

# NOW Calls

## Detailed Call Costs

Pay as you use calls  
Evening & weekend calls  
Anytime calls

Prices effective from 1 May 2019

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)

			UK Calls <sup>1</sup>	UK Mobile <sup>2</sup>	084, 087, 09 and 118 Numbers	International
Pay as you use calls	£0 a month	Daytime Mon-Fri 7am to 7pm	15.5p per minute	19.35p per minute	15p per minute Access Charge plus Service Charge	See pages 12-16 of this Guide
		Evening Mon-Fri After 7pm & before 7am		18p per minute		
		Weekend All day Sat & Sun		18p per minute		
Evening & weekend calls	£4 a month	Daytime Mon-Fri 7am to 7pm	15.5p per minute	19.35p per minute	15p per minute Access Charge plus Service Charge	See pages 12-16 of this Guide
		Evening Mon-Fri After 7pm & before 7am	Inclusive			
		Weekend All day Sat & Sun				
Anytime calls	£8 a month	All Day Mon-Sun	Inclusive		15p per minute Access Charge plus Service Charge	2p per minute to 22 popular destinations <sup>3</sup>

A 23p 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 15.5ppm 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, 18ppm evenings and weekends, or hang up and redial as often as you like. Daytime calls: Mon - Fri 7am to 7pm. Evening calls: Mon - Fri 7pm to 7am. Weekend calls: all day Sat and Sun. 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.

3. 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 23p connection fee applies to all non-EU destinations.

## NOW Broadband Line Rental

NOW Calls customers must take line rental from NOW Broadband (£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.	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

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 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 23p (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.

### 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 23p 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

A 23p 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 23p 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	55.00	55.00	55.00

A 23p 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>	14.65	14.65	14.65

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 23p 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	0.00	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	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	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
Non Emergency Police	15.00

## Call Rates to 105 (Electricity Helpline)

Charge-band	Pence per call
Electricity Helpline	Free

## Call Rates to 123 (Speaking Clock)

Charge-band	Pence per call
Speaking Clock	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	23p	6.06
Inmarsat B-Sat (incl BGAN)	23p	3.88
Inmarsat B-Sat High Speed Data	23p	9.70
Inmarsat M-Sat	23p	4.03
M4 High Speed Data PSTN/ISDN	23p	7.20
NA96	23p	7.20
Mobiq (Mini-M) / M4 Voice	23p	2.65
NOW TVphone	23p	5.82
Emsat	23p	2.23
Thuraya	180p	3.61
Navitas	180p	0.92
Iridium	180p	3.61

## International Call Rates

Calls to international destinations are split into 4 call types:

1. International non-EU geographic landline calls
2. International non-EU mobile and other special / higher rate calls
3. International EU geographic landline and mobile calls
4. International EU special/higher rates

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.

## Anytime calls customers

Calls to 22 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. Calls to other EU countries not listed below are charged at 19p per minute (for the duration of the call). For other international numbers a 23p connection fee applies to all non-EU destinations.

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)			

## International and non-EU destinations

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
Azerbaijani Republic	60.46	54.23	54.23	91.06	84.83	84.83
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
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
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>
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
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
Cuba	133.48	127.25	127.25	164.08	157.85	157.85

All call rates are in pence per minute.

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

A 23p connection fee applies to all international calls to non-EU destinations.

GEOGRAPHIC LANDLINE	MOBILE & OTHER SPECIAL HIGHER RATE
---------------------	------------------------------------

Destination	Daytime	Evening	Weekend	Daytime	Evening	Weekend
Democratic Republic of the Congo (formerly Zaire)	100.60	96.00	96.00	131.20	126.60	126.60
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
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
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
Ghana	101.80	82.40	82.40	132.40	113.00	113.00
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
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
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
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
Israel	63.00	56.70	56.70	93.60	87.30	87.30
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
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

All call rates are in pence per minute.

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

A 23p connection fee applies to all international calls to non-EU destinations.

GEOGRAPHIC LANDLINE

MOBILE & OTHER SPECIAL HIGHER RATE

Destination	Daytime	Evening	Weekend	Daytime	Evening	Weekend
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
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
Marshall Island	159.11	152.27	152.27	159.11	152.27	152.27
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
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
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
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
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
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
Rodriguez Islands	133.48	127.25	127.25	133.48	127.25	127.25
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

All call rates are in pence per minute.

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

A 23p connection fee applies to all international calls to non-EU destinations.

GEOGRAPHIC LANDLINE

MOBILE & OTHER SPECIAL HIGHER RATE

Destination	Daytime	Evening	Weekend	Daytime	Evening	Weekend
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
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
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>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
Tajikistan	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.

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

A 23p connection fee applies to all international calls to non-EU destinations.

## EU destinations

	LANDLINE & MOBILE	EU HIGHER RATES *		
Destination	Daytime / Evening / Weekend	Daytime	Evening	Weekend
Azores	19.00	58.38	53.99	53.99
<b>Austria</b>	<b>19.00</b>	63.10	59.40	59.40
<b>Belgium</b>	<b>19.00</b>	52.60	43.20	43.20
Bulgaria	19.00	81.15	75.94	75.94
<b>Canary Islands</b>	<b>19.00</b>	59.40	54.70	54.70
Croatia	19.00	81.15	75.94	75.94
<b>Cyprus (including the north of Cyprus)</b>	<b>19.00</b>	59.40	54.70	54.70
<b>Czech Republic</b>	<b>19.00</b>	61.85	58.38	58.38
<b>Denmark</b>	<b>19.00</b>	54.20	43.20	43.20
Estonia	19.00	91.06	84.83	84.83
Finland	19.00	61.85	58.38	58.38
<b>France</b>	<b>19.00</b>	52.60	43.20	43.20
French Guiana	19.00	164.08	157.85	157.85
<b>Germany</b>	<b>19.00</b>	52.60	43.20	43.20
Gibraltar	19.00	58.38	53.99	53.99
<b>Greece</b>	<b>19.00</b>	47.40	43.20	43.20
Guadeloupe	19.00	131.20	113.02	113.02
<b>Hungary</b>	<b>19.00</b>	61.85	58.38	58.38
Iceland	19.00	81.15	75.94	75.94
<b>Ireland (Republic of)</b>	<b>19.00</b>	48.90	43.20	43.20
<b>Italy (inc. Vatican City)</b>	<b>19.00</b>	56.80	43.20	43.20
Latvia	19.00	91.06	84.83	84.83
Liechtenstein	19.00	53.48	52.46	52.46
Lithuania	19.00	91.06	84.83	84.83
<b>Luxembourg</b>	<b>19.00</b>	53.50	52.00	52.00
Madeira	19.00	58.38	53.99	53.99
Malta	19.00	61.85	58.38	58.38
Martinique	19.00	131.20	113.02	113.02
Mayotte	19.00	158.87	134.87	134.87
<b>Netherlands</b>	<b>19.00</b>	52.60	43.20	43.20
<b>Norway</b>	<b>19.00</b>	59.40	43.20	43.20
<b>Poland</b>	<b>19.00</b>	63.10	59.40	59.40
Portugal	19.00	58.40	53.70	53.70
Reunion	19.00	131.20	126.60	126.60
Romania	19.00	91.06	84.83	84.83
Slovak Republic	19.00	61.85	58.38	58.38
Slovenia	19.00	81.15	75.94	75.94
<b>Spain (inc the Balearic Islands)</b>	<b>19.00</b>	56.80	43.20	43.20
<b>Sweden</b>	<b>19.00</b>	52.60	50.50	50.50

All call rates are in pence per minute.

A 19p connection fee applies to all calls to EU Higher Rate destinations. There is no connection fee applicable to EU Landline & Mobile destinations.

\* Higher Rate numbers for 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 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 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
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 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.