

# NOW Calls

## Detailed Call Costs

Pay as you use calls  
Evening & weekend calls  
Anytime calls

Prices effective from 1 May 2024

In this guide, you'll find rates for UK and international calls for all three of the NOW 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)

Now provides three talk packages: 'pay as you use' is the default package and does not include any inclusive calls, 'Evening and weekend calls', and 'Anytime calls'.

Package	Monthly Price	Inclusive	UK Calls <sup>1</sup>	UK Mobile <sup>2</sup>	084, 087, 09 and 118 Numbers	International
Pay as you use calls	<b>£0</b> a month	<b>All Day</b> Monday to Sunday	27p per minute	27p per minute	15p per minute Access Charge plus Service Charge	See pages 10-12 of this Guide
Evening & weekend calls	<b>£4</b> a month	<b>Daytime</b> Monday to Friday 7am to 7pm	27p per minute	27p per minute	15p per minute Access Charge plus Service Charge	See pages 10-12 of this Guide
Evening & weekend calls	<b>£4</b> a month	<b>Evening</b> Monday to Friday After 7pm & before 7am	Inclusive	Inclusive	15p per minute Access Charge plus Service Charge	See pages 10-12 of this Guide
Evening & weekend calls	<b>£4</b> a month	<b>Weekend</b> All day Saturday and Sunday	Inclusive	Inclusive	15p per minute Access Charge plus Service Charge	See pages 10-12 of this Guide
Anytime calls	<b>£8</b> a month	<b>All Day</b> Monday to Sunday	Inclusive	Inclusive	15p per minute Access Charge plus Service Charge	See pages 10-12 of this Guide

## Footnotes

A 25p connection fee applies to all non-inclusive UK landline, UK mobile calls and international calls (excluding EU landline + mobile).

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 27 pence per minute 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 landlines to Republic of Ireland landlines are charged at UK rates less call connection fee. 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 27 pence per minute at any time of the day, or hang up and redial as often as you like.

Daytime calls: Monday to Friday 7am to 7pm. Evening calls: Monday to Friday 7pm to 7am. Weekend calls: all day Saturday and Sunday. Subject to Acceptable Use Policy – see [help.nowtv.com/calls](http://help.nowtv.com/calls). 070 Personal Numbering, 076 Paging and 076 Isle of Man numbers do not constitute UK Mobile - see pages 7-8 for call rates.

## NOW Broadband Line Rental

NOW Calls customers must take line rental from NOW Broadband (£0.00 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
1471 - Return call	Press 3 to return the call after you discover which number dialled you last	20p per use - and any relevant call charges
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.	No extra charge
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
Reminder call	Set up an incoming call to remind yourself about birthdays, appointments or meetings.	39p per use
Three-way calling	Enable a three-way call to be established.	69p per use

### Footnotes

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

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

NOW Calls and NOW Broadband line rental: NOW Calls is only available to customers paying by credit or debit card. NOW Broadband 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 Calls contact centres are free for NOW Calls customers. If you're not with NOW 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 whereby the Service Charge aspect of the call 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 25p (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 all EU numbers (connection fee of 19p for EU Higher Rate numbers).

## Calls to Service Numbers

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

An access charge of 15p 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.

## Call Rates to Pager and Voice Messaging Services

Charge-band	Daytime	Evening	Weekend
R rate	8.07	4.02	3.01

A 25p connection fee applies to all calls.  
All call rates are in pence per minute.

Charge-band	Daytime	Evening	Weekend
ft3	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

A 25p 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	27.00	27.00	27.00

A 25p connection fee applies to all calls.  
All call rates are in pence per minute.

## Call Rates to Isle of Man Mobiles

Calls to Isle of Man Mobiles are charged at separate rates to UK Mobiles.

Charge-Band	Daytime	Evening	Weekend
Isle of Man Mob	27.00	27.00	27.00

A 25p 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>	27.00	27.00	27.00

1. 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 25p 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 to freephone numbers (which begin 0800, 00800, 0808 or 116) are free from 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 Calls charges you for these calls

Charge-band	Pence per minute
Access Charge	15.00

Applies to non-inclusive calls only

A **service charge** - this is the rest of the call charge.

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	0.00
Service Charge 2	0	1.00
Service Charge 3	0	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 68	0.00	243.00
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
Service Charge 88	365.00	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 69	350.00	10.00
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	243.00	243.00
Service Charge 71	260.00	210.00
Service Charge 72	276.00	177.00
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	300.00	130.00
Service Charge 89	1198.00	599.00
Service Charge 90	1398.00	699.00
Service Charge 91	1598.00	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 Helpline numbers and Emergency Services

Charge-band	Number	Pence per call
Non Emergency Police	101	Free
Electricity Helpline	105	Free
NHS Helpline	111	Free
Emergency services	999 or 112	Free
Helpline numbers	116	Free
Fraudline (Bank helpline)	159	Free

## Call Rates to 123 (Speaking Clock)

Charge-band	Pence per call
Speaking Clock	50

## 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	25p	6.06
Inmarsat B-Sat (incl BGAN)	25p	3.88
Inmarsat B-Sat High Speed Data	25p	9.70
Inmarsat M-Sat	25p	4.03
M4 High Speed Data PSTN/ISDN	25p	7.20
NA96	25p	7.20
Mobiq (Mini-M) / M4 Voice	25p	2.65
NOW TVphone	25p	5.82
Emsat	25p	2.23
Thuraya	180p	3.61
Navitas	180p	0.92
Iridium	180p	3.61

## International Landlines , Mobile & Higher Rate call-rates – EU & Non-EU destination bandings

Calls to international destinations are split into bands A, B, C, D & E, as per the table below.

Numbers that are classified as "International non-EU mobile and other special / higher rate" and "International EU special/higher rates" are listed in the International Specialised Numbers Guide.

Connection Fees:

Band A: Connection fee 25p

Band B: Calls from Northern Ireland geographic landlines to Republic of Ireland geographic landlines have no connection fee. All other calls to geographic landlines and mobiles in the Republic of Ireland have a 25p connection fee.

Band C: Calls to EU geographic landlines and mobiles have no connection fee . Calls to EU Special/Higher Rates have a 19p connection fee

Band D: Connection fee 25p

Band E: Connection fee 25p

## International Destinations

Band	Destination	Rate (pence per minute)
A	Isle of Man	27.00
A	Jersey	27.00
A	Guernsey	27.00
B	Ireland (Republic of)	27.00
C	Austria	27.00
C	Azores	27.00
C	Belgium	27.00
C	Bulgaria	27.00
C	Canary Islands	27.00
C	Croatia	27.00
C	Cyprus (Includes North)	27.00
C	Czech Republic	27.00
C	Denmark	27.00
C	Estonia	27.00
C	Finland	27.00
C	France	27.00
C	French Guiana	27.00
C	Germany	27.00
C	Gibraltar	27.00
C	Greece	27.00
C	Guadeloupe (Saint Barthélemy & Saint Martin)	27.00
C	Hungary	27.00
C	Iceland	27.00
C	Ireland (Republic of)	27.00
C	Italy (Includes Vatican City)	27.00
C	Latvia	27.00
C	Liechtenstein	27.00
C	Lithuania	27.00
C	Luxembourg	27.00
C	Malta	27.00
C	Martinique	27.00
C	Mayotte	27.00
C	Netherlands	27.00
C	Norway	27.00
C	Poland	27.00
C	Portugal (Includes Maderia)	27.00
C	Reunion	27.00
C	Romania	27.00
C	Slovak Republic	27.00
C	Slovenia	27.00
C	Spain (inc the Balearic Islands)	27.00
C	Sweden	27.00
D	Andorra	30.00
D	Australia (incl. Christmas Is. & Cocos Is.)	30.00
D	Bangladesh	30.00
D	Barbados	30.00
D	Bermuda	30.00
D	Brazil	30.00
D	Canada	30.00
D	China	30.00
D	Diego Garcia	30.00
D	East Timor	30.00
D	Egypt	30.00
D	Faroe Islands	30.00
D	Ghana	30.00
D	India	30.00
D	Iran	30.00
D	Israel	30.00
D	Jamaica	30.00
D	Japan	30.00
D	Kenya	30.00
D	Malaysia	30.00
D	Marshall Island	30.00
D	Mexico	30.00
D	Monaco	30.00
D	New Zealand (inc Chatham Islands)	30.00
D	Nigeria	30.00
D	Pakistan	30.00
D	Palau (The Republic of)	30.00
D	Philippines	30.00
D	Qatar	30.00
D	Russian Federation (inc Nakhodka)	30.00
D	San Marino	30.00
D	Saudi Arabia	30.00
D	Singapore	30.00
D	South Africa	30.00
D	Sri Lanka	30.00
D	St Lucia	30.00
D	St Pierre & Miquelon	30.00
D	Switzerland	30.00
D	Thailand	30.00
D	Trinidad & Tobago	30.00
D	Tristan Da Cunha	30.00
D	Turkey	30.00
D	United Arab Emirates	30.00
D	USA	30.00
D	Wallis and Futuna	30.00
D	Yemen (formerly Yemen AR and Yemen PDR)	30.00
E	Afghanistan	60.00
E	Albania	60.00
E	Algeria	60.00
E	Angola	60.00
E	Anguilla	60.00
E	Antarctica Australian Territory	60.00
E	Antigua & Barbuda	60.00
E	Antilles (Netherlands)	60.00
E	Argentina	60.00
E	Armenia	60.00
E	Aruba	60.00

E	Ascension Island	60.00
E	Azerbaijani Republic	60.00
E	Bahamas	60.00
E	Bahrain	60.00
E	Belarus	60.00
E	Belize	60.00
E	Benin	60.00
E	Bhutan	60.00
E	Bolivia	60.00
E	Bosnia-Herzegovina	60.00
E	Botswana	60.00
F	Brunei Darussalam	60.00
F	Burkina Faso	60.00
E	Burundi	60.00
E	Cambodia (Kingdom of)	60.00
E	Cameroon	60.00
E	Cape Verde	60.00
E	Cayman Islands	60.00
E	Central African Republic	60.00
E	Chad	60.00
E	Chile	60.00
E	Colombia	60.00
E	Comoros	60.00
E	Congo	60.00
E	Cook Islands	60.00
E	Costa Rica	60.00
E	Cote d'Ivoire	60.00
E	Cuba	60.00
E	Democratic Republic of the Congo (formerly Zaire)	60.00
E	Djibouti	60.00
E	Dominica	60.00
E	Dominican Republic	60.00
E	Ecuador	60.00
E	El Salvador	60.00
E	Equatorial Guinea	60.00
E	Eritrea	60.00
E	Ethiopia (Federal Democratic Republic of)	60.00
E	Falkland Islands	60.00
E	Fiji	60.00
E	French Polynesia	60.00
E	Gabon	60.00
E	Gambia	60.00
E	Georgia	60.00
E	Greenland	60.00
E	Grenada (inc. Carriacou)	60.00
E	Guam	60.00
E	Guatemala	60.00
E	Guinea	60.00
E	Guinea Bissau	60.00
E	Guyana	60.00
E	Haiti	60.00
E	Honduras	60.00
E	Hong Kong	60.00
E	Indonesia	60.00
E	Iraq	60.00
E	Jordan	60.00
E	Kazakhstan	60.00
E	Kiribati	60.00
E	Korea PDR (North)	60.00
E	Korea Republic (South)	60.00
E	Kuwait	60.00
E	Kyrgyz Republic	60.00
E	Laos	60.00
E	Lebanon	60.00
E	Lesotho	60.00
E	Liberia	60.00
E	Libya	60.00
E	Macao	60.00
E	Macedonia	60.00
E	Madagascar	60.00
E	Malawi (The Republic of)	60.00
E	Maldives	60.00
E	Mali	60.00
E	Mauritania	60.00
E	Mauritius	60.00
E	Micronesia	60.00
E	Moldova	60.00
E	Mongolia	60.00
E	Montenegro	60.00
E	Montserrat	60.00
E	Morocco	60.00
E	Mozambique	60.00
E	Myanmar (formerly Burma)	60.00
E	Namibia	60.00
E	Nauru	60.00
E	Nepal	60.00
E	New Caledonia	60.00
E	Nicaragua	60.00
E	Niger	60.00
E	Niue	60.00
E	Norfolk Island	60.00
E	Northern Marianas	60.00
E	Oman	60.00
E	Palestinian National Authority	60.00
E	Panama	60.00
E	Papua New Guinea	60.00
E	Paraguay	60.00
E	Peru	60.00
E	Puerto Rico	60.00
E	Rodriguez Islands	60.00
E	Ross Island	60.00
E	Rwandese Republic	60.00
E	Samoa (US)	60.00
E	Samoa (Western)	60.00
E	Sao Tome & Principe	60.00
E	Senegal	60.00
E	Serbia	60.00
E	Seychelles	60.00
E	Sierra Leone	60.00
E	Sint Maarten	60.00
E	Solomon Islands	60.00
E	Somalia	60.00
E	South Sudan	60.00
E	St Helena	60.00
E	St Kitts & Nevis (formerly St Christopher)	60.00
E	St Vincent & the Grenadines	60.00
E	Sudan	60.00
E	Suriname	60.00
E	Swaziland	60.00
E	Syria	60.00
E	Taiwan	60.00

E	Tajikistan	60.00
E	Tanzania	60.00
E	Togolese Republic (The)	60.00
E	Tokelau	60.00
E	Tonga	60.00
E	Tunisia	60.00
E	Turkmenistan	60.00
E	Turks & Caicos Is	60.00
E	Tuvalu	60.00
E	Uganda	60.00
E	Ukraine	60.00
F	Uruguay	60.00
F	Uzbekistan	60.00
E	Vanuatu	60.00
E	Venezuela	60.00
E	Vietnam	60.00
E	Virgin Islands (UK)	60.00
E	Virgin Islands (US)	60.00
E	Zambia	60.00
E	Zimbabwe	60.00

All call rates are in pence per minute.

A 25p connection fee applies to all international calls to Non-EU destinations.

\*Higher Rate numbers for Non-EU destinations can be found in the "International Specialised Numbers Guide".

## Reverse Charge Calls

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

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 Broadband.

\*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 Broadband.

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 27p 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)
IR*	£6.43	81.70
A*	£6.43	81.70
B*	£6.43	117.45
C*	£6.43	158.30
D*	£6.43	311.49
E*	£6.43	204.26
B-Sat (inc BGAN)	£6.43	837.45
M-Sat	£6.43	837.45
Mobiq (Mini-M) / M4 Voice	£6.43	837.45
NOW TVphone	£6.43	837.45
Navitas	£6.43	158.30
Emsat	£6.43	837.45
Iridium	£6.43	837.45
Thuraya	£6.43	837.45

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

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 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 calls	

Call Type	Rebate
UK Landline (01 & 02), 03, 055 and 056	60%
UK Mobile	20%

## 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 10-12 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 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 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.