

# NOW TV Calls

## Detailed Call Costs

Pay as you use calls  
Evening & weekend calls  
Anytime calls

Prices effective from 1 April 2017

## Changes to Now TV Call Rates and Call Connection Charge

### Connection Charge

From 1 April 2017, the connection fee for non-inclusive calls increased from 16.9p to 19p, unless a separate connection fee or minimum fee is specified. Connection fees do not apply to:

- Free, inclusive or unlimited calls (including those that commence within an uncharged period but end in a charged period)
- Fixed fee calls
- Calls charged by timed duration that start with a fixed fee
- Calls to service numbers (084, 087, 09 and 118 numbers)
- Calls to personal numbering chargeband pn7

### UK Mobile call rates

From 1 April 2017, we're changing the way we charge for non-inclusive UK mobile calls by introducing a daytime rate and an evenings & weekend rate. From 1 April 2017, you'll be charged 19.35p per minute for non-inclusive UK mobile calls made during the day and 14.25p per minute for non-inclusive UK mobiles calls made during the evening & weekend (previously 11.5p per minute any time of day).

### UK Landline Rates

From 1 April 2017, the charge for non-inclusive calls to UK landlines increased from 11.5p to 12.54p per minute

In this guide, you'll find rates for UK and international calls for all three of NOW TV's calls packages - Pay as you use calls, Evening & weekend calls and Anytime calls.

You'll also find information about phone extras (e.g. voicemail).

Any questions? Just give us a call on **03303 323 050**.

## Calls package overview (including UK call rates)

|                         |            |   | UK Calls <sup>1</sup> | UK Mobile <sup>2</sup> | 0845 & 0870 Numbers <sup>3</sup>                   | 09, 118 and other 084 & 087 Numbers                | International   |
|-------------------------|------------|---|-----------------------|------------------------|--|--|---|
| Pay as you use calls    | £0 a month | Daytime<br>Mon-Fri<br>7am to 7pm          | 12.54p per minute     | 19.35p per minute      | 11.5p per minute Access Charge plus Service Charge |  | See pages 12-16 of this Guide                         |
|                         |            | Evening<br>Mon-Fri After 7pm & before 7am |                       | 14.25p per minute      |  |  |   |
|                         |            | Weekend<br>All day Sat & Sun              |                       | 14.25p per minute      |  |  |   |
| Evening & weekend calls | £4 a month | Daytime<br>Mon-Fri<br>7am to 7pm          | 12.54p per minute     | 19.35p per minute      | 11.5p per minute Access Charge plus Service Charge | 11.5p per minute Access Charge plus Service Charge | See pages 12-16 of this Guide                         |
|                         |            | Evening<br>Mon-Fri After 7pm & before 7am | Inclusive             |                        |  |  |   |
|                         |            | Weekend<br>All day Sat & Sun              |                       |                        |  |  |   |
| Anytime calls           | £8 a month | All Day<br>Mon-Sun                        | Inclusive             |                        |  | 11.5p per minute Access Charge plus Service Charge | 2p per minute to 22 popular destinations <sup>4</sup> |

A 19p connection fee applies to all non-inclusive UK landline, UK mobile calls and international calls

1. UK calls to 01, 02, 03 and Isle of Man numbers only (excludes Channel Islands, indirect access, dial-up internet and 070 numbers). Inclusive UK calls last up to an hour, then charged at 12.54ppm at any time of day, or hang up and redial as often as you like. Acceptable Use Policy applies - see [help.nowtv.com/calls](http://help.nowtv.com/calls). Calls from Northern Ireland to Republic of Ireland geographic numbers are charged at UK rates. UK rates apply for calls to the g21 chargeband.

2. Inclusive calls to UK Mobile (07) numbers last up to an hour, then are charged at 19.35ppm during the day and 14.25ppm at evening and weekend, or hang up and redial as often as you like.

Daytime calls: Mon - Fri 7am to 7pm. Evening and weekend calls: Mon - Fri 7pm to 7am; all day Sat and Sun. Subject to Acceptable Use Policy - see [sky.com/talk](http://sky.com/talk).

070 Personal Numbering, 076 Paging and 076 Isle of Man numbers do not constitute UK Mobile - see pages 6-7 for call rates.

3. Inclusive calls to 0845 and 0870 numbers last up to an hour, after which NOW TV's Access Charge (11.5ppm) and the owning operator's Service Charge applies, or you can hang up and redial as often as you like. Subject to Acceptable Use Policy - see [help.nowtv.com/calls](http://help.nowtv.com/calls). An 11.5ppm Access Charge applies to all non-inclusive calls to 084, 087, 09 and 118 numbers for the duration of the call.

4. A flat charge of 2p per minute applies to geographic landline calls to Austria, Australia, Belgium, Canada, Cyprus, Czech Republic, Denmark, France, Germany, Greece, Hungary, Irish Republic, Italy, Luxembourg, Netherlands, New Zealand, Norway, Poland, Spain (inc Canary Islands), Sweden, Switzerland and calls to USA (also includes mobiles in Canada and USA) irrespective of the length of the call. A 19p connection fee applies to all international calls.

## NOW TV Line Rental

NOW TV Calls customers must take line rental from NOW TV (£17.99 a month). You will receive one bill for all your tariff charges.

## Phone extras

You get some extra features included with your line rental. Plus, you can choose to add more features for a little extra.

| Product                       | Description   | Price                        |
|-------------------------------|---|------------------------------|
| 141 number withhold           | Dial 141 before you call to hide your number from the person you're calling             | No extra charge              |
| 1470 withheld number override | If you have Number Withheld on all calls, dial 1470 to override it and send your number | No extra charge              |
| 1471 last number recall       | Call 1471 to discover who phoned you last   | No extra charge              |
| 1475 last caller deletion     | Call 1475 to remove the latest caller from your 1471 list                               | No extra charge              |
| Auto number withhold          | Your number is never shown when you make a call   | No extra charge (on request) |
| Voicemail <sup>1</sup>        | Callers can leave you a message if you don't answer or if your line is engaged          | £1.00 a month                |
| Caller display                | See who's calling before you answer.  | £1.00 a month                |
| Anonymous Caller Reject       | Reject calls from people who withhold their number                                      | £1.00 a month                |
| Last caller barring           | Block incoming calls from the last number. Block up to 10 numbers in your phone.        | £1.00 a month                |

1. New messages are stored for 30 days and 20 days once listened to.

NOW TV Calls: 12 month minimum term applies to new NOW TV Calls customers and to existing customers taking up line rental with NOW TV, except when the no contract option has been taken at sign up, in which case no minimum term applies.

NOW TV Calls and line rental. NOW TV Calls is only available to customers paying by credit or debit card. NOW TV compatible BT line required for line rental. Codes of practice can be found at [help.nowtv.com/calls](http://help.nowtv.com/calls). Calls to NOW TV Calls contact centres are free for NOW TV Calls customers. If you're not with NOW TV Calls, calls to 03 numbers cost the same as calls to 01 or 02 numbers and are included in your calls package, charges may apply and vary by provider.

## Call charge details

### Time-bands

Calls fall within one of three time-bands:

- **Daytime** – Monday to Friday, 7am to 7pm
- **Evening** – Monday to Friday, after 7pm and before 7am
- **Weekend** – All day Saturday and Sunday

### Charge-bands

- A charge-band is assigned to a set of numbers which are charged the same rates.
- Charge-bands have codes designated to them, e.g. pn for personal number. Each charge-band is explained in more detail further in this guide.
- This guide shows the calling rates assigned to the charge-bands. For a list showing which numbers are attached to which charge-bands, please refer to the Specialised Numbers Guide at [help.nowtv.com/calls](http://help.nowtv.com/calls)

### VAT

All prices that appear in this guide are inclusive of VAT.

### Duration rounding

All calls will be rounded to the next whole minute, except service calls which will be rounded to the next whole second.

### Call charge rounding

Each call charge will be rounded up to the next penny with the exception of calls to fixed fee only numbers.

### Bill total rounding

Your total call charges are rounded up to the nearest whole penny.

## Connection Fee

A connection fee of 19p (inc. VAT) will be applied to all calls except:

- Free, inclusive or unlimited calls ( including those that commence within an uncharged period but end in a charged period)
- Fixed fee calls
- Calls charged by timed duration that start with a fixed fee
- Calls to service numbers (084, 087, 09 and 118 numbers)
- Calls to personal numbering chargeband pn7

## Calls to Service Numbers

The cost of calling service numbers (084, 087, 09 and 118 numbers) is in two parts:

An **access charge** of 11.5p per minute (inc. VAT) will be applied to all service calls except free, inclusive or unlimited calls.

A **service charge** is the rest of the call charge. The organisation you're calling decides how much this charge will be and will tell you this.

Both these charges will apply to any part of a service call that is made in a charged period or lasts more than 60 minutes (for example, the chargeable part of a call that commences within an uncharged period but ends in a charged period).

## Call Rates to Pager and Voice Messaging Services

| Charge-band | Daytime | Evening | Weekend |
|-------------|---------|---------|---------|
| R rate      | 8.07    | 4.02    | 3.01    |

A 19p connection fee applies to all calls.  
All call rates are in pence per minute.

| Charge-band | Daytime(pence per call) | Evening(pence per call) | Weekend(pence per call) |
|-------------|-------------------------|-------------------------|-------------------------|
| ff3         | 25.00                   | 13.00                   | 13.00                   |
| ff6         | 36.00                   | 36.00                   | 36.00                   |
| ff8         | 19.00                   | 19.00                   | 19.00                   |
| ff9         | 43.00                   | 43.00                   | 43.00                   |
| ff10        | 26.00                   | 26.00                   | 26.00                   |

All call rates are in pence per call

## Call Rates to Personal Number Services

Personal Numbering Services (070 numbers) allow the user to be contacted on a single personal telephone number so they can receive calls on almost any telephone number e.g. at work, at home, on a mobile.

| Charge-band | Daytime | Evening | Weekend |
|-------------|---------|---------|---------|
| c           | 12.84   | 7.43    | 3.92    |
| d           | 16.21   | 9.55    | 9.55    |
| e           | 4.78    | 4.78    | 4.78    |
| f           | 29.10   | 19.39   | 9.70    |
| j           | 31.04   | 21.33   | 10.17   |
| k           | 36.38   | 24.25   | 12.11   |
| pn1         | 23.29   | 15.52   | 7.76    |
| pn2         | 50.88   | 50.88   | 50.88   |
| pn3         | 47.54   | 37.84   | 37.84   |
| pn4         | 25.23   | 25.23   | 25.23   |
| pn5         | 16.49   | 16.49   | 16.49   |
| pn6         | 19.40   | 19.40   | 19.40   |
| pn8         | 19.37   | 19.37   | 19.37   |
| pn9         | 22.79   | 22.79   | 22.79   |
| pn10        | 33.96   | 33.96   | 33.96   |
| pn11        | 37.83   | 28.13   | 28.13   |
| pn12        | 26.20   | 26.20   | 26.20   |
| pn13        | 37.83   | 37.83   | 37.83   |
| pn14        | 28.62   | 28.62   | 28.62   |
| pn15        | 12.61   | 12.61   | 12.61   |
| pn16        | 13.58   | 13.58   | 13.58   |
| pn17        | 14.55   | 14.55   | 14.55   |
| pn18        | 15.52   | 15.52   | 15.52   |
| pn19        | 9.70    | 9.70    | 9.70    |
| pn20        | 23.29   | 23.29   | 23.29   |
| pn21        | 39.90   | 39.90   | 39.90   |
| pn22        | 10.10   | 10.10   | 10.10   |
| pn14        | 28.62   | 28.62   | 28.62   |
| pn15        | 12.61   | 12.61   | 12.61   |
| pn16        | 13.58   | 13.58   | 13.58   |
| pn17        | 14.55   | 14.55   | 14.55   |
| pn18        | 15.52   | 15.52   | 15.52   |

A 19p connection fee applies to all calls.  
All call rates are in pence per minute.

| Charge-band | Daytime | Evening | Weekend |
|-------------|---------|---------|---------|
| pn7         | 4.03    | 1.02    | 1.02    |

A 51.17p connection fee applies to pn7 calls.  
All call rates are in pence per minute.

## Call Rates to the Channel Islands

Calls to the Channel Islands are charged at separate rates to the rest of the UK.

| Destination         | Daytime | Evening | Weekend |
|---------------------|---------|---------|---------|
| The Channel Islands | 9.50    | 2.08    | 1.38    |

A 19p connection fee applies to all calls.  
All call rates are in pence per minute.

## Call Rates to 055 Corporate and 056 VOIP Numbers

055 numbers are in use by some large corporate organisations, 056 numbers are used by some 'voice over 'internet protocol' telephony providers

| Charge-band      | Daytime | Evening | Weekend |
|------------------|---------|---------|---------|
| g6               | 7.62    | 7.62    | 7.62    |
| g21 <sup>1</sup> | 12.54   | 12.54   | 12.54   |

<sup>1</sup> Calls to numbers with the g21 charge-band are treated the same as UK calls for inclusive Calls packages (see Package Overview on page 2 for details)  
A 19p connection fee applies to all non-inclusive calls.  
All call rates are in pence per minute.

## Call Rates to Service Numbers

Service numbers include calls to 084, 087, 09 and 118 numbers.

All calls for freephone numbers (which begin 0800, 0808 or 116) are free from both mobiles and landlines.

For all other service numbers, the cost of the call will be broken down into two parts:

An access charge - this part is what NOW TV charges you for these calls

| Charge-band   | Pence per minute |
|---------------|------------------|
| Access Charge | 11.50            |

Applies to non-inclusive calls only

A **service charge** - this is the rest of the call charge. The organisation you are calling decides how much this charge will be and will tell you this. With the exception of 118, there is a cap on the maximum rate of the service charge, depending on the number called:

- 084 numbers are capped at 7p per minute
- 087 numbers are capped at 13p per minute
- 09 numbers are capped at £3.60 per minute or £6 per call



There are four different categories of service calls:

1. Service calls charged by timed duration:

| Charge-band       | Pence per call | Pence per minute |
|-------------------|----------------|------------------|
| Service Charge 1  | 0.00           | 0.00             |
| Service Charge 2  | 0.00           | 1.00             |
| Service Charge 3  | 0.00           | 2.00             |
| Service Charge 4  | 0.00           | 3.00             |
| Service Charge 5  | 0.00           | 4.00             |
| Service Charge 6  | 0.00           | 5.00             |
| Service Charge 7  | 0.00           | 6.00             |
| Service Charge 8  | 0.00           | 7.00             |
| Service Charge 9  | 0.00           | 8.00             |
| Service Charge 10 | 0.00           | 9.00             |
| Service Charge 11 | 0.00           | 10.00            |
| Service Charge 12 | 0.00           | 11.00            |
| Service Charge 13 | 0.00           | 12.00            |
| Service Charge 14 | 0.00           | 13.00            |
| Service Charge 15 | 0.00           | 15.00            |
| Service Charge 16 | 0.00           | 20.00            |
| Service Charge 17 | 0.00           | 25.00            |
| Service Charge 18 | 0.00           | 30.00            |
| Service Charge 19 | 0.00           | 35.00            |
| Service Charge 20 | 0.00           | 36.00            |
| Service Charge 21 | 0.00           | 40.00            |
| Service Charge 22 | 0.00           | 45.00            |
| Service Charge 23 | 0.00           | 46.00            |
| Service Charge 24 | 0.00           | 50.00            |
| Service Charge 25 | 0.00           | 55.00            |
| Service Charge 26 | 0.00           | 60.00            |
| Service Charge 27 | 0.00           | 65.00            |
| Service Charge 28 | 0.00           | 70.00            |
| Service Charge 29 | 0.00           | 75.00            |
| Service Charge 30 | 0.00           | 80.00            |
| Service Charge 31 | 0.00           | 90.00            |
| Service Charge 32 | 0.00           | 95.00            |
| Service Charge 33 | 0.00           | 99.00            |
| Service Charge 34 | 0.00           | 100.00           |
| Service Charge 35 | 0.00           | 110.00           |
| Service Charge 36 | 0.00           | 120.00           |
| Service Charge 37 | 0.00           | 145.00           |
| Service Charge 38 | 0.00           | 150.00           |
| Service Charge 39 | 0.00           | 155.00           |
| Service Charge 40 | 0.00           | 180.00           |
| Service Charge 41 | 0.00           | 200.00           |
| Service Charge 42 | 0.00           | 220.00           |
| Service Charge 43 | 0.00           | 250.00           |
| Service Charge 44 | 0.00           | 300.00           |
| Service Charge 45 | 0.00           | 360.00           |
| Service Charge 81 | 0.00           | 18.00            |
| Service Charge 82 | 0.00           | 22.00            |
| Service Charge 83 | 0.00           | 350.00           |

## 2. Service calls charged at fixed fee:

| Charge-band       | Pence per call | Pence per minute |
|-------------------|----------------|------------------|
| Service Charge 46 | 5.00           | 0.00             |
| Service Charge 47 | 10.00          | 0.00             |
| Service Charge 48 | 15.00          | 0.00             |
| Service Charge 49 | 25.00          | 0.00             |
| Service Charge 50 | 30.00          | 0.00             |
| Service Charge 51 | 35.00          | 0.00             |
| Service Charge 52 | 40.00          | 0.00             |
| Service Charge 53 | 48.00          | 0.00             |
| Service Charge 54 | 50.00          | 0.00             |
| Service Charge 55 | 70.00          | 0.00             |
| Service Charge 56 | 75.00          | 0.00             |
| Service Charge 57 | 100.00         | 0.00             |
| Service Charge 58 | 145.00         | 0.00             |
| Service Charge 59 | 150.00         | 0.00             |
| Service Charge 60 | 200.00         | 0.00             |
| Service Charge 61 | 250.00         | 0.00             |
| Service Charge 62 | 300.00         | 0.00             |
| Service Charge 63 | 400.00         | 0.00             |
| Service Charge 64 | 500.00         | 0.00             |
| Service Charge 65 | 600.00         | 0.00             |

## 3. Service calls charged at fixed fee and timed duration (where the fixed fee and the duration charge apply from the start of the call)

| Charge-band       | Pence per call | Pence per minute |
|-------------------|----------------|------------------|
| Service Charge 66 | 77.00          | 155.00           |
| Service Charge 67 | 80.00          | 25.00            |
| Service Charge 68 | 399.00         | 139.00           |
| Service Charge 69 | 499.00         | 135.00           |
| Service Charge 84 | 250.00         | 75.00            |
| Service Charge 85 | 260.00         | 99.00            |
| Service Charge 86 | 275.00         | 78.00            |

## 4. Service calls charged at fixed fee and timed duration (where the fixed fee is the charge for the first 60 seconds or part thereof and the duration charge applies following the first 60 seconds)

| Charge-band       | Pence per call | Pence per minute |
|-------------------|----------------|------------------|
| Service Charge 70 | 550.00         | 275.00           |
| Service Charge 71 | 574.00         | 299.00           |
| Service Charge 72 | 698.00         | 349.00           |
| Service Charge 73 | 0.00           | 250.00           |
| Service Charge 74 | 5.00           | 5.00             |
| Service Charge 75 | 10.00          | 10.00            |
| Service Charge 76 | 40.00          | 40.00            |
| Service Charge 77 | 70.00          | 70.00            |
| Service Charge 78 | 150.00         | 150.00           |
| Service Charge 79 | 200.00         | 200.00           |
| Service Charge 80 | 445.00         | 257.00           |
| Service Charge 87 | 898.00         | 449.00           |
| Service Charge 88 | 998.00         | 499.00           |

| Charge-band        | Pence per call | Pence per minute |
|--------------------|----------------|------------------|
| Service Charge 89  | 1,198.00       | 599.00           |
| Service Charge 90  | 1,398.00       | 699.00           |
| Service Charge 91  | 1,598.00       | 799.00           |
| Service Charge 92  | 7.00           | 7.00             |
| Service Charge 93  | 13.00          | 13.00            |
| Service Charge 94  | 80.00          | 80.00            |
| Service Charge 95  | 100.00         | 100.00           |
| Service Charge 96  | 300.00         | 300.00           |
| Service Charge 97  | 360.00         | 50.00            |
| Service Charge 98  | 360.00         | 150.00           |
| Service Charge 99  | 360.00         | 200.00           |
| Service Charge 100 | 360.00         | 360.00           |

## Call Rates to 101 (Police Non-Emergency)

| Charge-band | Pence per call |
|-------------|----------------|
| ff31        | 15.00          |

## Call Rates to 123 (Speaking Clock)

| Charge-band | Pence per call |
|-------------|----------------|
| Timeline    | 50.00          |

## Call Rates to Satellite Services

These are calls to satellite numbers. Please note that the per minute charges are in '£ per minute' rather than pence per minute.

| Charge-band                    | Connection Fee | £ per minute |
|--------------------------------|----------------|--------------|
| Inmarsat A                     | 19p            | 6.06         |
| Inmarsat B-Sat (incl BGAN)     | 19p            | 3.88         |
| Inmarsat B-Sat High Speed Data | 19p            | 9.70         |
| Inmarsat M-Sat                 | 19p            | 4.03         |
| M4 High Speed Data PSTN/ISDN   | 19p            | 7.20         |
| NA96                           | 19p            | 7.20         |
| Mobiq (Mini-M) / M4 Voice      | 19p            | 2.65         |
| NOW TVphone                    | 19p            | 5.82         |
| Emsat                          | 19p            | 2.23         |
| Thuraya                        | 180p           | 3.61         |
| Navitas                        | 180p           | 0.92         |
| Iridium                        | 180p           | 3.61         |

## International Call Rates

Calls to international destinations are split into 2 call types:

1. International geographic landline calls
2. International mobile and other special / higher rate calls

Numbers that are classified as International mobile and other special / higher rate are listed in the International Specialised Numbers Guide.

## Anytime calls customers

Calls to twenty two popular international landline destinations listed below (and in **purple bold** on the international rate tables that follow) are charged at 2p per minute (for the duration of the call) for customers on the Anytime calls package. A 19p connection fee applies:

|                |                  |         |                            |             |
|----------------|------------------|---------|----------------------------|-------------|
| Australia      | Austria          | Belgium | Canada (inc mobile)        | Cyprus      |
| Czech Republic | Denmark          | France  | Germany                    | Greece      |
| Hungary        | Ireland          | Italy   | Luxembourg                 | Netherlands |
| New Zealand    | Norway           | Poland  | Spain (inc Canary Islands) | Sweden      |
| Switzerland    | USA (inc mobile) |         |                            |             |

| Destination  | GEOGRAPHIC LANDLINE |              |              | MOBILE & OTHER SPECIAL HIGHER RATE |              |              |
|--|---------------------|--------------|--------------|------------------------------------|--------------|--------------|
|  | Daytime             | Evening      | Weekend      | Daytime                            | Evening      | Weekend      |
| Afghanistan  | 133.48              | 127.25       | 127.25       | 164.08                             | 157.85       | 157.85       |
| Albania  | 50.55               | 45.34        | 45.34        | 81.15                              | 75.94        | 75.94        |
| Algeria  | 50.55               | 45.34        | 45.34        | 81.15                              | 75.94        | 75.94        |
| Andorra  | 43.81               | 34.93        | 34.93        | 74.41                              | 65.53        | 65.53        |
| Angola   | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60       | 126.60       |
| Anguilla   | 77.72               | 66.18        | 66.18        | 108.32                             | 96.78        | 96.78        |
| Antarctica Australian Territory                        | 159.11              | 152.27       | 152.27       | 159.11                             | 152.27       | 152.27       |
| Antigua & Barbuda                                      | 26.76               | 24.20        | 24.20        | 57.36                              | 54.80        | 54.80        |
| Antilles (Netherlands)                                 | 76.09               | 61.48        | 61.48        | 106.69                             | 92.08        | 92.08        |
| Argentina  | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34       | 109.34       |
| Armenia  | 100.60              | 82.42        | 82.42        | 131.20                             | 113.02       | 113.02       |
| Aruba  | 76.09               | 61.48        | 61.48        | 106.69                             | 92.08        | 92.08        |
| Ascension Island                                       | 100.60              | 96.00        | 96.00        | 100.60                             | 96.00        | 96.00        |
| <b>Australia (incl. Christmas Is. &amp; Cocos Is.)</b> | <b>28.80</b>        | <b>12.60</b> | <b>12.60</b> | 59.40                              | 43.20        | 43.20        |
| <b>Austria</b>   | <b>32.50</b>        | <b>28.80</b> | <b>28.80</b> | 63.10                              | 59.40        | 59.40        |
| Azerbaijani Republic                                   | 60.46               | 54.23        | 54.23        | 91.06                              | 84.83        | 84.83        |
| Azores   | 27.78               | 23.39        | 23.39        | 58.38                              | 53.99        | 53.99        |
| Bahamas  | 77.72               | 66.18        | 66.18        | 77.72                              | 66.18        | 66.18        |
| Bahrain  | 100.60              | 82.42        | 82.42        | 131.20                             | 113.02       | 113.02       |
| Bangladesh   | 28.60               | 25.02        | 25.02        | 59.20                              | 55.62        | 55.62        |
| Barbados   | 27.80               | 25.20        | 25.20        | 58.40                              | 55.80        | 55.80        |
| Belarus  | 60.46               | 54.23        | 54.23        | 91.06                              | 84.83        | 84.83        |
| <b>Belgium</b>   | <b>22.00</b>        | <b>12.60</b> | <b>12.60</b> | 52.60                              | 43.20        | 43.20        |
| Belize   | 100.60              | 82.42        | 82.42        | 131.20                             | 113.02       | 113.02       |
| Benin  | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34       | 109.34       |
| Bermuda  | 26.76               | 24.20        | 24.20        | 57.36                              | 54.80        | 54.80        |
| Bhutan   | 80.78               | 76.09        | 76.09        | 111.38                             | 106.69       | 106.69       |
| Bolivia  | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60       | 126.60       |
| Bosnia-Herzegovina                                     | 50.55               | 45.34        | 45.34        | 81.15                              | 75.94        | 75.94        |
| Botswana   | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34       | 109.34       |
| Brazil   | 101.80              | 82.40        | 82.40        | 132.40                             | 113.00       | 113.00       |
| Brunei Darussalam                                      | 80.78               | 76.09        | 76.09        | 111.38                             | 106.69       | 106.69       |
| Bulgaria   | 50.55               | 45.34        | 45.34        | 81.15                              | 75.94        | 75.94        |
| Burkina Faso   | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60       | 126.60       |
| Burundi  | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60       | 126.60       |
| Cambodia   | 231.63              | 225.91       | 225.91       | 262.23                             | 256.51       | 256.51       |
| Cameroon   | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34       | 109.34       |
| <b>Canada</b>  | <b>19.40</b>        | <b>12.60</b> | <b>12.60</b> | <b>19.40</b>                       | <b>12.60</b> | <b>12.60</b> |
| <b>Canary Islands</b>                                  | <b>28.80</b>        | <b>24.10</b> | <b>24.10</b> | 59.40                              | 54.70        | 54.70        |
| Cape Verde   | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60       | 126.60       |
| Cayman Islands   | 77.72               | 66.18        | 66.18        | 108.32                             | 96.78        | 96.78        |
| Central African Republic                               | 156.46              | 149.72       | 149.72       | 156.46                             | 149.72       | 149.72       |
| Chad   | 159.11              | 152.27       | 152.27       | 159.11                             | 152.27       | 152.27       |
| Chile  | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34       | 109.34       |
| China  | 26.76               | 24.20        | 24.20        | 57.36                              | 54.80        | 54.80        |
| Colombia   | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60       | 126.60       |
| Comoros  | 133.48              | 127.25       | 127.25       | 164.08                             | 157.85       | 157.85       |
| Congo  | 133.48              | 127.25       | 127.25       | 164.08                             | 157.85       | 157.85       |
| Cook Islands   | 159.11              | 152.27       | 152.27       | 159.11                             | 152.27       | 152.27       |

All call rates are in pence per minute.

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| Destination                                       | GEOGRAPHIC LANDLINE |              |              | MOBILE & OTHER SPECIAL HIGHER RATE |         |         |
|---|---------------------|--------------|--------------|------------------------------------|---------|---------|
|   | Daytime             | Evening      | Weekend      | Daytime                            | Evening | Weekend |
| Costa Rica  | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34  | 109.34  |
| Cote d'Ivoire                                     | 128.27              | 104.27       | 104.27       | 158.87                             | 134.87  | 134.87  |
| Croatia   | 50.55               | 45.34        | 45.34        | 81.15                              | 75.94   | 75.94   |
| Cuba  | 133.48              | 127.25       | 127.25       | 164.08                             | 157.85  | 157.85  |
| <b>Cyprus (including the north of Cyprus)</b>     | <b>28.80</b>        | <b>24.10</b> | <b>24.10</b> | 59.40                              | 54.70   | 54.70   |
| <b>Czech Republic</b>                             | <b>31.25</b>        | <b>27.78</b> | <b>27.78</b> | 61.85                              | 58.38   | 58.38   |
| Democratic Republic of the Congo (formerly Zaire) | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60  | 126.60  |
| <b>Denmark</b>                                    | <b>23.60</b>        | <b>12.60</b> | <b>12.60</b> | 54.20                              | 43.20   | 43.20   |
| Diego Garcia                                      | 204.97              | 199.25       | 199.25       | 204.97                             | 199.25  | 199.25  |
| Djibouti  | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60  | 126.60  |
| Dominica  | 90.69               | 76.09        | 76.09        | 121.29                             | 106.69  | 106.69  |
| Dominican Republic                                | 77.72               | 66.18        | 66.18        | 108.32                             | 96.78   | 96.78   |
| East Timor  | 231.63              | 225.91       | 225.91       | 262.23                             | 256.51  | 256.51  |
| Ecuador   | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60  | 126.60  |
| Egypt   | 99.70               | 86.10        | 86.10        | 130.30                             | 116.70  | 116.70  |
| El Salvador                                       | 128.27              | 104.27       | 104.27       | 158.87                             | 134.87  | 134.87  |
| Equatorial Guinea                                 | 133.48              | 127.25       | 127.25       | 164.08                             | 157.85  | 157.85  |
| Eritrea   | 128.27              | 104.27       | 104.27       | 158.87                             | 134.87  | 134.87  |
| Estonia   | 60.46               | 54.23        | 54.23        | 91.06                              | 84.83   | 84.83   |
| Ethiopia  | 128.27              | 104.27       | 104.27       | 158.87                             | 134.87  | 134.87  |
| Falkland Islands                                  | 100.60              | 96.00        | 96.00        | 100.60                             | 96.00   | 96.00   |
| Faroe Islands                                     | 43.81               | 34.93        | 34.93        | 74.41                              | 65.53   | 65.53   |
| Fiji  | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60  | 126.60  |
| Finland   | 31.25               | 27.78        | 27.78        | 61.85                              | 58.38   | 58.38   |
| <b>France</b>                                     | <b>22.00</b>        | <b>12.60</b> | <b>12.60</b> | 52.60                              | 43.20   | 43.20   |
| French Guiana                                     | 133.48              | 127.25       | 127.25       | 164.08                             | 157.85  | 157.85  |
| French Polynesia                                  | 204.97              | 199.25       | 199.25       | 235.57                             | 229.85  | 229.85  |
| Gabon   | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34  | 109.34  |
| Gambia  | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34  | 109.34  |
| Georgia   | 76.09               | 61.48        | 61.48        | 106.69                             | 92.08   | 92.08   |
| <b>Germany</b>                                    | <b>22.00</b>        | <b>12.60</b> | <b>12.60</b> | 52.60                              | 43.20   | 43.20   |
| Ghana   | 101.80              | 82.40        | 82.40        | 132.40                             | 113.00  | 113.00  |
| Gibraltar   | 27.78               | 23.39        | 23.39        | 58.38                              | 53.99   | 53.99   |
| <b>Greece</b>                                     | <b>16.80</b>        | <b>12.60</b> | <b>12.60</b> | 47.40                              | 43.20   | 43.20   |
| Greenland   | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60  | 126.60  |
| Grenada (inc Carriacou)                           | 26.76               | 24.20        | 24.20        | 57.36                              | 54.80   | 54.80   |
| Guadeloupe  | 100.60              | 82.42        | 82.42        | 131.20                             | 113.02  | 113.02  |
| Guam  | 133.48              | 127.25       | 127.25       | 133.48                             | 127.25  | 127.25  |
| Guatemala   | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34  | 109.34  |
| Guinea  | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60  | 126.60  |
| Guinea Bissau                                     | 159.11              | 152.27       | 152.27       | 159.11                             | 152.27  | 152.27  |
| Guyana  | 128.27              | 104.27       | 104.27       | 158.87                             | 134.87  | 134.87  |
| Haiti   | 120.00              | 96.51        | 96.51        | 150.60                             | 127.11  | 127.11  |
| Honduras  | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34  | 109.34  |
| Hong Kong   | 13.99               | 9.60         | 9.60         | 13.99                              | 9.60    | 9.60    |
| <b>Hungary</b>                                    | <b>31.25</b>        | <b>27.78</b> | <b>27.78</b> | 61.85                              | 58.38   | 58.38   |
| Iceland   | 50.55               | 45.34        | 45.34        | 81.15                              | 75.94   | 75.94   |
| India   | 29.90               | 26.20        | 26.20        | 60.50                              | 56.80   | 56.80   |
| Indonesia   | 78.74               | 76.09        | 76.09        | 109.34                             | 106.69  | 106.69  |

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| Destination                      | GEOGRAPHIC LANDLINE |              |              | MOBILE & OTHER SPECIAL HIGHER RATE |         |         |
|----------------------------------|---------------------|--------------|--------------|------------------------------------|---------|---------|
|                                  | Daytime             | Evening      | Weekend      | Daytime                            | Evening | Weekend |
| Iran                             | 128.27              | 104.27       | 104.27       | 158.87                             | 134.87  | 134.87  |
| Iraq                             | 128.27              | 104.27       | 104.27       | 158.87                             | 134.87  | 134.87  |
| <b>Ireland</b>                   | <b>18.30</b>        | <b>12.60</b> | <b>12.60</b> | 48.90                              | 43.20   | 43.20   |
| Israel                           | 63.00               | 56.70        | 56.70        | 93.60                              | 87.30   | 87.30   |
| <b>Italy (inc. Vatican City)</b> | <b>26.20</b>        | <b>12.60</b> | <b>12.60</b> | 56.80                              | 43.20   | 43.20   |
| Jamaica                          | 27.80               | 25.20        | 25.20        | 58.40                              | 55.80   | 55.80   |
| Japan                            | 11.44               | 7.76         | 7.76         | 42.04                              | 38.36   | 38.36   |
| Jordan                           | 125.21              | 107.95       | 107.95       | 155.81                             | 138.55  | 138.55  |
| Kazakhstan                       | 78.74               | 74.04        | 74.04        | 109.34                             | 104.64  | 104.64  |
| Kenya                            | 101.80              | 82.40        | 82.40        | 132.40                             | 113.00  | 113.00  |
| Kiribati                         | 159.11              | 152.27       | 152.27       | 159.11                             | 152.27  | 152.27  |
| Korea PDR (North)                | 159.11              | 152.27       | 152.27       | 159.11                             | 152.27  | 152.27  |
| Korea Republic (South)           | 80.78               | 76.09        | 76.09        | 111.38                             | 106.69  | 106.69  |
| Kuwait                           | 100.60              | 82.42        | 82.42        | 131.20                             | 113.02  | 113.02  |
| Kyrgyz Republic                  | 78.74               | 74.04        | 74.04        | 109.34                             | 104.64  | 104.64  |
| Laos                             | 156.46              | 149.72       | 149.72       | 187.06                             | 180.32  | 180.32  |
| Latvia                           | 60.46               | 54.23        | 54.23        | 91.06                              | 84.83   | 84.83   |
| Lebanon                          | 125.21              | 107.95       | 107.95       | 155.81                             | 138.55  | 138.55  |
| Lesotho                          | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34  | 109.34  |
| Liberia                          | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34  | 109.34  |
| Libya                            | 50.55               | 45.34        | 45.34        | 81.15                              | 75.94   | 75.94   |
| Liechtenstein                    | 22.88               | 21.86        | 21.86        | 53.48                              | 52.46   | 52.46   |
| Lithuania                        | 60.46               | 54.23        | 54.23        | 91.06                              | 84.83   | 84.83   |
| <b>Luxembourg</b>                | <b>22.90</b>        | <b>21.40</b> | <b>21.40</b> | 53.50                              | 52.00   | 52.00   |
| Macao                            | 80.78               | 76.09        | 76.09        | 111.38                             | 106.69  | 106.69  |
| Macedonia                        | 50.55               | 45.34        | 45.34        | 81.15                              | 75.94   | 75.94   |
| Madagascar                       | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60  | 126.60  |
| Madeira                          | 27.78               | 23.39        | 23.39        | 58.40                              | 53.70   | 53.70   |
| Malawi                           | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34  | 109.34  |
| Malaysia                         | 48.51               | 45.34        | 45.34        | 79.11                              | 75.94   | 75.94   |
| Maldives                         | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60  | 126.60  |
| Mali                             | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60  | 126.60  |
| Malta                            | 31.25               | 27.78        | 27.78        | 61.85                              | 58.38   | 58.38   |
| Marshall Island                  | 159.11              | 152.27       | 152.27       | 159.11                             | 152.27  | 152.27  |
| Martinique                       | 100.60              | 82.42        | 82.42        | 131.20                             | 113.02  | 113.02  |
| Mauritania                       | 133.48              | 127.25       | 127.25       | 164.08                             | 157.85  | 157.85  |
| Mauritius                        | 128.27              | 104.27       | 104.27       | 158.87                             | 134.87  | 134.87  |
| Mayotte                          | 128.27              | 104.27       | 104.27       | 158.87                             | 134.87  | 134.87  |
| Mexico                           | 80.78               | 76.09        | 76.09        | 111.38                             | 106.69  | 106.69  |
| Micronesia                       | 159.11              | 152.27       | 152.27       | 159.11                             | 152.27  | 152.27  |
| Moldova                          | 76.09               | 61.48        | 61.48        | 106.69                             | 92.08   | 92.08   |
| Monaco                           | 41.16               | 32.27        | 32.27        | 71.76                              | 62.87   | 62.87   |
| Mongolia                         | 156.46              | 149.72       | 149.72       | 187.06                             | 180.32  | 180.32  |
| Montenegro                       | 50.55               | 45.34        | 45.34        | 81.15                              | 75.94   | 75.94   |
| Montserrat                       | 90.69               | 76.09        | 76.09        | 121.29                             | 106.69  | 106.69  |
| Morocco                          | 50.55               | 45.34        | 45.34        | 81.15                              | 75.94   | 75.94   |
| Mozambique                       | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60  | 126.60  |
| Myanmar (formerly Burma)         | 133.48              | 127.25       | 127.25       | 164.08                             | 157.85  | 157.85  |
| Namibia                          | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34  | 109.34  |

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| Destination                              | GEOGRAPHIC LANDLINE |              |              | MOBILE & OTHER SPECIAL HIGHER RATE |         |         |
|--|---------------------|--------------|--------------|------------------------------------|---------|---------|
|  | Daytime             | Evening      | Weekend      | Daytime                            | Evening | Weekend |
| Nauru                                    | 159.11              | 152.27       | 152.27       | 159.11                             | 152.27  | 152.27  |
| Nepal                                    | 80.78               | 76.09        | 76.09        | 111.38                             | 106.69  | 106.69  |
| <b>Netherlands</b>                       | <b>22.00</b>        | <b>12.60</b> | <b>12.60</b> | 52.60                              | 43.20   | 43.20   |
| New Caledonia                            | 204.97              | 199.25       | 199.25       | 235.57                             | 229.85  | 229.85  |
| <b>New Zealand (inc Chatham Islands)</b> | <b>37.20</b>        | <b>27.80</b> | <b>27.80</b> | 67.80                              | 58.40   | 58.40   |
| Nicaragua                                | 128.27              | 104.27       | 104.27       | 158.87                             | 134.87  | 134.87  |
| Niger                                    | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60  | 126.60  |
| Nigeria                                  | 82.40               | 77.70        | 77.70        | 113.00                             | 108.30  | 108.30  |
| Niue                                     | 156.46              | 149.72       | 149.72       | 156.46                             | 149.72  | 149.72  |
| Norfolk Island                           | 133.48              | 127.25       | 127.25       | 133.48                             | 127.25  | 127.25  |
| Northern Marianas                        | 128.27              | 104.27       | 104.27       | 128.27                             | 104.27  | 104.27  |
| <b>Norway</b>                            | <b>28.80</b>        | <b>12.60</b> | <b>12.60</b> | 59.40                              | 43.20   | 43.20   |
| Oman                                     | 100.59              | 82.42        | 82.42        | 131.19                             | 113.02  | 113.02  |
| Pakistan                                 | 29.90               | 26.20        | 26.20        | 60.50                              | 56.80   | 56.80   |
| Palau                                    | 159.11              | 152.27       | 152.27       | 159.11                             | 152.27  | 152.27  |
| Palestinian National Authority           | 60.46               | 54.23        | 54.23        | 91.06                              | 84.83   | 84.83   |
| Panama                                   | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34  | 109.34  |
| Papua New Guinea                         | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60  | 126.60  |
| Paraguay                                 | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34  | 109.34  |
| Peru                                     | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34  | 109.34  |
| Philippines                              | 84.50               | 79.80        | 79.80        | 115.10                             | 110.40  | 110.40  |
| <b>Poland</b>                            | <b>32.50</b>        | <b>28.80</b> | <b>28.80</b> | 63.10                              | 59.40   | 59.40   |
| Portugal                                 | 27.80               | 23.10        | 23.10        | 58.40                              | 53.70   | 53.70   |
| Puerto Rico                              | 58.93               | 50.55        | 50.55        | 58.93                              | 50.55   | 50.55   |
| Qatar                                    | 100.60              | 82.42        | 82.42        | 131.20                             | 113.02  | 113.02  |
| Reunion                                  | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60  | 126.60  |
| Rodriguez Islands                        | 133.48              | 127.25       | 127.25       | 133.48                             | 127.25  | 127.25  |
| Romania                                  | 60.46               | 54.23        | 54.23        | 91.06                              | 84.83   | 84.83   |
| Ross Island                              | 77.72               | 66.18        | 66.18        | 77.72                              | 66.18   | 66.18   |
| Russian Federation (inc Nakhodka)        | 63.00               | 56.70        | 56.70        | 93.60                              | 87.30   | 87.30   |
| Rwandese Republic                        | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60  | 126.60  |
| Samoa (US)                               | 159.11              | 152.27       | 152.27       | 159.11                             | 152.27  | 152.27  |
| Samoa (Western)                          | 204.97              | 199.25       | 199.25       | 235.57                             | 229.85  | 229.85  |
| San Marino                               | 50.55               | 45.34        | 45.34        | 50.55                              | 45.34   | 45.34   |
| Sao Tome & Principe                      | 159.11              | 152.27       | 152.27       | 189.71                             | 182.87  | 182.87  |
| Saudi Arabia                             | 79.80               | 64.00        | 64.00        | 110.40                             | 94.60   | 94.60   |
| Senegal                                  | 128.27              | 104.27       | 104.27       | 158.87                             | 134.87  | 134.87  |
| Serbia                                   | 50.55               | 45.34        | 45.34        | 81.15                              | 75.94   | 75.94   |
| Seychelles                               | 128.27              | 104.27       | 104.27       | 158.87                             | 134.87  | 134.87  |
| Sierra Leone                             | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34  | 109.34  |
| Singapore                                | 22.37               | 17.67        | 17.67        | 52.97                              | 48.27   | 48.27   |
| Sint Maarten                             | 76.09               | 61.48        | 61.48        | 106.69                             | 92.08   | 92.08   |
| Slovak Republic                          | 31.25               | 27.78        | 27.78        | 61.85                              | 58.38   | 58.38   |
| Slovenia                                 | 50.55               | 45.34        | 45.34        | 81.15                              | 75.94   | 75.94   |
| Solomon Islands                          | 159.11              | 152.27       | 152.27       | 159.11                             | 152.27  | 152.27  |
| Somalia                                  | 159.11              | 152.27       | 152.27       | 189.71                             | 182.87  | 182.87  |
| South Africa                             | 63.00               | 55.60        | 55.60        | 93.60                              | 86.20   | 86.20   |
| South Sudan                              | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34  | 109.34  |
| <b>Spain (inc the Balearic Islands)</b>  | <b>26.20</b>        | <b>12.60</b> | <b>12.60</b> | 56.80                              | 43.20   | 43.20   |

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| Destination                                | GEOGRAPHIC LANDLINE |              |              | MOBILE & OTHER SPECIAL HIGHER RATE |              |              |
|--|---------------------|--------------|--------------|------------------------------------|--------------|--------------|
|  | Daytime             | Evening      | Weekend      | Daytime                            | Evening      | Weekend      |
| Sri Lanka                                  | 96.00               | 84.46        | 84.46        | 126.60                             | 115.06       | 115.06       |
| St Helena                                  | 156.46              | 149.72       | 149.72       | 156.46                             | 149.72       | 149.72       |
| St Kitts & Nevis (formerly St Christopher) | 77.72               | 66.18        | 66.18        | 108.32                             | 96.78        | 96.78        |
| St Lucia                                   | 26.76               | 24.20        | 24.20        | 57.36                              | 54.80        | 54.80        |
| St Pierre & Miquelon                       | 77.72               | 66.18        | 66.18        | 108.32                             | 96.78        | 96.78        |
| St Vincent & the Grenadines                | 77.72               | 66.18        | 66.18        | 108.32                             | 96.78        | 96.78        |
| Sudan                                      | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34       | 109.34       |
| Suriname                                   | 151.76              | 121.53       | 121.53       | 182.36                             | 152.13       | 152.13       |
| Swaziland                                  | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34       | 109.34       |
| <b>Sweden</b>                              | <b>22.00</b>        | <b>19.90</b> | <b>19.90</b> | 52.60                              | 50.50        | 50.50        |
| <b>Switzerland</b>                         | <b>22.00</b>        | <b>12.60</b> | <b>12.60</b> | 52.60                              | 43.20        | 43.20        |
| Syria                                      | 125.21              | 107.95       | 107.95       | 155.81                             | 138.55       | 138.55       |
| Taiwan                                     | 80.78               | 76.09        | 76.09        | 111.38                             | 106.69       | 106.69       |
| Tajikstan                                  | 100.60              | 96.00        | 96.00        | 131.20                             | 126.60       | 126.60       |
| Tanzania                                   | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34       | 109.34       |
| Thailand                                   | 82.40               | 79.80        | 79.80        | 113.00                             | 110.40       | 110.40       |
| Togolese Republic                          | 128.27              | 104.27       | 104.27       | 158.87                             | 134.87       | 134.87       |
| Tokelau                                    | 204.97              | 199.25       | 199.25       | 204.97                             | 199.25       | 199.25       |
| Tonga                                      | 156.46              | 149.72       | 149.72       | 187.06                             | 180.32       | 180.32       |
| Trinidad & Tobago                          | 26.76               | 24.20        | 24.20        | 57.36                              | 54.80        | 54.80        |
| Tristan Da Cunha                           | 231.63              | 225.91       | 225.91       | 231.63                             | 225.91       | 225.91       |
| Tunisia                                    | 50.55               | 45.34        | 45.34        | 81.15                              | 75.94        | 75.94        |
| Turkey                                     | 28.80               | 24.10        | 24.10        | 59.40                              | 54.70        | 54.70        |
| Turkmenistan                               | 94.88               | 87.63        | 87.63        | 125.48                             | 118.23       | 118.23       |
| Turks & Caicos Is                          | 90.69               | 76.09        | 76.09        | 121.29                             | 106.69       | 106.69       |
| Tuvalu                                     | 159.11              | 152.27       | 152.27       | 159.11                             | 152.27       | 152.27       |
| Uganda                                     | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34       | 109.34       |
| Ukraine                                    | 60.46               | 54.23        | 54.23        | 91.06                              | 84.83        | 84.83        |
| United Arab Emirates                       | 79.80               | 64.00        | 64.00        | 110.40                             | 94.60        | 94.60        |
| Uruguay                                    | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34       | 109.34       |
| <b>USA</b>                                 | <b>18.30</b>        | <b>12.60</b> | <b>12.60</b> | <b>18.30</b>                       | <b>12.60</b> | <b>12.60</b> |
| Uzbekistan                                 | 78.74               | 74.04        | 74.04        | 109.34                             | 104.64       | 104.64       |
| Vanuatu                                    | 159.11              | 152.27       | 152.27       | 189.71                             | 182.87       | 182.87       |
| Venezuela                                  | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34       | 109.34       |
| Vietnam                                    | 156.46              | 149.72       | 149.72       | 187.06                             | 180.32       | 180.32       |
| Virgin Islands (UK)                        | 77.72               | 66.18        | 66.18        | 108.32                             | 96.78        | 96.78        |
| Virgin Islands (US)                        | 77.72               | 66.18        | 66.18        | 77.72                              | 66.18        | 66.18        |
| Wallis and Futuna                          | 203.95              | 193.53       | 193.53       | 203.95                             | 193.53       | 193.53       |
| Yemen (formerly Yemen AR and Yemen PDR)    | 128.27              | 104.27       | 104.27       | 158.87                             | 134.87       | 134.87       |
| Zambia                                     | 97.02               | 78.74        | 78.74        | 127.62                             | 109.34       | 109.34       |
| Zimbabwe                                   | 101.80              | 82.40        | 82.40        | 132.40                             | 113.00       | 113.00       |

All call rates are in pence per minute.

A 19p connection fee applies to all international calls.

## Reverse Charge Calls

This section only applies to customers who take line rental from NOW TV.

A Reverse Charge call is made when somebody phones you at home and requests that you pay the cost of the call.

Reverse Charge calls can be made from landlines, mobiles and payphones in the UK and abroad and you will be charged different rates depending on where the call is made from.

### UK Reverse Charge Calls

The cost of a UK Reverse Charge call is divided into two parts: a service charge and a charging rate. The cost of the call is dependent on the type of the line the call was made from.

These charges are also applied when a customer receives a call from somebody using the 0800 REVERSE service.

| Type of line - origin of call | Service Charge | Call Charge (pence per minute) |
|-------------------------------|----------------|--------------------------------|
| UK landline                   | £5.31          | 40.85 <sup>1</sup>             |
| UK payphone                   | £5.31          | 255.32                         |
| UK mobile                     | £5.31          | 255.32                         |

<sup>1</sup> Charges are for each minute or part thereof. The minimum charge is for 5 minutes.  
The time duration of a call includes the time element for setting up and disconnecting the call on the BT network.

### International Reverse Charge Calls

International Reverse Charge calls are sometimes known as Collect Calls.

The cost of an International Reverse Charge call is divided into two parts: a service charge and a pence per minute charged rate. The cost of the the call depends on which country the call was made from and which charge-band that country is in.

The following table shows the International Call Bands and the cost incurred for accepting a Reverse Charge call from each of those call bands. Please refer to the International Specialised Numbers Guide to see which charge-band a country is in.

| Type of line - origin of call | Service Charge | Call Charge (pence per minute) |
|-------------------------------|----------------|--------------------------------|
| IR*                           | £6.43          | 91.91                          |
| A*                            | £10.52         | 245.11                         |
| B*                            | £10.52         | 357.45                         |
| C*                            | £10.52         | 561.70                         |
| D*                            | £10.52         | 612.77                         |
| BT B-Sat (inc. BGAN)*         | £10.52         | 776.17                         |
| BT M-Sat*                     | £10.52         | 776.17                         |
| Navitas                       | £10.52         | 561.70                         |

Only applies to customers who take line rental from NOW TV.  
\*Charges are for each minute or part thereof. The minimum charge is for 5 minutes.  
Call durations are rounded up to the next whole minute and the call charge is rounded up to the nearest penny.  
The time duration of a call includes the time element for setting up and disconnecting the call on the BT network.

## Operator Connected Calls

Customers may use an operator to connect calls to many destinations in the UK and abroad. Customers should be aware that the costs of making calls through an operator are often higher than making the calls direct, so customers should try to make direct calls whenever possible. This is not the case for the Special Assistance Operator.

The different operators available to call are:

| Operator Type      | Number  |
|--------------------|---------|
| UK                 | 100     |
| International      | 155     |
| Special Assistance | 198/195 |

There is no charge for making a call to an operator. Charges only apply if the operator then connects your call to a subsequent destination.

Charges for these calls generally have two parts: an Operator Service Charge for connecting the call which is a fixed amount for each call, and a Call Charge based on the type and duration of the call.

### Operator Connected Calls to UK Numbers

Customers can easily make calls via an operator in the UK to the destinations in the following table. Customers cannot make Operator Calls to premium rate numbers. Customers who connect to directory enquiries via the 100 Operator will be charged as though they had made the call direct to the directory enquiry service.

| Charge-band                      | Service Charge | Call Charge (pence per minute) |
|----------------------------------|----------------|--------------------------------|
| UK landline (01, 02), 03 and g21 | £6.43          | 91.91                          |
| 0870                             | £6.43          | 91.91                          |
| 0845                             | £10.52         | 245.11                         |
| UK mobile                        | £10.52         | 357.45                         |
| g6                               | £10.52         | 561.70                         |
| 084, '087                        | £10.52         | 561.70                         |
| Personal Numbers (070)           | £10.52         | 612.77                         |

Only applies to customers who take line rental from NOW TV.

Charges are for each minute or part thereof. The minimum charge is for 5 minutes.

Call durations are rounded up to the next whole minute and the call charge is rounded up to the nearest penny.

An Access Charge and Service Charge does not apply to Operator Connected Calls.

## Operator Connected Calls to International Numbers

The cost of an International Operator Connected Call depends on which charge-band the destination country is in. Please see the table below for a list of international charge-bands and rates. Please refer to the International Specialised Numbers Guide to see which charge-band a particular country is in.

Operator Connected Calls to most international mobile telephones will be charged at 25p per minute more than the landline rate. Operator Connected Calls to some international mobile destinations (e.g. USA, Canada, Hong Kong) are charged at the same rate as a landline call.

Customers who connect to directory enquiries via the 155 International Operator will be charged as though they had made the call direct to the directory enquiries service.<sup>2</sup>

For details of Operator Calls from Northern Ireland to the Republic of Ireland see page 21.

| Charge-band               | Service Charge | Call Charge (pence per minute) | Mobile Call Rate (pence per minute) |
|---------------------------|----------------|--------------------------------|-------------------------------------|
| IR*                       | £6.43          | 81.70                          | 107.23                              |
| A*                        | £6.43          | 81.70                          | 107.23                              |
| B*                        | £6.43          | 117.45                         | 142.98                              |
| C*                        | £6.43          | 158.30                         | 183.83                              |
| D*                        | £6.43          | 311.49                         | 337.02                              |
| E*                        | £6.43          | 204.26                         | 229.79                              |
| B-Sat (inc BGAN)          | £6.43          | 837.45                         | N/A                                 |
| M-Sat                     | £6.43          | 837.45                         | N/A                                 |
| Mobiq (Mini-M) / M4 Voice | £6.43          | 837.45                         | N/A                                 |
| NOW TVphone               | £6.43          | 837.45                         | N/A                                 |
| Navitas                   | £6.43          | 158.30                         | N/A                                 |
| Emsat                     | £6.43          | 837.45                         | N/A                                 |
| Iridium                   | £6.43          | 837.45                         | N/A                                 |
| Thuraya                   | £6.43          | 837.45                         | N/A                                 |

Only applies to customers who take line rental from NOW TV.

Call durations are rounded up to the next whole minute and the call charge is rounded up to the nearest penny.

\*Charges are for each minute or part thereof. The minimum charge is for 5 minutes.

## Special Assistance Operator Connected Calls

Customers that require special assistance may dial 198 (or 195 Blind and Disabled) to connect to many destinations via an operator. There is no charge for making the call to the 198/195 Special Assistance Operator. Customers will be charged standard NOW TV Calls rates for these calls depending on which call package they are on: Pay as you use calls, Evening & weekend calls or Anytime calls.

Customers who connect to Directory Enquiries via the 198 Special Assistance Operator will be charged as though that had made the call direct to the directory enquiry service.

## Operator Charge for Alarm Calls

| Origin of Call                                    | Service Charge |
|---|----------------|
| Alarm Call Operator Service for booking each Call | £8.50          |

## Rebates for Text Relay

The cost of a text relay call will be no more than the equivalent price had the call been made directly without the use of a relay service. A rebate is applied to the text element of calls originating via 18001 or 18002, when either or both ends are in text mode.

| Making a call from a textphone | Making a call from a telephone |
|--------------------------------|--------------------------------|
| Dial 18001 + number            | Dial 18002 + number            |
| Dial 18000 for EMERGENCY call  |                                |

| Call Type  | Rebate |
|--|--------|
| Dial 18001 + number  | 60%    |
| UK Mobile  | 20%    |
| Directory Enquiries  | 0%     |
| International Directory Enquiries                                      | 0%     |
| International  | 0%     |
| Premium Rate   | 0%     |
| Personal Numbers   | 0%     |
| All other calls  | 0%     |
| Calls charged through a third party will be charged by the third party | 0%     |
| Non-geographic national calls (other than 0870 numbers)                | 0%     |

## Calls Between the Republic of Ireland and Northern Ireland

Calls between the three countries in mainland UK (England, Scotland and Wales) to the Republic of Ireland are categorised as international calls. Please see pages 12-16 for international rates.

Calls made from Northern Ireland to Republic of Ireland geographic numbers are charged at national rates. Please see page 2 for standard UK rates.

## Reverse Charge Calls

Reverse Charge calls to a landline telephone in Northern Ireland from landline telephones in the Republic of Ireland are charged as if they were a Reverse Charge call in the mainland UK.

## Operator Connected Calls

Operator Connected Calls from from a NOW TV Calls phone in Northern Ireland to the Republic of Ireland are charged as if they were a mainland UK Operator Connected Call.

Operator Connected Calls from Northern Ireland to mobile phones registered in the Republic of Ireland will be charged at the same rate as Operator Connected Calls from the mainland UK to mobile telephones registered in the Republic of Ireland.

## Special Assistance Operator Connected Calls

Special Assistance Operator Connected Calls from a NOW TV Calls phone in Northern Ireland to a landline telephone in the Republic of Ireland are charged as if they were a mainland UK Special Assistance Operator Connected call.

Special Assistance Operator Connected Calls from Northern Ireland to mobile telephones registered in the Republic of Ireland will be charged at the same rate as Special Assistance Operator Connected Calls from the mainland UK to mobile telephones registered in the Republic of Ireland.