

Guide to Charges and Fees for Business Customers

From 28th February 2022



Table of Contents

Introduction	3
Our Contact Details	3
Cancellation & Termination	4
Fees Installation & Activation	5
Fees Miscellaneous Fees	5
Getting Hyperoptic Phone	6
Phone and Call Plans Prices	6
Other Call Plans	6
Call Charging	6
UK Call Charges	7
International Call Charges	12

Introduction

Our Guide to Charges and Fees for Business Customers is designed so that you can quickly view and understand our packages and pricing.

If you'd like further information or answers to any questions you may have regarding our products and pricing, please contact our Customer Support in any of the ways set out under "Our Contact Details" below.

The prices set out in this Guide are our normal charges (exclusive of VAT), but your order for our services is subject to any specific pricing or applicable special promotion that was communicated to you during your order process and confirmed in your order confirmation email.

Our Contact Details

You can contact us via any of the following methods:

Tel: [0333 332 11 23](tel:03333321123) Mon-Fri: 9AM - 9PM
Saturday: 9AM - 7PM
Sunday: 9AM - 5PM

Email: business.support@hyperoptic.com

Cancellation & Termination Fees

The following Fees may apply depending on the timing of your action relative to the confirmation of your Order and start of your Service:

Order Cancellation Fee	Once installation is confirmed and scheduled, the Standard Installation Fee will apply (see p.2). If you cancel prior to receiving a confirmed date for installation, there will be no charge.
------------------------	--

Service Termination Fees (all ex. VAT)

Broadband only service (for packages beginning before August 10 2020):	If you are within your minimum commitment period, the fee will be the lesser of either £16.67, or your agreed monthly rental charge, per remaining month of your minimum commitment period (at the time of termination). Any part-months will be pro-rated at the applicable rate.
--	--

Broadband only service (for packages beginning on or after August 10 2020):	If you are within your minimum commitment period, the fee will equal the total agreed rental charge payments for the remaining months (at the time of termination) of your minimum commitment period. Any part-months will be pro-rated at the applicable rate.
---	---

Boadband and Phone service (for packages beginning before August 10 2020):	If you are within your minimum commitment period, the fee will be the lesser of either £20.83, or your monthly rental charge, per remaining month of your minimum commitment period (at the time of termination).
--	---

Boadband and Phone service (for packages beginning before August 10 2020):

If you are within your minimum commitment period, the fee will be the lesser of either £20.83, or your monthly rental charge, per remaining month of your minimum commitment period (at the time of termination). Any part-months will be pro-rated at the applicable rate.

Broadband and Phone service (for packages beginning on or after August 10 2020):

If you are within your minimum commitment period, the fee will equal the total agreed rental charge payments for the remaining months (at the time of termination) of your minimum commitment period. Any part-months will be pro-rated at the applicable rate.

“Monthly Rolling” service

No Service Termination Fee.

Installation Fees

The following table outlines our Installation Fees.

Standard Installation Fee	£300
---------------------------	------

Bespoke Installation Fee (Subject to survey, price will be advised by engineer)	POA
--	-----

Miscellaneous Fees

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

Miscellaneous Fees (all ex. VAT)

Activation Charge	£125
-------------------	------

Re-activation Fee	One-off Charge of £8.33 for reactivation if your account has been terminated or suspended.
-------------------	--

Replacement items Fee	£58.33 for a new Hyperhub to replace an out of warranty or damaged device, or for failure to return a Hyperhub to us when requested.
-----------------------	--

Static IP Address	5 x Static IP addresses £20.83 per month
	13 x Static IP addresses £50 per month

Battery Back-Up Unit Fee	£29.17 per unit
--------------------------	-----------------

Non-returned Hotspot Device Fee	£141.67 per unit
---------------------------------	------------------

Getting Hyperoptic Phone

Hyperoptic's Phone service is available when you take one of our Broadband packages.

If you'd like to add the Phone service to an existing Broadband Only package please contact our Customer Support who can help you make the change.

Further information about our Phone service is set out in our Business Customer Terms of Service.

You will have to pay Call Charges for calls made on our Phone service which are not included in your monthly Rental Charge.

Our rates and Call Charges are outlined in the following sections. All the prices on the following pages are displayed ex. VAT.

Phone and Call Prices (all ex. VAT)

Our standard Phone service includes free evening and weekend UK landline calls.

We use the following time/day definitions in defining our call plans:

	Days	Time
Daytime	Mon to Fri	07:00 - 19:00
Evening	Mon to Fri	Before 07:00 After 19:00
Weekend	Sat & Sun	All day

UK landline calls are calls to numbers beginning with 01, 02, or 03.

Calls included free or at discount in any of our call plans apply to the first 60 minutes only. After 60 minutes, calls will be subject to a connection fee and our normal call rates.

Call Plans

	Definition	Price
Anytime UK landline calls	Free daytime UK Landline Plan	£2.50 per month
International Plan	Offers discounted calls to all international destinations any time of day.	£4.17 per month

Call Charging

Set up Fee

Any chargeable call is subject to a 8.33 per call Connection Fee. For the avoidance of doubt, this Fee will be charged for:

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

Access Charge

- Numbers to 08, 09 and 118 are made up of two parts. The access charge and the service charge.
- The Access Charge is the part that we will charge you, per minute for connecting the call. The access charge from Hyperoptic 8.33 per minute.
- The Service Charge is the main call charge. The organisation you are calling decides on what this service charge will be, and must inform the price.

Call Duration rounding

- All call charges will be calculated, then VAT will be applied and then the total call charge will be rounded up a higher whole penny.
- All International calls will be rounded up to the next whole minute.

UK Call Charges

Calls to the following numbers will be charged per minute, and the Connection Fee of 8.33 pence per call will apply.

UK landline and mobile Pence per minute

UK landline calls	5.83
UK mobile standard calls	14.17

Customer Service Pence per minute

Hyperoptic Customer Service (0333 332 1111)	0
---	---

National Pence per minute

UK National Geographic	5.83
UK Special Services (084, 087 numbers)	On page 6-8
UK Premium Rate numbers (09 numbers)	On page 6-8
UK Directory Enquiries (118 numbers)	On page 6-8
Emergency Services	0.00
Directory enquiries for blind- disabled users	0.00
Emergency Services hearing-impaired (018000)	0.00

Mobile Pence per minute

Guernsey Mobile	21.67
Jersey Mobile	21.67
Mobile Customer Services	0.00
UK Mobile Hutchison 3G	14.17
UK Mobile O2	14.17
UK Mobile Orange	14.17
UK Mobile Other	21.67
UK Mobile T Mobile	14.17
UK Mobile Vodafone	14.17
UK Mobile Cable and Wireless	14.17
UK Mobile Shortcode 1471	14.17
UK Mobile Shortcode Conference	14.17
UK Mobile Virtual 1	14.17
UK Mobile Virtual 2	14.17
UK Mobile Voice and Data	66.67
Mobile Video and Voicemail	5.83

Other Pence per minute

Gamma Access	5.83
UK BT Click	5.83
UK BT One	5.83
UK International Operator	148.33
UK Messaging Services C	8.33
UK National Operator	79.17
UK Pagers & Voice Messaging	14.17
UK Information Services	21.67

Calls to UK Service Numbers (numbers starting 084, 08 7, 09, ex. VAT)

Service Numbers are not included for free and are chargeable at all times. They are charged in two parts as regulated by Ofcom, the Access Charge of 8.3 pence per minute from Hyperoptic, plus the you call, which may be a fixed call charge, a per minute charge, or a mix of both.

Service Charge	Pence per Minute	Pence per Call
UK NGCS SC001	0.00	0
UK NGCS SC002	0.83	0
UK NGCS SC003	1.67	0
UK NGCS SC004	2.50	0
UK NGCS SC005	3.33	0
UK NGCS SC006	4.17	0
UK NGCS SC007	5.00	0
UK NGCS SC008	5.83	0
UK NGCS SC009	6.67	0
UK NGCS SC010	7.50	0
UK NGCS SC011	8.33	0
UK NGCS SC012	9.17	0
UK NGCS SC013	10.00	0
UK NGCS SC014	10.83	0
UK NGCS SC015	12.50	0
UK NGCS SC016	16.67	0
UK NGCS SC017	20.83	0
UK NGCS SC018	25.00	0
UK NGCS SC019	29.17	0
UK NGCS SC020	30.00	0
UK NGCS SC021	33.33	0
UK NGCS SC022	37.50	0
UK NGCS SC023	38.33	0
UK NGCS SC024	41.67	0
UK NGCS SC025	45.83	0
UK NGCS SC026	50.00	0
UK NGCS SC027	54.17	0
UK NGCS SC028	58.33	0
UK NGCS SC029	62.50	0
UK NGCS SC030	66.67	0
UK NGCS SC031	75.00	0

UK NGCS SC032	79.17	0
UK NGCS SC033	82.50	0
UK NGCS SC034	83.33	0
UK NGCS SC035	91.67	0
UK NGCS SC036	100.00	0
UK NGCS SC037	120.83	0
UK NGCS SC038	125.00	0
UK NGCS SC039	129.17	0
UK NGCS SC040	150.00	0

Service Charge Contd.

	Pence per Minute	Pence per Call
UK NGCS SC041	166.67	0.00
UK NGCS SC042	183.33	0.00
UK NGCS SC043	208.33	0.00
UK NGCS SC044	250.00	0.00
UK NGCS SC045	300.00	0.00
UK NGCS SC046	0.00	4.17
UK NGCS SC047	0.00	8.33
UK NGCS SC048	0.00	12.50
UK NGCS SC049	0.00	20.83
UK NGCS SC050	0.00	25.00
UK NGCS SC051	0.00	29.17
UK NGCS SC052	0.00	33.33
UK NGCS SC053	0.00	40.00
UK NGCS SC054	0.00	41.67
UK NGCS SC055	0.00	58.33
UK NGCS SC056	0.00	62.50
UK NGCS SC057	0.00	83.33
UK NGCS SC058	0.00	120.83
UK NGCS SC059	0.00	125.00
UK NGCS SC060	0.00	166.67
UK NGCS SC061	0.00	208.33
UK NGCS SC062	0.00	250.00
UK NGCS SC063	0.00	333.33
UK NGCS SC064	0.00	416.67

UK NGCS SC065	0.00	500.00
UK NGCS SC066	129.17	64.17
UK NGCS SC067	20.83	66.67
UK NGCS SC068	202.50	0.00
UK NGCS SC069	8.33	291.67
UK NGCS SC070	202.50	202.50
UK NGCS SC072	147.50	230.00
UK NGCS SC073	208.33	0.00
UK NGCS SC074	4.17	4.17
UK NGCS SC075	8.33	8.33
UK NGCS SC076	33.33	33.33
UK NGCS SC077	58.33	58.33
UK NGCS SC078	125.00	125.00
UK NGCS SC079	166.67	166.67
UK NGCS SC080	214.17	370.83
UK NGCS SC081	15.00	0.00
UK NGCS SC082	18.33	0.00
UK NGCS SC083	291.67	0.00
UK NGCS SC084	62.50	208.33
UK NGCS SC085	82.50	216.67
UK NGCS SC086	65.00	229.17
UK NGCS SC087	108.33	250.00
UK NGCS SC088	0.00	304.17
UK NGCS SC092	5.83	5.83
UK NGCS SC093	10.83	10.83
UK NGCS SC094	66.67	66.67
UK NGCS SC095	83.33	83.33
UK NGCS SC096	250.00	250.00
UK NGCS SC097	41.67	300.00
UK NGCS SC098	125.00	300.00
UK NGCS SC099	166.67	300.00
UK NGCS SC100	300.00	300.00

Non-Geographical

Pence per Minute

Premium Voice Shortcode (0ppm)	0.00
Premium Voice Shortcode (100ppm)	83.33
Premium Voice Shortcode (10ppm)	8.33
Premium Voice Shortcode (150ppm)	125.00
Premium Voice Shortcode (200ppm)	166.67
Premium Voice Shortcode (25ppm)	20.83
Premium Voice Shortcode (60ppm)	50.00
Premium Voice Shortcode (75ppm)	62.50
UK Premium Rate g6	6.89
UK Special Services g21	5.83
UK Wi Fi Services 4	14.17
UK Wi Fi Services 7	14.17
UK Wi Fi Services 9	14.17

Personal Numbers

Pence per Minute

Personal Numbering E	14.17
UK Personal Numbering D	14.17
UK Personal Numbering F	28.33
UK Personal Numbering j	28.33
UK Personal Numbering k	41.67
UK Personal Numbering pn1	28.33
UK Personal Numbering pn10	41.67
UK Personal Numbering pn11	46.67
UK Personal Numbering pn12	41.67
UK Personal Numbering pn13	50.00
UK Personal Numbering pn14	50.00
UK Personal Numbering pn2	62.50
UK Personal Numbering pn3	58.33
UK Personal Numbering pn4	33.33
UK Personal Numbering pn5	40.00
UK Personal Numbering pn6	28.33
UK Personal Numbering pn7	50.00
UK Personal Numbering pn8	25.00
UK Personal Numbering pn9	29.17

International Call Charges

Our rates for dialling international destinations are in the following tables. The tables include both our standard rates and our rates for our International Plan (see p.5).

If you have a question as to how a particular number will be billed, you can contact our Customer Support.

A	Pence per minute	
	Standard Call rate	International Call plan
Antigua & Barbuda	21.25	10.63
Antigua & Barbuda Mobile	29.33	14.67
Afghanistan	55.33	27.67
Afghanistan Mobile	55.33	27.67
Anguilla	42.50	21.25
Anguilla Mobile	42.50	21.25
Albania	11.17	5.58
Albania Mobile	56.17	28.08
Albania OLO	143.33	71.67
Algeria	14.50	7.25
Algeria Algiers	17.40	8.70
Algeria Mobile Other	70.90	35.45
Algeria Mobile	59.08	29.54
Andorra	6.67	3.33
Andorra Mobile	38.67	19.33
Angola	20.33	10.17
Angola Mobile	42.50	21.25
Antarctic	131.67	65.83
Aruba	43.17	21.58
Aruba Mobile	43.17	21.58
Argentina	4.83	2.42
Argentina Major Cities	4.83	2.42
Argentina Mobile	31.67	15.83
Armenia	36.67	18.33
Armenia Mobile	43.33	21.67
Ascension Island	147.50	73.75
American Samoa	9.17	4.58

Australia	5.83	2.92
Australia Cities	5.83	2.92
Australia Mobile	27.17	13.58
Australia Satellite	20.83	10.42
Australia Special Services	6.67	3.33
Austria	3.67	1.83
Austria Premium	25.80	12.90
Austria Premium other	38.00	19.00
Austria Mobile	13.17	6.58
Austria Mobile Other	71.83	35.92
Azerbaijan	43.67	21.83
Azerbaijan Mobile	66.00	33.00

Pence per minute

B	Pence per minute	
	Standard Call rate	International Call plan
Bahrain	7.17	3.58
Bahrain Mobile	19.00	9.50
Bangladesh	9.83	4.92
Bangladesh Mobile	16.50	8.25
Bahamas	22.83	11.42
Bahamas Mobile	41.67	20.83
Belarus	102.52	51.26
Belarus Mobile	51.83	25.92
Belarus Other	52.43	26.22
Benin	48.17	24.08
Benin Mobile	48.17	24.08
Bermuda	8.83	4.42
Belize	46.17	23.08
Belize Mobile	46.17	23.08
Belgium	4.50	2.25
Belgium Mobile	45.13	22.56
Belgium Mobistar Mobile	21.50	10.75

Belgium Proximus Mobile	21.50	10.75
Belgium Special Service	42.58	21.29
Bhutan	19.83	9.92
Bolivia	22.50	11.25
Bolivia Equal Access	26.25	13.13
Bolivia Major Cities	22.50	11.25
Bolivia Mobile	25.83	12.92
Bosnia Herzegovina	27.17	13.58
Bosnia Herzegovina Mobile	62.50	31.25
Botswana	17.83	8.92
Botswana Mobile	43.17	21.58
Brazil	7.00	3.50
Brazil Mobile	45.17	22.58
Brazil Rio De Janeiro	7.00	3.50
Barbados	11.50	5.75
Barbados Mobile	42.17	21.08
Brunei	5.17	2.58
Brunei Mobile	21.83	10.92
British Virgin Islands	47.83	23.92
Burkina Faso	43.67	21.83
Burkina Faso Mobile	44.47	22.24
Bulgaria	13.83	6.92
Bulgaria Mobile	67.75	33.88
Bulgaria Special Services	38.00	19.00
Burundi	27.50	13.75
Burundi Mobile	38.00	19.00

Pence per minute

C	Pence per minute	
	Standard Call rate	International Call plan
Cambodia	11.50	5.75
Cambodia Mobile	31.50	15.75
Canada	2.50	1.25
Canada Directory Enquiries	148.33	74.17

Canada Northwestel	39.00	19.50
Central African Republic	62.33	31.17
Central African Republic Special Services	70.83	35.42
Cayman Islands	35.67	17.83
Cayman Islands Mobile	35.67	17.83
Congo Democratic Republic	42.50	21.25
Congo Democratic Republic (Premium)	141.67	70.83
Congo Democratic Republic Mobile	52.83	26.42
Chad	57.00	28.50
Chad Mobile	57.00	28.50
Chile	5.33	2.67
Chile Mobile	39.83	19.92
Chile Rural	100.00	50.00
Chile Santiago	5.33	2.67
Chile Special Services	235.00	117.50
China	3.83	1.92
China Mobile	15.17	7.58
Congo	85.83	42.92
Congo Mobile	85.83	42.92
Cook Islands	131.67	65.83
Colombia	34.00	17.00
Colombia Cali	4.36	2.18
Colombia Medellin	4.36	2.18
Colombia Mobile	34.00	17.00
Comores	64.67	32.34
Cape Verde Islands	36.67	18.33
Cape Verde Mobile	58.33	29.17
Costa Rica	6.83	3.42
Costa Rica Mobile	23.50	11.75
Cameroon	35.50	17.75
Cameroon Mobile	35.50	17.75
Croatia	2.50	1.25
Croatia Mobile	41.67	20.83
Cuba	110.00	55.00
Cyprus	2.50	1.25
Cyprus Mobile	16.67	8.33

Cyprus Mobile One	16.67	8.33
Czech Republic	5.50	2.75
Czech Republic Mobile	33.68	16.84
Czech Republic Special Services	9.53	4.77

Pence per minute

D	Pence per minute	
	Standard Call rate	International Call plan
Diego Garcia	169.58	84.79
Djibouti	69.83	34.92
Djibouti Mobile	69.83	34.92
Denmark	2.50	1.25
Denmark Mobile	16.67	8.33
Denmark Mobile Other	16.67	8.33
Dominican Republic	18.17	9.08
Dominican Republic Mobile	18.17	9.08
Dominica	21.50	10.75
Dominica Mobile	43.17	21.58

Pence per minute

E	Pence per minute	
	Standard Call rate	International Call plan
East Timor	87.67	43.83
Ecuador	21.00	10.50
Ecuador Mobile	41.67	20.83
Egypt	20.33	10.17
Egypt Mobile	20.33	10.17
El Salvador	46.50	23.25
El Salvador Mobile	46.50	23.25
Emsat Satellite System	571.50	285.75
Equatorial Guinea	45.83	22.92
Eritrea	51.33	25.67

Estonia	4.00	2.00
Estonia (PERSONAL NUMBER)	59.81	29.90
Estonia Mobile	35.50	17.75
Estonia Mobile Other	35.50	17.75
Ethiopia	39.17	19.58
Ethiopia Mobile	54.83	27.42

Pence per minute

F

	Standard Call rate	International Call plan
Falkland Islands	82.92	41.46
Faroe Islands	13.33	6.67
Faroe Islands Mobile	38.50	19.25
Fiji	36.83	18.42
Fiji Mobile	36.83	18.42
Finland	12.67	6.33
Finland (PREMIUM)	12.67	6.33
Finland Mobile	24.33	12.17
France	2.50	1.25
France Mobile	6.67	3.33
France Mobile One	46.67	23.33
France Mobile Other	6.67	3.33
France Special Services	33.44	16.72
French Guyana	6.50	3.25
French Guyana Mobile	31.50	15.75
French Polynesia	61.33	30.67

Pence per minute

G

	Standard Call rate	
Gabon	80.00	40.00
Gabon Mobile	80.83	40.42
Gambia	84.75	42.38
Gambia Mobile	86.33	43.17

Gambia Mobile Other	82.32	41.16
Grenada	21.25	10.63
Grenada Mobile	43.67	21.83
Georgia	13.17	6.58
Georgia Mobile	20.67	10.33
Germany	3.33	1.67
Germany Mobile	24.83	12.42
Germany Mobile Other	24.83	12.42
Germany Personal Numbers	50.83	25.42
Ghana	33.33	16.67
Ghana Mobile	41.50	20.75
Gibraltar	10.00	5.00
Gibraltar Mobile	45.00	22.50
Guadeloupe	8.50	4.25
Guadeloupe Mobile	32.83	16.42
Greenland	82.92	41.46
Greece	3.17	1.58
Greece Mobile	16.67	8.33
Greece Mobile Other	35.79	17.90
Guatemala	34.00	17.00
Guatemala Mobile	34.00	17.00
Guinea Bissau	61.33	30.67
Guinea Bissau Mobile	61.33	30.67
Guinea	82.92	41.46
Guinea Mobile	88.83	44.42
Guam	4.17	2.08
Guyana	56.83	28.42
Guyana Mobile	56.83	28.42

Pence per minute

H	Pence per minute	
	Standard Call rate	International Call plan
Haiti	61.33	30.67
Haiti Mobile	61.33	30.67
Hong Kong	3.33	1.67

Hong Kong Mobile	3.33	1.67
Honduras	36.67	18.33
Honduras Mobile	36.67	18.33
Hungary	3.83	1.92
Hungary Budapest	3.83	1.92
Hungary Mobile	17.50	8.75

Pence per minute

	Standard Call rate	International Call plan
Iceland	7.00	3.50
Iceland Mobile	28.83	14.42
Iceland Mobile Other	28.83	14.42
India Major Cities	5.83	2.92
India Minor Cities	5.83	2.92
India Other	5.83	2.92
Inmarsat aero	824.08	412.04
Inmarsat b	353.33	176.67
Inmarsat hsd	810.25	405.13
Inmarsat m	356.00	178.00
Inmarsat m4	578.92	289.46
Indonesia	17.17	8.58
Indonesia Major Cities	7.67	3.83
Indonesia Mobile	17.17	8.58
Iran	13.33	6.67
Iran Mobile	16.67	8.33
Iridium Satellite System	378.92	189.46
Ireland	2.50	1.25
Ireland Mobile	30.00	15.00
Ireland Mobile One	30.83	15.42
Ireland Mobile Other	30.83	15.42
Ireland Special Services	35.00	17.50
Iraq	16.67	8.33
Iraq Baghdad	16.67	8.33

Iraq Mobile	26.83	13.42
Israel	3.83	1.92
Israel Mobile	11.83	5.92
Israel Palestine	32.50	16.25
Italy	2.90	1.45
Italy Hutchison 3G Mobile	46.33	23.17
Italy Mobile	46.33	23.17
Italy Tim Mobile	46.33	23.17
Italy Vodafone Mobile	46.33	23.17
Ivory Coast	50.00	25.00
Ivory Coast Mobile	53.50	26.75
Ivory Coast Other	96.22	48.11

Pence per minute

J

	Standard Call rate	International Call plan
Jamaica	12.50	6.25
Jamaica Mobile	41.67	20.83
Jordan	20.67	10.33
Jordan Mobile	26.50	13.25
Japan	6.67	3.33
Japan Mobile	27.00	13.50
Japan Tokyo	6.67	3.33

Pence per minute

K

	Standard Call rate	International Call plan
Kazakhstan	20.50	10.25
Kazakhstan Mobile	21.50	10.75
Kenya	21.67	10.83
Kenya Mobile	23.17	11.58
Kenya Mobile Other	29.64	14.82
Kiribati	106.67	53.33
Kosovo	74.14	37.07

Kyrgyzstan	27.33	13.67
Kyrgyzstan Mobile	27.33	13.67
Kuwait	24.17	12.08
Kuwait Mobile	24.17	12.08

Pence per minute

L	Pence per minute	
	Standard Call rate	International Call plan
Laos	20.50	10.25
Latvia	21.50	10.75
Latvia Mobile	15.00	7.50
Latvia Mobile One	65.00	32.50
Latvia Mobile Other	65.00	32.50
Lebanon	24.17	12.08
Lebanon Mobile	44.17	22.08
Liberia	69.33	34.67
Liberia Mobile	61.33	30.67
Libya	41.25	20.63
Libya Mobile	65.33	32.67
Liechtenstein	16.67	8.33
Liechtenstein Mobile	68.33	34.17
Liechtenstein Special Services	42.00	21.00
Lithuania	6.67	3.33
Lithuania (PERSONAL NUMBERS)	69.17	34.58
Lithuania Mobile	13.50	6.75
Lesotho	38.67	19.33
Lesotho Mobile	38.67	19.33
Luxembourg	3.17	1.58
Luxembourg Mobile	41.17	20.58

Pence per minute

M

Standard Call rate

International Call plan

	Standard Call rate	International Call plan
Macedonia	26.83	13.42
Macedonia Mobile	65.33	32.67
St. Martin	26.67	13.33
Mali	55.17	27.58
Mali Mobile	55.17	27.58
Martinique	8.50	4.25
Martinique Mobile	29.17	14.58
Macau	7.33	3.67
Mayotte	13.83	6.92
Mayotte Mobile	30.67	15.33
Madagascar	82.92	41.46
Madagascar Mobile	87.00	43.50
Mexico	8.17	4.08
Mexico (EQUAL ACCESS)	8.17	4.08
Mexico Major Cities	8.17	4.08
Mexico Mobile	10.00	5.00
Marshall Islands	47.33	23.67
Micronesia	38.17	19.08
Maldives	82.92	41.46
Maldives Mobile	82.93	41.47
Malta	4.50	2.25
Malta Mobile	32.67	16.33
Myanmar	59.00	29.50
Myanmar Mobile	33.26	16.63
Montenegro	29.17	14.58
Montenegro Mobile	64.83	32.42
Mongolia	11.50	5.75
Mongolia Mobile	18.83	9.42
Moldova	26.83	13.42
Moldova Mobile	47.67	23.83
Monaco	16.67	8.33
Monaco Mobile	57.42	28.71
Morocco	25.17	12.58

Morocco Mobile	43.12	21.56
Morocco Mobile Other	65.57	32.79
Mozambique	14.67	7.33
Mozambique Mobile	49.17	24.58
Mauritius	29.17	14.58
Mauritius Mobile	29.17	14.58
Montserrat	31.83	15.92
Mauritania	78.83	39.42
Mauritania Mobile	78.83	39.42
Malawi	8.25	4.13
Malawi Mobile	19.67	9.83
Malaysia	2.67	1.33
Malaysia Kuala Lumpur	2.67	1.33
Malaysia Mobile	6.17	3.08

N	Pence per minute	
	Standard Call rate	International Call plan
Namibia	29.17	14.58
Namibia Mobile	46.67	23.33
Netherlands	3.17	1.58
Netherlands Antilles	41.67	20.83
Netherlands Antilles Mobile	41.67	20.83
Nauru	131.67	65.83
New Caledonia	36.50	18.25
New Zealand	3.67	1.83
New Zealand Mobile	19.17	9.58
Netherlands Mobile	16.67	8.33
Netherlands Mobile Other	16.67	8.33
Nigeria	14.83	7.42
Nigeria Mobile	14.83	7.42
Nigeria Mobile Other	14.83	7.42
Niger	44.67	22.33
Niger Premium Services	46.47	23.24

Niger Mobile	44.67	22.33
Nicaragua	28.00	14.00
Nicaragua Mobile	46.50	23.25
Niue	129.17	64.58
North Korea	121.17	60.58
Northern Marianas	5.50	2.75
Nigeria Special Services	14.83	7.42
Norway	6.67	3.33
Norway Mobile	36.33	18.17
Nepal	26.17	13.08
Nepal Mobile	26.17	13.08
Norway Mobile Other	36.33	18.17

Pence per minute

O	Pence per minute	
	Standard Call rate	International Call plan
OCHA	0.45	0.23
Oman	23.00	11.50
Oman Mobile	56.67	28.33

Pence per minute

P	Pence per minute	
	Standard Call rate	International Call plan
Pakistan	6.67	3.33
Pakistan Mobile	6.67	3.33
Palau	46.33	23.17
Panama	4.17	2.08
Panama Mobile	28.33	14.17
Panama Special Services	163.33	81.67
Peru	13.83	6.92
Peru Mobile	25.17	12.58
Peru Rural	35.88	17.94
Poland	4.00	2.00

Poland Mobile	51.92	25.96
Poland Mobile Centernet	51.92	25.96
Poland Mobile One	51.92	25.96
Poland Mobile Other	51.92	25.96
Portugal	3.67	1.83
Paraguay	15.17	7.58
Paraguay Mobile	15.17	7.58
Philippines	25.67	12.83
Philippines Mobile	34.33	17.17
Papua New Guinea	82.92	41.46
Papua New Guinea Mobile	93.96	46.98
Portugal Mobile	15.00	7.50
Portugal Special Services	15.00	7.50
Puerto Rico	2.67	1.33
Palestine	32.50	16.25
Palestine Mobile	38.00	19.00

Pence per minute

Q	Pence per minute	
	Standard Call rate	International Call plan
Qatar	25.00	12.50
Qatar Mobile	33.33	16.67

Pence per minute

R	Pence per minute	
	Standard Call rate	International Call plan
Reunion	5.33	2.67
Reunion Mobile	24.67	12.33
Romania	5.17	2.58
Romania Mobile	20.50	10.25
Russia	22.50	11.25
Russia Major Cities	22.50	11.25
Russia Mobile	22.50	11.25
Russia Mobile One	28.06	14.03

Rwanda	30.17	15.08
Rwanda Mobile	30.17	15.08

Pence per minute

S	Pence per minute	
	Standard Call rate	International Call plan
Singapore	2.50	1.25
Singapore Mobile	2.50	1.25
South Africa	6.67	3.33
South Africa Mobile	28.17	14.08
South Africa Special Services	28.17	14.08
Satellite	874.63	437.32
Satellite Other	381.67	190.83
Saudi Arabia	29.33	14.67
Saudi Arabia Mobile	29.33	14.67
Saudi Arabia Mobile Other	13.93	6.97
Senegal	82.67	41.33
Senegal Mobile	82.67	41.33
Serbia	24.17	12.08
Serbia Mobile	65.33	32.67
Seychelles	52.50	26.25
Seychelles Special Services	118.33	59.17
Sierra Leone	79.00	39.50
Sierra Leone Mobile	79.00	39.50
South Korea	3.17	1.58
South Korea Mobile	6.67	3.33
Sri Lanka	20.33	10.17
Sri Lanka Mobile	26.33	13.17
Slovakia	5.33	2.67
Slovakia Mobile	30.00	15.00
Slovenia	21.33	10.67
Slovenia Alternative Networks	21.33	10.67
Slovenia Mobile	25.33	12.67
Slovenia Mobile Other	83.33	41.67

San Marino	5.17	2.58
San Marino Mobile	45.00	22.50
San Marino Premium	206.67	103.33
Solomon Islands	131.67	65.83
Somalia	100.00	50.00
Somalia Mobile	100.00	50.00
St. Pierre & Miquelon	35.83	17.92
St. Pierre & Miquelon Mobile	83.33	41.67
Spain	2.90	1.45
Spain Mobile	23.33	11.67
Spain Mobile One	23.33	11.67
Spain Mobile Other	23.33	11.67
Spain Special Services	123.33	61.67
South Sudan	80.00	40.00
St. Helena	129.17	64.58
St. Kitts & Nevis	47.83	23.92
St. Kitts & Nevis Mobile	47.83	23.92
St. Lucia	20.00	10.00
St. Lucia Mobile	43.00	21.50
St. Martin	26.67	13.34
Sao Tome & Principe	131.67	65.83
Sudan	30.83	15.42
Sudan Mobile	48.71	24.35
Suriname	40.50	20.25
Suriname Mobile	40.50	20.25
St. Vincent & Grenadines	20.33	10.17
St. Vincent & Grenadines Mobile	27.50	13.75
Sweden	2.90	1.45
Sweden Mobile	16.67	8.33
Switzerland	10.00	5.00
Switzerland Mobile	28.33	14.17
Switzerland Mobile One	46.94	23.47
Switzerland Mobile Other	46.94	23.47
Switzerland Other	49.27	24.64
Switzerland Premium	12.00	6.00
Switzerland Special Services	12.00	6.00

Swaziland	12.50	6.25
Swaziland Mobile	41.83	20.92
Syria	21.83	10.92
Syria Mobile	39.00	19.50

Pence per minute

T	Pence per minute	
	Standard Call rate	International Call plan
Taiwan	3.33	1.67
Taiwan Mobile	22.50	11.25
Tajikistan	28.00	14.00
Tajikistan Mobile	28.00	14.00
Turks & Caicos Island Mobile	47.83	23.92
Turks & Caicos Islands	47.83	23.92
Thailand	6.83	3.42
Thailand Mobile	6.83	3.42
Tunisia	43.67	21.83
Tunisia Mobile	67.75	33.88
Togo	72.50	36.25
Tokelau	169.58	84.79
Tonga	76.83	38.42
Trinidad & Tobago	6.17	3.08
Trinidad & Tobago Mobile	21.50	10.75
Turkmenistan	22.67	11.33
Tanzania	51.67	25.83
Tanzania Mobile	30.50	15.25
Turkey	5.83	2.92
Turkey (CYPRUS)	8.33	4.17
Turkey (CYPRUS) mobile	26.50	13.25
Tuvalu	111.17	55.58
Turkey Mobile	25.00	12.50
Turkey Mobile Other	57.13	28.56

U	Pence per minute	
	Standard Call rate	International Call plan
Ukraine	29.17	14.58
Uganda	23.17	11.58
Uganda Mobile	32.83	16.42
Ukraine Mobile	29.17	14.58
United Arab Emirates	28.33	14.17
United Arab Emirates Mobile	28.33	14.17
UPT VisionNG	251.89	125.95
Uruguay	11.67	5.83
Uruguay Mobile	34.17	17.08
USA	2.50	1.25
USA Alaska	3.50	1.75
USA Directory Enquiries	166.67	83.33
USA Hawaii	3.50	1.75
US Virgin Islands	4.17	2.08
Uzbekistan	15.83	7.92
Uzbekistan Mobile	22.50	11.25

V	Pence per minute	
	Standard Call rate	International Call plan
Vanuatu	93.67	46.83
Vatican City	3.17	1.58
Venezuela	2.08	1.04
Venezuela Mobile	31.29	15.65
Vietnam	9.67	4.83
Vietnam Mobile	16.33	8.17

W

	Pence per minute	
	Standard Call rate	International Call plan
Wallis & Futuna	168.75	84.38
Western Samoa	88.00	44.00

Y

	Pence per minute	
	Standard Call rate	International Call plan
Yemen	30.17	15.08
Yemen Mobile	39.67	19.83

Z

	Pence per minute	
	Standard Call rate	International Call plan
Zambia	14.00	7.00
Zambia Mobile	29.33	14.67
Zimbabwe	23.17	11.58
Zimbabwe Mobile	91.33	45.67

Other

	Pence per minute	
	Standard Call rate	International Call plan
Cameroon Special Services	35.50	17.75
Canada Other	2.50	1.25
Congo Democratic Republic Mobile Other	52.83	26.42
Cyprus Mobile One	16.67	8.33
India	5.83	2.92
India Mobile	5.83	2.92
Nigeria Mobile Other	14.83	7.42
Russia Mobile Other	22.50	11.25
South Africa Mobile One	28.17	14.08

South Africa Mobile Other	28.17	14.08
Spain Mobile One	23.33	11.67
Switzerland Mobile One	46.94	23.47
Switzerland Premium	12.00	6.00