 | 221.00 | 265.20 |
| Iran | 0.00 | 0.00 | 100.00 | 120.00 |
| Iran Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Iraq | 0.00 | 0.00 | 100.00 | 120.00 |
| Iraq Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Ireland | 0.00 | 0.00 | 7.00 | 8.40 |
| Ireland Mobile | 0.00 | 0.00 | 14.00 | 16.80 |
| Iridium & Globalstar | 0.00 | 0.00 | 350.00 | 420.00 |
| Israel | 0.00 | 0.00 | 21.00 | 25.20 |
| Israel Mobile | 0.00 | 0.00 | 34.00 | 40.80 |
| Italy | 0.00 | 0.00 | 8.00 | 9.60 |
| Italy Mobile | 0.00 | 0.00 | 22.00 | 26.40 |

J

| | Pence Per Call | | Pence Per Minute | |
|----------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Jamaica | 0.00 | 0.00 | 60.00 | 72.00 |
| Jamaica Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Japan | 0.00 | 0.00 | 12.00 | 14.40 |
| Japan Mobile | 0.00 | 0.00 | 31.00 | 37.20 |
| Jordan | 0.00 | 0.00 | 80.00 | 96.00 |
| Jordan Mobile | 0.00 | 0.00 | 90.00 | 108.00 |

K

| | Pence Per Call | | Pence Per Minute | |
|-------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Kazakhstan | 0.00 | 0.00 | 60.00 | 72.00 |
| Kazakhstan Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Kenya | 0.00 | 0.00 | 80.00 | 96.00 |
| Kenya Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Kiribati | 0.00 | 0.00 | 141.00 | 169.20 |
| Kiribati Mobile | 0.00 | 0.00 | 141.00 | 169.20 |
| Kosovo | 0.00 | 0.00 | 20.00 | 24.00 |
| Kosovo Mobile | 0.00 | 0.00 | 49.00 | 58.80 |
| Kuwait | 0.00 | 0.00 | 35.00 | 42.00 |
| Kuwait Mobile | 0.00 | 0.00 | 50.00 | 60.00 |
| Kyrgyzstan | 0.00 | 0.00 | 60.00 | 72.00 |
| Kyrgyzstan Mobile | 0.00 | 0.00 | 79.00 | 94.80 |

L

| | Pence Per Call | | Pence Per Minute | |
|---------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Laos | 0.00 | 0.00 | 100.00 | 120.00 |
| Laos Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Latvia | 0.00 | 0.00 | 20.00 | 24.00 |
| Latvia Mobile | 0.00 | 0.00 | 39.00 | 46.80 |

L Contd.

| | Pence Per Call | | Pence Per Minute | |
|-------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Lebanon | 0.00 | 0.00 | 35.00 | 42.00 |
| Lebanon Mobile | 0.00 | 0.00 | 54.00 | 64.80 |
| Lesotho | 0.00 | 0.00 | 100.00 | 120.00 |
| Lesotho Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Liberia | 0.00 | 0.00 | 100.00 | 120.00 |
| Liberia Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Libya | 0.00 | 0.00 | 45.00 | 54.00 |
| Libya Mobile | 0.00 | 0.00 | 64.00 | 76.80 |
| Liechtenstein | 0.00 | 0.00 | 25.00 | 30.00 |
| Lithuania | 0.00 | 0.00 | 20.00 | 24.00 |
| Lithuania Mobile | 0.00 | 0.00 | 39.00 | 46.80 |
| Luxembourg | 0.00 | 0.00 | 10.00 | 12.00 |
| Luxembourg Mobile | 0.00 | 0.00 | 29.00 | 34.80 |

M

| | Pence Per Call | | Pence Per Minute | |
|-------------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Macau | 0.00 | 0.00 | 80.00 | 96.00 |
| Macau Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Macedonia | 0.00 | 0.00 | 45.00 | 54.00 |
| Macedonia Mobile | 0.00 | 0.00 | 64.00 | 76.80 |
| Madagascar | 0.00 | 0.00 | 100.00 | 120.00 |
| Madagascar Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Malawi | 0.00 | 0.00 | 80.00 | 96.00 |
| Malawi Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Malaysia | 0.00 | 0.00 | 12.00 | 14.40 |
| Malaysia Mobile | 0.00 | 0.00 | 31.00 | 37.20 |
| Maldives Islands | 0.00 | 0.00 | 100.00 | 120.00 |
| Maldives Islands Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Mali | 0.00 | 0.00 | 100.00 | 120.00 |
| Mali Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Malta | 0.00 | 0.00 | 20.00 | 24.00 |
| Malta Mobile | 0.00 | 0.00 | 39.00 | 46.80 |
| Marshall Islands | 0.00 | 0.00 | 100.00 | 120.00 |
| Martinique | 0.00 | 0.00 | 60.00 | 72.00 |
| Martinique Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Mauritania | 0.00 | 0.00 | 100.00 | 120.00 |
| Mauritania Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Mauritius | 0.00 | 0.00 | 100.00 | 120.00 |
| Mexico | 0.00 | 0.00 | 60.00 | 72.00 |
| Micronesia | 0.00 | 0.00 | 100.00 | 120.00 |
| Moldova | 0.00 | 0.00 | 60.00 | 72.00 |
| Moldova Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Monaco | 0.00 | 0.00 | 30.00 | 36.00 |
| Monaco Mobile | 0.00 | 0.00 | 49.00 | 58.80 |
| Mongolia | 0.00 | 0.00 | 100.00 | 120.00 |
| Mongolia Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Montenegro | 0.00 | 0.00 | 25.00 | 30.00 |

M Contd.

| | Pence Per Call | | Pence Per Minute | |
|-------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Montenegro Mobile | 0.00 | 0.00 | 44.00 | 52.80 |
| Montserrat | 0.00 | 0.00 | 60.00 | 72.00 |
| Morocco | 0.00 | 0.00 | 45.00 | 54.00 |
| Morocco Mobile | 0.00 | 0.00 | 64.00 | 76.80 |
| Mozambique | 0.00 | 0.00 | 100.00 | 120.00 |
| Mozambique Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Myanmar | 0.00 | 0.00 | 100.00 | 120.00 |
| Myanmar Mobile | 0.00 | 0.00 | 119.00 | 142.80 |

N

| | Pence Per Call | | Pence Per Minute | |
|-----------------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Namibia | 0.00 | 0.00 | 80.00 | 96.00 |
| Namibia Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Nauru | 0.00 | 0.00 | 122.00 | 146.40 |
| Nepal | 0.00 | 0.00 | 100.00 | 120.00 |
| Nepal Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Netherlands | 0.00 | 0.00 | 8.00 | 9.60 |
| Netherlands Antilles | 0.00 | 0.00 | 100.00 | 120.00 |
| Netherlands Antilles Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Netherlands Mobile | 0.00 | 0.00 | 22.00 | 26.40 |
| New Caledonia | 0.00 | 0.00 | 100.00 | 120.00 |
| New Caledonia Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| New Zealand | 0.00 | 0.00 | 28.00 | 33.60 |
| New Zealand Mobile | 0.00 | 0.00 | 49.00 | 58.80 |
| Nicaragua | 0.00 | 0.00 | 100.00 | 120.00 |
| Nicaragua Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Niger | 0.00 | 0.00 | 100.00 | 120.00 |
| Niger Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Nigeria | 0.00 | 0.00 | 80.00 | 96.00 |
| Nigeria Mobile | 0.00 | 0.00 | 90.00 | 108.00 |
| Niue | 0.00 | 0.00 | 136.00 | 163.20 |
| North Korea | 0.00 | 0.00 | 100.00 | 120.00 |
| Northern Mariana Islands | 0.00 | 0.00 | 100.00 | 120.00 |
| Norway | 0.00 | 0.00 | 10.00 | 12.00 |
| Norway Mobile | 0.00 | 0.00 | 29.00 | 34.80 |

O

| | Pence Per Call | | Pence Per Minute | |
|--|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| OCHA (office for co-ordination humanitarian affairs) | 0.00 | 0.00 | 6.00 | 7.20 |
| Oman | 0.00 | 0.00 | 60.00 | 72.00 |
| Oman Mobile | 0.00 | 0.00 | 72.00 | 86.40 |

P

| | Pence Per Call | | Pence Per Minute | |
|-----------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Pakistan | 0.00 | 0.00 | 25.00 | 30.00 |
| Pakistan Mobile | 0.00 | 0.00 | 44.00 | 52.80 |

P Contd.

| | Pence Per Call | | Pence Per Minute | |
|-------------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Palau | 0.00 | 0.00 | 100.00 | 120.00 |
| Palau Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Palestine | 0.00 | 0.00 | 21.00 | 25.20 |
| Palestine Mobile | 0.00 | 0.00 | 34.00 | 40.80 |
| Panama | 0.00 | 0.00 | 80.00 | 96.00 |
| Panama Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Papua New Guinea | 0.00 | 0.00 | 100.00 | 120.00 |
| Papua New Guinea Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Paraguay | 0.00 | 0.00 | 100.00 | 120.00 |
| Paraguay Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Peru | 0.00 | 0.00 | 80.00 | 96.00 |
| Peru Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Philippines | 0.00 | 0.00 | 60.00 | 72.00 |
| Philippines Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Poland | 0.00 | 0.00 | 12.00 | 14.40 |
| Poland Mobile | 0.00 | 0.00 | 34.00 | 40.80 |
| Portugal | 0.00 | 0.00 | 10.00 | 12.00 |
| Portugal Mobile | 0.00 | 0.00 | 27.00 | 32.40 |
| Puerto Rico | 0.00 | 0.00 | 60.00 | 72.00 |

Q

| | Pence Per Call | | Pence Per Minute | |
|--------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Qatar | 0.00 | 0.00 | 35.00 | 42.00 |
| Qatar Mobile | 0.00 | 0.00 | 54.00 | 64.80 |

R

| | Pence Per Call | | Pence Per Minute | |
|-----------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Reunion Island | 0.00 | 0.00 | 100.00 | 120.00 |
| Reunion Island Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Romania | 0.00 | 0.00 | 25.00 | 30.00 |
| Romania Mobile | 0.00 | 0.00 | 44.00 | 52.80 |
| Russia | 0.00 | 0.00 | 24.00 | 28.80 |
| Russia Mobile | 0.00 | 0.00 | 34.00 | 40.80 |
| Rwanda | 0.00 | 0.00 | 100.00 | 120.00 |
| Rwanda Mobile | 0.00 | 0.00 | 119.00 | 142.80 |

S

| | Pence Per Call | | Pence Per Minute | |
|----------------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| San Marino | 0.00 | 0.00 | 30.00 | 36.00 |
| Sao Tome & Principe | 0.00 | 0.00 | 100.00 | 120.00 |
| Sao Tome & Principe Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Saudi Arabia | 0.00 | 0.00 | 35.00 | 42.00 |
| Saudi Arabia Mobile | 0.00 | 0.00 | 50.00 | 60.00 |
| Senegal | 0.00 | 0.00 | 80.00 | 96.00 |
| Senegal Mobile | 0.00 | 0.00 | 99.00 | 118.80 |

S Contd.

| | Pence Per Call | | Pence Per Minute | |
|-------------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Serbia | 0.00 | 0.00 | 43.00 | 51.60 |
| Serbia Mobile | 0.00 | 0.00 | 44.00 | 52.80 |
| Seychelles | 0.00 | 0.00 | 80.00 | 96.00 |
| Seychelles Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Sierra Leone | 0.00 | 0.00 | 80.00 | 96.00 |
| Sierra Leone Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Singapore | 0.00 | 0.00 | 12.00 | 14.40 |
| Singapore Mobile | 0.00 | 0.00 | 29.00 | 34.80 |
| Sint Maarten | 0.00 | 0.00 | 91.00 | 109.20 |
| Sint Maarten Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Slovakia | 0.00 | 0.00 | 15.00 | 18.00 |
| Slovakia Mobile | 0.00 | 0.00 | 34.00 | 40.80 |
| Slovenia | 0.00 | 0.00 | 15.00 | 18.00 |
| Slovenia Mobile | 0.00 | 0.00 | 34.00 | 40.80 |
| Solomon Islands | 0.00 | 0.00 | 100.00 | 120.00 |
| Solomon Islands Mobile | 0.00 | 0.00 | 297.00 | 356.40 |
| Somalia | 0.00 | 0.00 | 100.00 | 120.00 |
| South Africa | 0.00 | 0.00 | 19.00 | 22.80 |
| South Africa Mobile | 0.00 | 0.00 | 29.00 | 34.80 |
| South Korea | 0.00 | 0.00 | 15.00 | 18.00 |
| South Korea Mobile | 0.00 | 0.00 | 34.00 | 40.80 |
| South Sudan | 0.00 | 0.00 | 80.00 | 96.00 |
| South Sudan Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Spain | 0.00 | 0.00 | 8.00 | 9.60 |
| Spain Mobile | 0.00 | 0.00 | 26.00 | 31.20 |
| Spain Premium | 0.00 | 0.00 | 48.00 | 57.60 |
| Sri Lanka | 0.00 | 0.00 | 80.00 | 96.00 |
| Sri Lanka Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| St Helena | 0.00 | 0.00 | 151.00 | 181.20 |
| St Kitts & Nevis | 0.00 | 0.00 | 60.00 | 72.00 |
| St Kitts & Nevis Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| St Lucia | 0.00 | 0.00 | 60.00 | 72.00 |
| St Lucia Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| St Pierre & Miquelon | 0.00 | 0.00 | 100.00 | 120.00 |
| St Vincent | 0.00 | 0.00 | 60.00 | 72.00 |
| St Vincent Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Sudan | 0.00 | 0.00 | 80.00 | 96.00 |
| Sudan Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Surinam | 0.00 | 0.00 | 100.00 | 120.00 |
| Surinam Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Swaziland | 0.00 | 0.00 | 100.00 | 120.00 |
| Swaziland Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Sweden | 0.00 | 0.00 | 9.00 | 10.80 |
| Sweden Mobile | 0.00 | 0.00 | 22.00 | 26.40 |
| Switzerland | 0.00 | 0.00 | 9.00 | 10.80 |
| Switzerland Mobile | 0.00 | 0.00 | 26.00 | 31.20 |
| Syria | 0.00 | 0.00 | 80.00 | 96.00 |
| Syria Mobile | 0.00 | 0.00 | 99.00 | 118.80 |

T

| | Pence Per Call | | Pence Per Minute | |
|-------------------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Taiwan | 0.00 | 0.00 | 15.00 | 18.00 |
| Taiwan Mobile | 0.00 | 0.00 | 34.00 | 40.80 |
| Tajikistan | 0.00 | 0.00 | 100.00 | 120.00 |
| Tajikistan Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Tanzania | 0.00 | 0.00 | 80.00 | 96.00 |
| Tanzania Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Thailand | 0.00 | 0.00 | 60.00 | 72.00 |
| Thailand Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Togo | 0.00 | 0.00 | 100.00 | 120.00 |
| Togo Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Tokelau | 0.00 | 0.00 | 154.00 | 184.80 |
| Tonga | 0.00 | 0.00 | 100.00 | 120.00 |
| Tonga Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Trinidad & Tobago | 0.00 | 0.00 | 60.00 | 72.00 |
| Trinidad & Tobago Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Tunisia | 0.00 | 0.00 | 79.00 | 94.80 |
| Tunisia Mobile | 0.00 | 0.00 | 78.00 | 93.60 |
| Turkey | 0.00 | 0.00 | 20.00 | 24.00 |
| Turkey Mobile | 0.00 | 0.00 | 29.00 | 34.80 |
| Turkmenistan | 0.00 | 0.00 | 100.00 | 120.00 |
| Turkmenistan Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Turks & Caicos Islands | 0.00 | 0.00 | 60.00 | 72.00 |
| Turks & Caicos Islands Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Tuvalu | 0.00 | 0.00 | 180.00 | 216.00 |

U

| | Pence Per Call | | Pence Per Minute | |
|-----------------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Uganda | 0.00 | 0.00 | 80.00 | 96.00 |
| Uganda Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Ukraine | 0.00 | 0.00 | 45.00 | 54.00 |
| Ukraine Mobile | 0.00 | 0.00 | 64.00 | 76.80 |
| United Arab Emirates | 0.00 | 0.00 | 32.00 | 38.40 |
| United Arab Emirates Mobile | 0.00 | 0.00 | 50.00 | 60.00 |
| Uruguay | 0.00 | 0.00 | 60.00 | 72.00 |
| Uruguay Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| US Virgin Islands | 0.00 | 0.00 | 45.00 | 54.00 |
| USA | 0.00 | 0.00 | 8.00 | 9.60 |
| Uzbekistan | 0.00 | 0.00 | 60.00 | 72.00 |
| Uzbekistan Mobile | 0.00 | 0.00 | 79.00 | 94.80 |

V

| | Pence Per Call | | Pence Per Minute | |
|------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Vanuatu | 0.00 | 0.00 | 100.00 | 120.00 |
| Vanuatu Mobile | 0.00 | 0.00 | 119.00 | 142.80 |
| Venezuela | 0.00 | 0.00 | 60.00 | 72.00 |
| Venezuela Mobile | 0.00 | 0.00 | 79.00 | 94.80 |
| Vietnam | 0.00 | 0.00 | 100.00 | 120.00 |
| Vietnam Mobile | 0.00 | 0.00 | 119.00 | 142.80 |

W

| | Pence Per Call | | Pence Per Minute | |
|----------------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Wallis & Futuna | 0.00 | 0.00 | 100.00 | 120.00 |
| Western Samoa | 0.00 | 0.00 | 100.00 | 120.00 |
| Western Samoa Mobile | 0.00 | 0.00 | 119.00 | 142.80 |

Y

| | Pence Per Call | | Pence Per Minute | |
|--------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Yemen | 0.00 | 0.00 | 100.00 | 120.00 |
| Yemen Mobile | 0.00 | 0.00 | 119.00 | 142.80 |

Z

| | Pence Per Call | | Pence Per Minute | |
|-----------------|----------------|----------|------------------|----------|
| | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| Zambia | 0.00 | 0.00 | 80.00 | 96.00 |
| Zambia Mobile | 0.00 | 0.00 | 99.00 | 118.80 |
| Zimbabwe | 0.00 | 0.00 | 80.00 | 96.00 |
| Zimbabwe Mobile | 0.00 | 0.00 | 99.00 | 118.80 |