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Our Contact Details

You can contact us via any of the following methods:

Tel: **0333 332 1111** (24 hours)

Email: support@hyperoptic.com

Twitter: [@HyperopticCS](https://twitter.com/HyperopticCS) (available Monday to Friday, 09:00-18:00)

If you prefer to write to us, our address is:

Customer Support
Hythe House
200 Shepherds Bush Road
London
W6 7NL

Cancellation & Termination Fees

Should you need to cancel your Order or terminate your service, you will need to provide us with at least 30 days' notice. The following Fees may apply depending on the timing of your action relative to the confirmation of your Order and start of your Service:

Hyperoptic Socket only

Order Cancellation Fee	Once Installation is confirmed and scheduled, the Standard Installation Fee will apply. If you cancel prior to receiving a confirmed date, there will be no charge.
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Broadband or Phone Service

Service Termination Fee	Broadband only service: Within your minimum commitment period, £20 per remaining month of your minimum commitment period at the time of termination.
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Phone and Broadband service: Within your minimum commitment period, £25 per remaining month of your minimum commitment period at the time of termination.

"No Contract" packages: No Service Termination Fee.

Miscellaneous Fees

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

Miscellaneous Fees

Re-activation Fee	One-off Charge of £10 for reactivation if your account has been terminated or suspended.
Replacement items Fee	£70 for a new Hyperhub to replace an out of warranty or damaged unit, or for failure to return Hyperhub to us when requested.
Static IP Address Fee	Static IP addresses are available, charged at £5 per month
Battery Back-Up Unit Fee	£25 per unit

Phone pricing

Getting Hyperoptic Phone

A Hyperoptic Phone 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 to your package. Our Phone Service is provided as a Voice over broadband product and as such will not be operative in the rare case of a network or power outage. While we do supply access to 999 and 112, you will need to either retain your current copper line or rely on your mobile in the case of a network or power outage. There is no additional Installation or Connection Charge for using our Phone Service. There is a Rental Charge and we have a variety of call packages. Our rates and Call Charges are outlined in the following sections.

Phone and Call Plans Prices

Unless you are taking our Phone Service as part of a package (see p.3), our standard Rental Charge for this service is £16.00/month. This 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

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.

UK landline calls are calls to numbers beginning with 01, 02, 03, 0845, or 0870.

Other Call Plans

	Definition	Price
Anytime UK Plan	Free daytime UK landline calls	+ £3.00 per month
International Plan	Offers discounted calls to 50 destinations any time of day.	+ £5.00 per month

Call Charging

Set up Fee

Any chargeable call is subject to a £0.10 per call Set up Fee. For the avoidance of doubt, the set-up will be charged for:

- Daytime UK landline calls for customers not on the Anytime UK Plan
- Anytime UK landline calls for calls 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 is £0.10 per minute.
- The Service Charge is the rest of the call charge. The organisation you are calling decides on what this service charge will be and must inform you.

Duration rounding

- All UK calls will be rounded up to a whole penny. VAT will also be rounded up to a 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 a connection fee of £0.10 per call will apply. All charges are in pence per minute.

UK landline and mobile	Pence per minute
UK landline calls	7
UK mobile standard calls	17

Customer Service	Pence per minute
Hyperoptic Customer Service (0333 332 1111)	0

National	Pence per minute
UK Emergency Services (999 & 112)	0
UK Emergency Services hearing-impaired (018000)	0
UK Blind & Disabled Directory Enquiries (195)	0
UK Local Special Services (0845)*	See Service Charges page 7 & 8
UK National Special Services (0870)*	See Service Charges page 7 & 8
UK National Geographic	7
UK National Non Geographic	7

*Call to numbers starting with 0870 & 0845 is free for calls under 60 minutes from Hyperoptic phone during Evenings and Weekend. Standard charges and Access Charge of £0.10 per minute will apply at all other times.

Mobile	Pence per minute
UK Mobile BT Fusion	17
UK Mobile Cable and Wireless	17
UK Mobile Hutchison 3G	17
UK Mobile Opal	17
UK Mobile Orange	17
UK Mobile T Mobile	17
UK Mobile EE	17
UK Mobile Virtual 1	17
UK Mobile Virtual 2	17
UK Mobile Vodafone	17
UK Mobile Other	26
UK Mobile Voice and Data (all)	80
Guernsey Mobile	26
Jersey Mobile	26
UK Mobile shortcode (all)	7

Other	Pence per minute
UK BT One (1146)	7
UK Pagers & Voice Messaging	17
UK Messaging Services C	10
Gamma Access	7
UK Freephone (0500)	0
UK Information Services	26
UK Timeline	50
UK National Operator	95
UK International Operator (155)	178
UK Directory Enquiries (118 numbers)	162.5 (plus access charge of 10p/minute)

Personal Number	Pence per minute
UK Personal Numbering D	17
UK Personal Numbering E	17
UK Personal Numbering F	34
UK Personal Numbering J	34
UK Personal Numbering K	50
UK Personal Numbering pn1	34
UK Personal Numbering pn2	75
UK Personal Numbering pn3	70
UK Personal Numbering pn4	40
UK Personal Numbering pn5	48
UK Personal Numbering pn6	34
UK Personal Numbering pn7	60
UK Personal Numbering pn8	30
UK Personal Numbering pn9	35
UK Personal Numbering pn10	50
UK Personal Numbering pn11	56
UK Personal Numbering pn12	50
UK Personal Numbering pn13	60
UK Personal Numbering pn14	60
UK Personal Numbering pn15	34
UK Personal Numbering pn16	34
UK Personal Numbering pn17	34
UK Personal Numbering pn18	34
UK Personal Numbering pn19	17.04
UK Personal Numbering pn20	35
UK Personal Numbering pn21	60
UK Personal Numbering pn22	17

Wi Fi Services	Pence per minute
UK Wi Fi Services 1	17
UK Wi Fi Services 2	17
UK Wi Fi Services 3	17
UK Wi Fi Services 4	17
UK Wi Fi Services 5	17
UK Wi Fi Services 6	17

UK Wi Fi Services 7	17
UK Wi Fi Services 8	17
UK Wi Fi Services 9	17
UK Wi Fi Services 10	17
UK Wi Fi Services 12	17

Fixed Fee	Pence per minute
UK Fixed Fee 3	25
UK Fixed Fee 8	80
UK Fixed Fee 9	100
UK Fixed Fee 10	132
UK Fixed Fee 31	20

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

Service Numbers are charged in two parts, the Access Charge of £0.10 per minute from Hyperoptic, plus the Service Charge set by the company you call. Connection fee of £0.10 per call also applies.

Service Charges	Pence per call	Pence per minute
SC001		0
SC002		1
SC003		2
SC004		3
SC005		4
SC006		5
SC007		6
SC008		7
SC009		8
SC010		9
SC011		10
SC012		11
SC013		12
SC014		13

Service Charges	Pence per call	Pence per minute
SC015		15
SC016		20
SC017		25
SC018		30
SC019		35
SC020		36
SC021		40
SC022		45
SC023		46
SC024		50
SC025		55
SC026		60
SC027		65
SC028		70
SC029		75
SC030		80
SC031		90
SC032		95
SC033		99
SC034		100
SC035		110
SC036		120
SC037		145
SC038		150
SC039		155
SC040		180
SC041		200
SC042		220
SC043		250
SC044		300
SC045		360
SC046	5	
SC047	10	

Service Charges	Pence per call	Pence per minute
SC048	15	
SC049	25	
SC050	30	
SC051	35	
SC052	40	
SC053	48	
SC054	50	
SC055	70	
SC056	75	
SC057	100	
SC058	145	
SC059	150	
SC060	200	
SC061		250
SC062		300
SC063	400	
SC064	500	
SC065	600	
SC066	77	155
SC067	80	25
SC068	399	139
SC069	499	135
SC070	550	275*
SC071	574	299*
SC072	698	349*
SC073		250*
SC074	5	5*
SC075	10	10*
SC076	40	40*
SC077	70	70*
SC078	150	150*
SC079	200	200*
SC080	445	257*

International charges

Our rates for dialing international destinations are in the following tables. The tables include both our standard rates and our rates for our International Call 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 Rate	Call Plan
Afghanistan	66.4	33.2
Albania	13.4	13.4
Albania Mobile	67.4	33.7
Albania OLO	172	166
Algeria	17.4	8.7
Algeria Mobile	70.9	35.45
American Samoa	11	5.5
Andorra	8	4
Andorra Mobile	46.4	23.2
Angola	24.4	12.2
Angola Mobile	51	25.5
Anguilla	51	25.5
Anguilla Mobile	51	25.5
Antarctic	158	151
Antigua & Barbuda	25.5	25.5
Antigua & Barbuda Mobile	35.2	28.56
Argentina	5.8	2.9
Argentina Mobile	38	19
Armenia	44	22
Armenia Mobile	52	26
Aruba	51.8	25.9
Aruba Mobile	51.8	25.9
Ascension Island	177	171
Australia	7	3.5
Australia Mobile	32.6	16.3
Australia Special Services	8	4

Austria	4.4	2.2
Austria Mobile	15.8	7.9
Austria Mobile Other	86.2	43.1
Azerbaijan	52.4	26.2
Azerbaijan Mobile	79.2	39.6

B	Pence per minute	
	Standard Rate	Call Plan
Bahrain Mobile	22.8	22.8
Bangladesh	11.8	5.9
Bangladesh Mobile	19.8	9.9
Barbados	13.8	13.8
Barbados Mobile	50.6	25.3
Belarus	123	123
Belarus Mobile	62.2	31.1
Belgium	5.4	2.7
Belgium Mobile	54.15	54.15
Belgium Mobistar Mobile	25.8	12.9
Belgium Proximus Mobile	25.8	12.9
Belgium Special Service	51.1	51.1
Belize	55.4	27.7
Belize Mobile	55.4	27.7
Benin	57.8	28.9
Benin Mobile	57.8	28.9
Bermuda	10.6	5.3
Bhutan	23.8	11.9
Bolivia	27	13.5
Bolivia Equal Access	31.5	15.75
Bolivia Mobile	31	15.5
Bosnia Herzegovina	32.6	16.3
Bosnia Herzegovina Mobile	75	37.5

Botswana	21.4	10.7
Botswana Mobile	51.8	25.9
Brazil	8.4	4.2
Brazil Mobile	54.2	27.1
Brazil Rio De Janeiro	8.4	4.2
British Virgin Islands	57.4	28.7
Brunei	6.2	3.1
Brunei Mobile	26.2	13.1
Bulgaria	16.6	8.3
Bulgaria Mobile	81.3	81.3
Burkina Faso	52.4	26.2
Burkina Faso Mobile	62.2	31.1
Burundi	33	16.5

Pence per minute

C	Standard Rate	Call Plan
Cambodia	13.8	6.9
Cambodia Mobile	37.8	18.9
Cameroon	42.6	21.3
Cameroon Mobile	42.6	42.6
Canada	3	1.5
Canada Directory Enquiries	178	89
Canada Northwestel	46.8	23.4
Cape Verde Islands	44	22
Cape Verde Mobile	70	35
Cayman Islands	42.8	21.4
Cayman Islands Mobile	42.8	21.4
Central African Republic	74.8	37.4

Central African Republic Special	85	79
Chad	68.4	34.2
Chad Mobile	68.4	34.2
Chile	6.4	3.2
Chile Mobile	47.8	23.9
Chile Rural	120	60
Chile Santiago		6.4
Chile Special Services	282	141
China	4.6	2.3
China Mobile	18.2	9.1
Colombia	40.8	20.4
Colombia Mobile	40.8	20.4
Comores	132	132
Congo	103	51.5
Congo Mobile	103	51.5
Congo Democratic Republic	63.4	31.7
Congo Democratic Republic	170	164
Congo Democratic Republic	63.4	31.7
Cook Islands	158	79
Costa Rica	8.2	4.1
Costa Rica Mobile	28.2	14.1
Croatia	3	1.5
Croatia Mobile		50
Cuba	132	132
Cyprus	3	1.5
Cyprus Mobile	20	10
Czech Republic	6.6	3.3
Czech Republic Mobile	40.41	40.41

Pence per minute		
D	Standard Rate	Call Plan
Denmark	3	1.5
Denmark Mobile	20	10
Diego Garcia	203.5	101.8
Djibouti	83.8	41.9
Djibouti Mobile	83.8	41.9
Dominica	25.8	12.9
Dominica Mobile	51.8	25.9
Dominican Republic	21.8	10.9
Dominican Republic Mobile	21.8	10.9

Pence per minute		
E	Standard Rate	Call Plan
East Timor	105.2	105.2
Ecuador	25.2	12.6
Ecuador Mobile	50	25
Egypt	24.4	12.2
Egypt Mobile	24.4	12.2
El Salvador	55.8	27.9
El Salvador Mobile	55.8	27.9
Equatorial Guinea	55	27.5
Eritrea	61.6	30.8
Estonia	4.8	2.4
Estonia Personal Number	71.77	71.77
Estonia Mobile	42.6	42.6

Pence per minute		
F	Standard Rate	Call Plan
Falkland Islands	99.5	99.5
Faroe Islands	16	8

Faroe Islands Mobile	46.2	23.1
Fiji	44.2	44.2
Fiji Mobile	44.2	44.2
Finland	15.2	7.6
Finland Mobile	29.2	14.6
France	3	1.5
France Mobile	8	4
France Mobile Other (MVNOs)	56	50
France Special Services	8	4
French Guyana	7.8	3.9
French Guyana Mobile	37.8	18.9
French Polynesia	73.6	36.8

Pence per minute		
G	Standard Rate	Call Plan
Gabon	96	48
Gabon Mobile	97	48.5
Gambia	101.7	50.9
Gambia Mobile	103.6	51.8
Georgia	15.8	7.9
Georgia Mobile	24.8	12.4
Germany	4	2
Germany Mobile	29.8	14.9
Germany Personal Numbers	61	55
Ghana	40	25
Ghana Mobile	49.8	24.9
Gibraltar	12	6
Gibraltar Mobile	54	27
Greece	3.8	1.9
Greece Mobile	20	10
Greenland	99.5	49.8
Grenada		25.5

Grenada Mobile	52.4	26.2
Guadeloupe	10.2	5.1
Guadeloupe Mobile	39.4	19.7
Guam	5	2.5
Guatemala	40.8	20.4
Guatemala Mobile	40.8	20.4
Guinea	99.5	49.8
Guinea Mobile	106.6	53.3
Guinea Bissau	73.6	36.8
Guinea Bissau Mobile	73.6	36.8
Guyana	68.2	34.1
Guyana Mobile	68.2	34.1

Pence per minute

H	Standard Rate	Call Plan
Haiti	73.6	36.8
Haiti Mobile	73.6	36.8
Honduras	44	22
Honduras Mobile	44	22
Hong Kong	4	2
Hong Kong Mobile	4	2
Hungary	4.6	2.3
Hungary Mobile	21	10.5

Pence per minute

I	Standard Rate	Call Plan
Iceland	8.4	4.2
Iceland Mobile	34.6	17.3
India	7	3.5
Indonesia	20.6	10.3
Indonesia Major Cities	9.2	4.6

Indonesia Mobile	20.6	10.3
Iran	16	8
Iran Mobile	20	10
Iraq	20	10
Iraq Mobile	32.2	16.1
Ireland	3	1.5
Ireland Mobile		36
Ireland Mobile Other	37	31
Ireland Special Services	42	21
Israel	4.6	2.3
Israel Mobile	14.2	7.1
Israel Palestine	39	19.5
Italy	3.48	1.74
Italy Mobile	55.6	27.8
Ivory Coast	60	30
Ivory Coast Mobile	64.2	32.1

Pence per minute

J	Standard Rate	Call Plan
Jamaica	15	7.5
Jamaica Mobile	50	25
Japan	8	4
Japan Mobile	32.4	16.2
Jordan	24.8	12.4
Jordan Mobile	31.8	15.9

Pence per minute

K	Standard Rate	Call Plan
Kazakhstan	24.6	12.3
Kazakhstan Mobile	25.8	12.9
Kenya	26	13
Kenya Mobile	27.8	13.9

Kiribati	128	64
Kuwait	29	14.5
Kuwait Mobile	29	14.5
Kyrgyzstan	32.8	16.4
Kyrgyzstan Mobile	32.8	16.4

Pence per minute

L	Standard Rate	Call Plan
Laos	24.6	12.3
Latvia	25.8	12.9
Latvia Mobile	18	9
Latvia Mobile One	78	72
Latvia Mobile Other	78	72
Lebanon	29	14.5
Lebanon Mobile	53	26.5
Lesotho	46.4	23.2
Lesotho Mobile	46.4	23.2
Liberia	83.2	41.6
Liberia Mobile	73.6	73.6
Libya	49.5	36.8
Libya Mobile	78.4	39.2
Liechtenstein	20	10
Liechtenstein Mobile	82	76
Liechtenstein Special Services	50.4	50.4
Lithuania	8	4
Lithuania Personal Number	83	77
Lithuania Mobile	16.2	8.1
Luxembourg	3.8	1.9
Luxembourg Mobile	49.4	24.7

Pence per minute

M	Standard Rate	Call Plan
Macau	8.8	4.4
Macedonia	32.2	16.1
Macedonia Mobile	78.4	39.2
Madagascar	99.5	49.8
Madagascar Mobile	104.4	52.2
Malawi	9.9	19.8
Malawi Mobile	23.6	11.8
Malaysia	3.2	1.6
Malaysia Mobile	7.4	3.7
Maldives	99.5	99.5
Mali	66.2	33.1
Mali Mobile	66.2	33.1
Malta	5.4	2.7
Malta Mobile	39.2	19.6
Marshall Islands	56.8	28.4
Martinique	10.2	5.1
Martinique Mobile	35	17.5
Mauritania	94.6	47.3
Mauritania Mobile	94.6	47.3
Mauritius	35	17.5
Mauritius Mobile	35	17.5
Mayotte	16.6	8.3
Mayotte Mobile	36.8	18.4
Mexico	9.8	4.9
Mexico Mobile	12	6
Micronesia	45.8	22.9
Moldova	32.2	16.1
Moldova Mobile	57.2	28.6
Monaco	20	10
Monaco Mobile	68.9	34.5

Mongolia	13.8	6.9
Mongolia Mobile	22.6	11.3
Montenegro	35	17.5
Montenegro Mobile	77.8	38.9
Montserrat	38.2	19.1
Morocco	30.2	15.1
Morocco Mobile	51.74	51.74
Mozambique	17.6	8.8
Mozambique Mobile	59	29.5
Myanmar	70.8	35.4

Niue	155	155
North Korea	145.4	72.7
Northern Marianas	6.6	3.3
Norway	8	4
Norway Mobile	43.6	21.8

Pence per minute

O	Standard Rate	Call Plan
Oman	27.6	13.8
Oman Mobile	68	34

Pence per minute

N	Standard Rate	Call Plan
Namibia	35	17.5
Namibia Mobile	56	28
Nauru	158	158
Nepal	31.4	15.7
Nepal Mobile	31.4	15.7
Netherlands	3.8	1.9
Netherlands Mobile	20	10
Netherlands Antilles	50	25
Netherlands Antilles Mobile	50	25
New Caledonia	43.8	21.9
New Zealand	4.4	2.2
New Zealand Mobile	23	11.5
Nicaragua	33.6	16.8
Nicaragua Mobile	55.8	27.9
Niger	53.6	26.8
Niger Mobile	53.6	26.8
Nigeria	17.8	8.9
Nigeria Mobile	17.8	17.8
Nigeria Special Services	17.8	8.9

Pence per minute

P	Standard Rate	Call Plan
Pakistan	8	4
Pakistan Mobile	8	4
Palau	55.6	27.8
Palestine	39	19.5
Palestine Mobile	45.6	22.8
Panama	5	7.6
Panama Mobile	34	17
Panama Special Services	196	98
Papua New Guinea	99.5	99.5
Paraguay	18.2	9.1
Paraguay Mobile	18.2	18.2
Peru	16.6	8.3
Peru Mobile	30.2	15.1
Peru Rural	43.06	43.06
Philippines	30.8	15.4
Philippines Mobile	41.2	20.6
Poland	4.8	2.4
Poland Mobile	62.3	31.2
Portugal	4.4	2.2
Portugal Mobile	18	9
Puerto Rico	3.2	1.6

Pence per minute		
Q	Standard Rate	Call Plan
Qatar	30	15
Qatar Mobile	40	20

Pence per minute		
R	Standard Rate	Call Plan
Reunion	6.4	3.2
Reunion Mobile	29.6	14.8
Romania	6.2	3.1
Romania Mobile	24.6	12.3
Russia	27	27
Russia Major Cities	27	13.5
Russia Mobile	27	13.5
Rwanda	36.2	36.2
Rwanda Mobile	36.2	36.2

Pence per minute		
S	Standard Rate	Call Plan
San Marino	6.2	3.1
San Marino Mobile	54	27
San Marino Premium	248	124
Sao Tome & Principe	158	158
Saudi Arabia	35.2	17.6
Saudi Arabia Mobile	35.2	17.6
Senegal	99.2	49.6
Senegal Mobile	99.2	49.6
Serbia	29	14.5
Serbia Mobile	78.4	39.2
Seychelles	63	31.5
Seychelles Special Services	142	71

Sierra Leone	94.8	47.4
Sierra Leone Mobile	94.8	47.4
Singapore	3	1.5
Singapore Mobile	3	1.5
Slovakia	6.4	3.2
Slovakia Mobile	36	18
Slovenia	25.6	12.8
Slovenia Mobile	30.4	15.2
Slovenia Mobile Other	100	50
Solomon Islands	158	158
Somalia	120	60
Somalia Mobile	120	60
South Africa	8	
South Africa Mobile	33.8	16.9
South Korea	3.8	1.9
South Korea Mobile	8	4
South Sudan	96	48
Spain	3.48	1.74
Spain Mobile	28	14
Spain Special Services	148	74
Sri Lanka	24.4	24.4
Sri Lanka Mobile	31.6	15.8
St. Helena	155	155
St. Kitts & Nevis	57.4	28.7
St. Kitts & Nevis Mobile	57.4	28.7
St. Lucia	24	12
St. Lucia Mobile	51.6	25.8
St. Martin	32	16
St. Pierre & Miquelon	43	21.5
St. Pierre & Miquelon Mobile	100	50
St. Vincent & Grenadines	24.4	12.2

St. Vincent & Grenadines Mobile	33	27
Sudan	37	18.5
Sudan Mobile	58.45	58.45
Suriname	48.6	24.3
Suriname Mobile	48.6	24.3
Swaziland	15	7.5
Swaziland Mobile	50.2	25.1
Sweden	3.48	1.74
Sweden Mobile	20	10
Switzerland	12	6
Switzerland Mobile	34	17
Switzerland Mobile Other	56.33	56.33
Switzerland Special Services	14.4	7.2
Syria	26.2	13.1
Syria Mobile	46.8	23.4

Pence per minute

T	Standard Rate	Call Plan
Taiwan	4	2
Taiwan Mobile	27	13.5
Tajikistan	33.6	16.8
Tajikistan Mobile	33.6	16.8
Tanzania	62	31
Tanzania Mobile	36.6	36.6
Thailand	8.2	4.1
Thailand Mobile	8.2	4.1
Togo	87	43.5
Tokelau	203.5	203.5
Tonga	92.2	46.1
Trinidad & Tobago	7.4	7.4
Trinidad & Tobago Mobile	25.8	25.8

Tunisia	52.4	52.4
Tunisia Mobile	81.3	40.7
Turkey	7	3.5
Turkey Mobile	30	15
Turkey Mobile Other	68.55	68.55
Turkey (Cyprus)	10	5
Turkey (Cyprus) mobile	31.8	15.9
Turkmenistan	27.2	13.6
Turks & Caicos Islands	57.4	28.7
Turks & Caicos Islands Mobile	57.4	28.7
Tuvalu	133.4	66.7

Pence per minute

U	Standard Rate	Call Plan
Uganda	27.8	13.9
Uganda Mobile	39.4	19.7
Ukraine	35	25
Ukraine Mobile	35	25
United Arab Emirates	34	17
United Arab Emirates Mobile	34	17
Uruguay	14	7
Uruguay Mobile	41	20.5
US Virgin Islands	5	2.5
USA	3	1
USA Alaska	4.2	4.2
USA Directory Enquiries	200	120
USA Hawaii	4.2	4.2
Uzbekistan	19	9.5
Uzbekistan Mobile	27	13.5

Pence per minute		
V	Standard Rate	Call Plan
Vanuatu	112.4	56.2
Vatican City	3.8	1.9
Venezuela	2.5	1.25
Venezuela Mobile	37.55	37.55
Vietnam	11.6	5.8
Vietnam Mobile	19.6	9.8

Pence per minute		
W	Standard Rate	Call Plan
Wallis & Futuna	202.5	101.3
Western Samoa	105.6	52.8

Pence per minute		
Y	Standard Rate	Call Plan
Yemen	36.2	18.1
Yemen Mobile	47.6	23.8

Pence per minute		
Z	Standard Rate	Call Plan
Zambia	16.8	8.4
Zambia Mobile	35.2	17.6
Zimbabwe	27.8	13.9
Zimbabwe Mobile	109.6	54.8

Pence per minute		
Other	Standard Rate	Call Plan
Australia Satellite	25	25
Emsat Satellite System	685.8	685.8
Inmarsat aero	988.9	988.9
Pence per minute	212	424
Inmarsat hsd	972.3	972.3
Inmarsat m	427.2	427.2
Inmarsat m4	694.7	694.7
Iridium Satellite System	454.7	454.7
Satellite Other	458	229
Thuraya	458	229

