



SMALLWORLD
your cable company

Smallworld Phone Tariff Guide

Prices effective from 1st November 2011



www.smallworldcable.com

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This Tariff Guide allows Smallworld Cable residential customers to find the rates for all call destinations quickly and easily and outlines certain features of the service. Business customers should call 01524 313131 for details of their rates.

If you have any further questions, please call us on 0800 706 150 for more information

Package Overview (including UK call rates)

| Package | Monthly Fee | UK ¹ Daytime Mon - Fri 7am to 7pm | UK ¹ Evening Mon - Fri before 7am and after 7pm | UK ¹ Weekend all day Sat and Sun | UK Mobile | International |
|----------------------------|----------------------|--|---|---|--|--|
| Standard | Free | 7.6p per minute | Free | | Daytime: 13p per min Evening: 8p per min: | See pages 6-9 of this guide |
| Talk Anytime International | £7 / £5 ² | Unlimited | | | Daytime: 10.4p per min Evening: 6.4p per min: | Unlimited calls to 20 popular destinations |

A 13p connection fee applies to all non-inclusive UK landline, mobile and international calls.

1. UK calls are to 01, 02, 03 & 0870 numbers only (excludes calls to Channel Islands, indirect and dial-up internet access numbers and 070 numbers). Calls from Northern Ireland to the Republic of Ireland are charged at UK rates. Subject to Acceptable Use Policy - see smallworldcable.com/phone/usage. UK rates apply for calls to the g21 charge-band. Max price for other 08 numbers is 10ppm, with a max connection fee of 10p, please see pages 5 and 12-14. Max price for 070 is 48ppm, with a max connection fee of 50p, please see page 10.
2. £5 a month when taken with any HD TV package.
3. Unlimited International landline calls to Austria, Australia, Belgium, Canada, Czech Republic, Denmark, France, Germany, Greece, Hungary, Irish Republic, Italy, Luxembourg, Netherlands, New Zealand, Norway, Spain, Sweden, Switzerland and USA (also includes calls to mobiles in Canada and USA). Subject to acceptable use policy.

Smallworld Line Rental

Smallworld customers get line rental at just £13.90 a month including FREE evening & weekend calls and FREE calls to other Smallworld customers. Plus there are a number of Call Features which come as standard and you can choose to take additional features for a little extra

Call Features

| Package | Description | Price |
|----------------------------------|--|-------------------------------|
| 141 - Withhold Number | Dial 141 before you call to hide your number from the person you're calling. | No Extra Charge |
| 141 - Override Withhold Number | If you have Number Withhold on calls, dial 141 to override it & send your number | No Extra Charge |
| 1471 - Play Last Caller's Number | Call 1471 to discover who phoned you last | No Extra Charge |
| 1471 - Return Call | "Press 3" to return the call | Standard Call Charges Apply |
| Always Withhold Number | Your number is never shown when you make a call | No Extra Charge (on request) |
| 1571 - Voicemail | Callers can leave you a message if you don't answer or if your line is engaged | No Extra Charge (on request) |
| Caller Display | See who's calling before you answer. If a number's in your phonebook you'll even see the name | No Extra Charge (on request) |
| Anonymous Caller Reject | Reject calls from people who withhold their number | £3 a month for all 5 features |
| Call Diversion | Divert your calls to another landline or mobile number so you never miss a call* | |
| Call Waiting | Shows if you have a second call and lets you put your current call on hold while you take another | |
| Reminder Call | Set up an incoming call to remind yourself about birthdays or appointments | |
| Ring Back | If a number's engaged, request a ring back and you'll be called when the number becomes free | |
| Selective Caller Rejection | Reject calls from up to 10 predefined numbers | |
| Three-Way Calling | Enables a three way call to be established | Standard call charges apply |
| Text | Send text messages from a text enabled telephone - limited to fixed or mobile numbers in the UK. Caller Display required | |

The diverted part of the call is charged to the Smallworld customer at the standard rate depending on the type of phone the call is diverted to, e.g. mobile. The person calling is charged for a standard UK landline call and will be charged as normal by their calls provider.

Smallworld: 12 month minimum term applies to new Smallworld customers.

Call Charge Details

Time-bands

Calls to UK mobiles and 0845 numbers fall within one of two time-bands:

- Daytime -Monday to Sunday, 7am to 7pm
- Evening -Monday to Sunday, before 7am and after 7pm.

All other calls fall within one of three time-bands:

- Daytime -Monday to Friday, 7am to 7pm
- Evening -Monday to Friday, before 7am and after 7pm
- Weekend - Between midnight on Friday and midnight on Sunday.

Charge-bands

- A charge-band is assigned to a set of numbers which are charged the same rates. For example, all numbers starting 0900 90 and 0901 20 are in the same charge-band and the rate for both calls will be the same
- Charge-bands have codes designated to them, e.g. 'dq' for directory enquiries, 'p' for premium rate services etc. Each charge-band is explained in more detail below
- This tariff guide shows the calling rates assigned to the charge-bands. For a list of which numbers are attached to which charge-bands please see the list at smallworldcable.com/phone/usage

VAT

All prices that appear on this tariff guide are inclusive of VAT.

Duration rounding

All calls are billed per second. Unlike other major operators such as SKY, BT and Talk Talk we do not round calls up to the nearest minute. Such rounding can often add 30-40% to the cost of a call.

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 13p (inc VAT) will be applied to all calls except:

- Free or unlimited calls (including free or unlimited calls that commence within an uncharged period but end in a charged period)
- Fixed fee calls (including fixed fee directory enquiries calls)
- Calls charged by time duration that start with a fixed fee (including some directory enquiries calls)

Call Rates to Major UK Mobile Networks

Smallworld Standard

| Mobile Operator | Daytime Call cost per minute | Evening Call cost per minute |
|------------------------|---------------------------------|---------------------------------|
| Vodafone | 13 | 8 |
| O2 | 13 | 8 |
| Orange | 13 | 8 |
| T Mobile (also Virgin) | 13 | 8 |
| 3 | 13 | 8 |

A 13p connection fee applies to all calls.

Talk Anytime International

| Mobile Operator | Daytime Call cost per minute | Evening Call cost per minute |
|------------------------|---------------------------------|---------------------------------|
| Vodafone | 10.4 | 6.4 |
| O2 | 10.4 | 6.4 |
| Orange | 10.4 | 6.4 |
| T Mobile (also Virgin) | 10.4 | 6.4 |
| 3 | 10.4 | 6.4 |

A 13p connection fee applies to all calls.

Call Rates to 0800,0845 and 0870 Internet Access Numbers

Calls to 0845 are known as Number Translation Services (NTS), meaning that the cost of the call is not dependent on the location of the caller or the destination of the number dialled. Calls to 0870 09, 0870 185, 0870 187 and 0870 188 are used to connect to the internet for dial-up Internet Service Providers (ISPs). These are charged at the g2 rate, please see the Call Rates to Internet Services Table on Page 12.

| Charge bands | Daytime | Evening |
|--------------------------|---------|---------|
| Local NTS (0845 numbers) | 6.5 | 6.5 |
| Freephone (0800 numbers) | Free | Free |

A 13p connection fee applies to all calls. All call rates are in pence per minute.

Calls 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 | 6.5 | 6.5 | 6.5 |

A 13p connection fee applies to all calls. All call rates are in pence per minute.

Talk Anytime International

Calls to the following destinations are free for customers on the Talk Anytime International Tariff.

Australia (including Christmas Islands & Cocos Islands)

Austria

Belgium

Canada (including calls to mobiles)

Czech Republic

Denmark

France

Germany

Greece

Hungary

Ireland (Republic of)

Italy

Luxembourg

Netherlands

New Zealand

Norway

Spain (except Canary Islands)

Sweden

Switzerland

USA (including calls to mobiles)

* Subject to acceptable use policy

International Call Rates

| Destination | LANDLINE | | | MOBILE | | |
|---|----------|---------|---------|---------|---------|---------|
| | Daytime | Evening | Weekend | Daytime | Evening | Weekend |
| Afghanistan | 134.50 | 128.50 | 128.50 | 160.50 | 154 | 154 |
| Albania | 51 | 46 | 46 | 77 | 71.50 | 71.50 |
| Algeria | 51 | 46 | 46 | 77 | 71.50 | 71.50 |
| Andorra | 44.50 | 35.50 | 35.50 | 70 | 61 | 61 |
| Angola | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Anguilla | 78.50 | 67 | 67 | 104 | 92.50 | 92.50 |
| Antarctica Australian Territory | 160.50 | 153.50 | 153.50 | 160.50 | 153.50 | 153.50 |
| Antigua & Barbuda | 27 | 24.50 | 24.50 | 53 | 50.50 | 50.50 |
| Antilles (Netherlands) | 77 | 62 | 62 | 102.50 | 88 | 88 |
| Argentina | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Armenia | 101.50 | 83 | 83 | 127.50 | 109 | 109 |
| Aruba | 128 | 62 | 62 | 102.50 | 88 | 88 |
| Ascension Island | 101.50 | 96.50 | 96.50 | 101.50 | 97 | 97 |
| Australia (incl. Christmas Is. & Cocos Is.) | 28.50 | 12 | 12 | 54 | 37.50 | 37.50 |
| Austria | 31.50 | 28.50 | 28.50 | 57.50 | 54 | 54 |
| Azerbaijani Republic | 61 | 55 | 55 | 87 | 80.5 | 80.5 |
| Azores | 28.50 | 24 | 24 | 54 | 49.50 | 49.50 |
| Bahamas | 78.50 | 67 | 67 | 78.50 | 67 | 67 |
| Bahrain | 101.50 | 83 | 83 | 127.50 | 109 | 109 |
| Bangladesh | 29 | 25.50 | 25.50 | 55 | 51 | 51 |
| Barbados | 27 | 24.50 | 24.50 | 53 | 50.5 | 50.5 |
| Belarus | 61 | 55 | 55 | 87 | 80.5 | 80.5 |
| Belgium | 21.50 | 12 | 12 | 47.50 | 37.50 | 37.50 |
| Belize | 101.50 | 83 | 83 | 127.50 | 109 | 109 |
| Benin | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Bermuda | 27 | 24.50 | 24.50 | 53 | 50.5 | 50.5 |
| Bhutan | 81.50 | 77 | 77 | 107.50 | 102.50 | 102.50 |
| Bolivia | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Bosnia-Herzegovena | 51 | 46 | 46 | 77 | 71.50 | 71.50 |
| Botswana | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Brazil | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Brunei Darussalam | 81.50 | 77 | 77 | 107.50 | 102.50 | 102.50 |
| Bulgaria | 51 | 46 | 46 | 77 | 71.50 | 71.50 |
| Burkina Faso | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Burundi | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Cambodia (Kingdom of) | 233.50 | 227.50 | 227.50 | 259 | 253.5 | 253.5 |
| Cameroon | 89 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Canada | 19 | 12 | 12 | 19 | 12 | 12 |
| Canary Islands (mapped to Spain) | 28.50 | 24 | 24 | 54 | 49.50 | 49.50 |
| Cape Verde | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Cayman Islands | 78.50 | 67 | 67 | 104 | 92.50 | 92.50 |
| Central African Republic | 157.50 | 151 | 151 | 157.50 | 151 | 151 |
| Chad | 160.5 | 153.50 | 153.50 | 160.50 | 153.50 | 153.50 |
| Chile | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| China | 27 | 24.50 | 24.50 | 53 | 50.50 | 50.50 |

A 13p connection fee applies to all international calls. All call rates are in pence per minute.

International Call Rates

| Destination | LANDLINE | | | MOBILE | | |
|---|----------|---------|---------|---------|---------|---------|
| | Daytime | Evening | Weekend | Daytime | Evening | Weekend |
| Colombia | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Comoros | 134.50 | 128.50 | 128.50 | 160.50 | 154 | 154 |
| Congo | 134.50 | 128.50 | 128.50 | 160.50 | 154 | 154 |
| Cook Islands | 160.50 | 153.50 | 153.50 | 160.50 | 153.50 | 153.50 |
| Costa Rica | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Cote d'Ivoire | 129.50 | 105 | 105 | 155 | 131 | 131 |
| Croatia | 51 | 46 | 46 | 77 | 71.50 | 71.50 |
| Cuba | 134.50 | 128.50 | 128.50 | 160.50 | 154 | 154 |
| Cyprus (including the north of Cyprus) | 28.50 | 24 | 24 | 54 | 49.50 | 49.50 |
| Czech Republic | 31.50 | 28.50 | 28.50 | 57.50 | 54 | 54 |
| Democratic Republic of the Congo (formerly Zaire) | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Denmark | 23.50 | 12 | 12 | 49 | 37.50 | 37.50 |
| Diego Garcia | 206.50 | 201 | 201 | 206.50 | 201 | 201 |
| Djibouti | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Dominica | 91.50 | 77 | 77 | 117.50 | 102.50 | 102.50 |
| Dominican Republic | 78.50 | 67 | 67 | 104 | 92.50 | 92.50 |
| East Timor | 233.50 | 227.50 | 227.50 | 259 | 253.50 | 253.50 |
| Ecuador | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Egypt | 96.50 | 83 | 83 | 122 | 109 | 109 |
| El Salvador | 129.50 | 105 | 105 | 155 | 131 | 131 |
| Equatorial Guinea | 134.50 | 128.50 | 128.50 | 160.50 | 154 | 154 |
| Eritrea | 129.50 | 105 | 105 | 155 | 131 | 131 |
| Estonia | 61 | 55 | 55 | 87 | 80.5 | 80.5 |
| Ethiopia (Federal Democratic Republic of) | 129.50 | 105 | 105 | 155 | 131 | 131 |
| Falkland Islands | 101.50 | 97 | 97 | 101.50 | 97 | 97 |
| Faroe Islands | 44.50 | 35.50 | 35.50 | 70 | 61 | 61 |
| Fiji | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Finland | 31.50 | 28.50 | 28.50 | 57.50 | 54 | 54 |
| France | 22 | 12 | 12 | 47.50 | 37.50 | 37.50 |
| French Guiana | 134.50 | 128.50 | 128.50 | 160.50 | 154 | 154 |
| French Polynesia | 206.50 | 201 | 201 | 232.50 | 226.50 | 226.50 |
| Gabon | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Gambia | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Georgia | 77 | 62 | 62 | 102.50 | 88 | 88 |
| Germany | 22 | 12 | 12 | 47.50 | 37.50 | 37.50 |
| Ghana | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Gibraltar | 28.50 | 24 | 24 | 54 | 49.50 | 49.50 |
| Greece | 16.50 | 12 | 12 | 42 | 37.50 | 37.50 |
| Greenland | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Grenada (inc Carriacou) | 27 | 24.50 | 24.50 | 53 | 50.5 | 50.5 |
| Guadeloupe | 101.50 | 83 | 83 | 127.50 | 109 | 109 |
| Guam | 134.50 | 128.50 | 128.50 | 134.50 | 128.50 | 128.50 |
| Guatemala | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Guinea | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Guinea Bissau | 160.50 | 153.50 | 153.50 | 160.50 | 153.50 | 153.50 |
| Guyana | 129.50 | 105 | 105 | 155 | 131 | 131 |
| Haiti | 121 | 97.50 | 97.50 | 146.50 | 123 | 123 |
| Honduras | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Hong Kong | 14.50 | 10 | 10 | 14.50 | 10 | 10 |
| Hungary | 31.50 | 28.50 | 28.50 | 57.50 | 54 | 54 |
| Iceland | 51 | 46 | 46 | 77 | 71.50 | 71.50 |
| India | 29 | 25.50 | 25.50 | 55 | 51 | 51 |
| Indonesia | 79.50 | 77 | 77 | 105 | 102.50 | 102.50 |
| Iran | 129.50 | 105 | 105 | 155 | 131 | 131 |
| Iraq | 129.50 | 105 | 105 | 155 | 131 | 131 |
| Ireland (Republic of) | 18 | 12 | 12 | 55 | 37.50 | 37.50 |
| Israel | 61 | 55 | 55 | 87 | 80.5 | 80.5 |
| Italy (inc. Vatican City) | 25.50 | 12 | 12 | 51 | 37.50 | 37.50 |
| Jamaica | 29 | 24.50 | 24.50 | 53 | 50.50 | 50.50 |
| Japan | 12 | 8 | 8 | 37.50 | 34 | 34 |
| Jordan | 126 | 109 | 109 | 152 | 134.50 | 134.50 |
| Kazakhstan | 79.50 | 75 | 75 | 105 | 100.50 | 100.50 |
| Kenya | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |

A 13p connection fee applies to all international calls. All call rates are in pence per minute.

International Call Rates

| Destination | LANDLINE | | | MOBILE | | |
|-----------------------------------|----------|---------|---------|---------|---------|---------|
| | Daytime | Evening | Weekend | Daytime | Evening | Weekend |
| Kiribati | 160.50 | 153.50 | 153.50 | 160.50 | 153.50 | 153.50 |
| Korea PDR (North) | 160.50 | 153.50 | 153.50 | 160.50 | 153.50 | 153.50 |
| Korea Republic (South) | 81.50 | 77 | 77 | 107.50 | 102.50 | 102.50 |
| Kuwait | 101.50 | 83 | 83 | 127.50 | 104 | 104 |
| Kyrgyz Republic | 79.50 | 75 | 75 | 105 | 100.50 | 100.50 |
| Laos | 157.50 | 151 | 151 | 183.50 | 176.50 | 176.50 |
| Latvia | 61 | 55 | 55 | 87 | 80.5 | 80.5 |
| Lebanon | 126 | 109 | 109 | 152 | 134.50 | 134.50 |
| Lesotho | 98 | 79.50 | 79.50 | 123.50 | 108 | 108 |
| Liberia | 98 | 79.50 | 79.50 | 123.50 | 108 | 108 |
| Libya | 51 | 46 | 46 | 77 | 71.50 | 71.50 |
| Liechtenstein | 23.50 | 22.50 | 22.50 | 49 | 48 | 48 |
| Lithuania | 61 | 55 | 55 | 87 | 80.50 | 80.50 |
| Luxembourg | 23.50 | 22 | 22 | 49 | 47.50 | 47.50 |
| Macao | 81.50 | 77 | 77 | 107.50 | 102.50 | 102.50 |
| Macedonia | 51 | 46 | 46 | 77 | 71.50 | 71.50 |
| Madagascar | 101.50 | 97 | 97 | 126.50 | 122.50 | 122.50 |
| Madeira (Mapped to Portugal) | 28.50 | 23.50 | 23.50 | 54.50 | 49.50 | 49.50 |
| Malawi (The Republic of) | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Malaysia | 49 | 46 | 46 | 75 | 71.50 | 71.50 |
| Maldives | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Mali | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Malta | 31.50 | 28.50 | 28.50 | 57.50 | 54.50 | 54.50 |
| Marshall Island | 160.50 | 153.50 | 153.50 | 160.50 | 153.50 | 153.50 |
| Martinique | 101.50 | 83 | 83 | 127.50 | 109 | 109 |
| Mauritania | 134.50 | 128.50 | 128.50 | 160.50 | 154 | 154 |
| Mauritius | 129.50 | 105 | 105 | 150 | 131 | 131 |
| Mayotte | 129.50 | 105 | 105 | 150 | 131 | 131 |
| Mexico | 81.50 | 77 | 77 | 107.50 | 102.50 | 102.50 |
| Micronesia | 160.50 | 153.50 | 153.50 | 160.50 | 153.50 | 153.50 |
| Moldova | 77 | 62 | 62 | 102.50 | 88 | 88 |
| Monaco | 41.50 | 33 | 33 | 67.50 | 58.50 | 58.50 |
| Mongolia | 157.50 | 151 | 151 | 183.50 | 176.50 | 176.50 |
| Montenegro | 51 | 46 | 46 | 77 | 71.50 | 71.50 |
| Montserrat | 91.50 | 77 | 77 | 117.50 | 102.50 | 102.50 |
| Morocco | 51 | 46 | 46 | 77 | 71.50 | 71.50 |
| Mozambique | 101.50 | 97 | 97 | 126.50 | 122.50 | 122.50 |
| Myanmar (formerly Burma) | 134.50 | 128.50 | 128.50 | 160.50 | 154 | 154 |
| Namibia | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Nauru | 160.50 | 153.50 | 153.50 | 160.50 | 153.50 | 153.50 |
| Nepal | 81.50 | 77 | 77 | 107.50 | 102.50 | 102.50 |
| Netherlands | 22 | 12 | 112 | 47.50 | 37.50 | 37.50 |
| New Caledonia | 206.50 | 201 | 201 | 232.50 | 226.50 | 226.50 |
| New Zealand (inc Chatham Islands) | 36.50 | 27 | 27 | 62 | 52.50 | 52.50 |
| Nicaragua | 129.50 | 105 | 105 | 150 | 131 | 131 |
| Niger | 101.50 | 97 | 97 | 126.50 | 122.50 | 122.50 |
| Nigeria | 79.50 | 75 | 75 | 105 | 100.50 | 100.50 |
| Niue | 157.50 | 151 | 151 | 157.50 | 151 | 151 |
| Norfolk Island | 134.50 | 128.50 | 128.50 | 134.50 | 128.50 | 128.50 |
| Northern Marianas | 129.50 | 105 | 105 | 129.50 | 105 | 105 |
| Norway | 28.00 | 12 | 12 | 54 | 37.50 | 37.50 |
| Oman | 101.50 | 83 | 83 | 126.50 | 109 | 109 |
| Pakistan | 29 | 25.50 | 25.50 | 55 | 51 | 51 |
| Palau (The Republic of) | 160.50 | 153.50 | 153.50 | 160.50 | 153.50 | 153.50 |
| Palestinian National Authority | 61 | 55 | 55 | 87 | 80.50 | 80.50 |
| Panama | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Papua New Guinea | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Paraguay | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Peru | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Philippines | 81.50 | 77 | 77 | 107.50 | 102.50 | 102.50 |
| Poland | 31.50 | 28.50 | 28.50 | 57.50 | 54.50 | 54.50 |
| Portugal | 27 | 23 | 23 | 53 | 48.50 | 48.50 |
| Puerto Rico | 39.50 | 51 | 51 | 59.50 | 51 | 51 |

A 13p connection fee applies to all international calls. All call rates are in pence per minute.

International Call Rates

| Destination | LANDLINE | | | MOBILE | | |
|--|----------|---------|---------|---------|---------|---------|
| | Daytime | Evening | Weekend | Daytime | Evening | Weekend |
| Qatar | 101.50 | 83 | 83 | 126.50 | 109 | 109 |
| Reunion | 101.50 | 97 | 97 | 126.50 | 122.50 | 122.50 |
| Rodriguez Islands | 134.50 | 128.50 | 128.50 | 134.50 | 128.50 | 128.50 |
| Romania | 61 | 55 | 55 | 87 | 80.50 | 80.50 |
| Ross Island | 78.5 | 67 | 67 | 78.50 | 67 | 67 |
| Russian Federation (inc Nakhodka) | 61 | 55 | 55 | 87 | 80.5 | 80.5 |
| Rwandese Republic | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Samoa (US) | 160.50 | 153.50 | 153.50 | 160.50 | 153.50 | 153.50 |
| Samoa (Western) | 206.50 | 201 | 201 | 232.50 | 226.50 | 226.50 |
| San Marino | 51 | 46 | 46 | 51 | 46 | 46 |
| Sao Tome & Principe | 160.50 | 153.50 | 153.50 | 186 | 179.50 | 179.50 |
| Saudi Arabia | 77 | 62 | 62 | 102.50 | 88 | 88 |
| Senegal | 129.50 | 105 | 105 | 155 | 131 | 131 |
| Serbia | 51 | 46 | 46 | 77 | 71.50 | 71.50 |
| Seychelles | 129.50 | 105 | 105 | 155 | 131 | 131 |
| Sierra Leone | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Singapore | 23 | 18 | 18 | 48.50 | 44 | 44 |
| Slovak Republic | 31.50 | 28.50 | 28.50 | 57.50 | 54 | 54 |
| Slovenia | 51 | 46 | 46 | 77 | 71.50 | 71.50 |
| Solomon Islands | 160.50 | 153.50 | 153.50 | 160.50 | 153.50 | 153.50 |
| Somalia | 160.50 | 153.50 | 153.50 | 186 | 179.50 | 179.50 |
| South Africa | 61 | 54 | 54 | 87 | 79.50 | 79.50 |
| Spain (inc the Balearic Islands) | 25.50 | 12 | 12 | 51 | 37.50 | 37.50 |
| Sri Lanka | 97 | 81.50 | 81.50 | 122.50 | 111 | 111 |
| St Helena | 157.50 | 151 | 151 | 157.50 | 151 | 151 |
| St Kitts & Nevis (formerly St Christopher) | 78.50 | 67 | 67 | 104 | 92.50 | 92.50 |
| St Lucia | 27 | 25 | 25 | 54 | 50.50 | 50.50 |
| St Pierre & Miquelon | 78.50 | 67 | 67 | 104 | 92.50 | 92.50 |
| St Vincent & the Grenadines | 78.50 | 67 | 67 | 104 | 92.50 | 92.50 |
| Sudan | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Suriname | 153 | 122.50 | 122.50 | 178.50 | 148.50 | 148.50 |
| Swaziland | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Sweden | 28 | 19.50 | 19.50 | 47.50 | 45.50 | 45.50 |
| Switzerland | 28 | 12 | 12 | 47.50 | 37.50 | 37.50 |
| Syria | 126 | 109 | 109 | 152 | 134.50 | 134.50 |
| Taiwan | 81.50 | 77 | 77 | 107.10 | 102.50 | 102.50 |
| Tajikstan | 101.50 | 97 | 97 | 127.50 | 122.50 | 122.50 |
| Tanzania | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Thailand | 79.50 | 77 | 77 | 105 | 102.50 | 102.50 |
| Togolese Republic (The) | 129.50 | 105 | 105 | 155 | 131 | 131 |
| Tokelau | 206.50 | 201 | 201 | 206.50 | 201 | 201 |
| Tonga | 157.50 | 151 | 151 | 183.50 | 176.50 | 176.50 |
| Trinidad & Tobago | 27 | 25 | 25 | 53 | 50.50 | 50.50 |
| Tunisia | 51 | 46 | 46 | 77 | 71.50 | 71.50 |
| Turkey | 28 | 23.50 | 23.50 | 54 | 49.50 | 49.50 |
| Turkmenistan | 96 | 88.50 | 88.50 | 121.50 | 114 | 114 |
| Turks & Caicos Islands | 91.5 | 77 | 77 | 117.50 | 102.50 | 102.50 |
| Tuvalu | 160.50 | 153.50 | 153.50 | 160.50 | 153.50 | 153.50 |
| Uganda | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Ukraine | 61 | 55 | 55 | 87 | 80.50 | 80.50 |
| United Arab Emirates | 77 | 62 | 62 | 102.50 | 88 | 88 |
| Uruguay | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| USA | 18 | 12 | 12 | 18 | 12 | 12 |
| Uzbekistan | 79.50 | 75 | 75 | 105 | 100.50 | 100.50 |
| Vanuatu | 160.50 | 153.50 | 153.50 | 186 | 179.50 | 179.50 |
| Venezuela | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Vietnam | 157.50 | 151 | 151 | 183.50 | 176.50 | 176.50 |
| Virgin Islands (UK) | 78.50 | 67 | 67 | 104 | 92.50 | 92.50 |
| Virgin Islands (US) | 78.50 | 67 | 67 | 78.50 | 67 | 67 |
| Wallis and Futuna | 206 | 195 | 195 | 205.50 | 195 | 195 |
| Yemen (formerly Yemen AR and Yemen PDR) | 129.50 | 105 | 105 | 155 | 131 | 131 |
| Zambia | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |
| Zimbabwe | 98 | 79.50 | 79.50 | 123.50 | 105 | 105 |

A 13p connection fee applies to all international calls. All call rates are in pence per minute.

Call Rates to Personal Numbering 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 (including mobile numbers) e.g. at work, at home and on a mobile.

| Charge-band | Daytime | Evening | Weekend |
|-------------|---------|---------|---------|
| c | 13.20 | 7.65 | 4.03 |
| d | 16.66 | 9.83 | 9.83 |
| e | 4.92 | 4.92 | 4.92 |
| f | 29.93 | 19.95 | 9.98 |
| i | 31.92 | 21.95 | 10.47 |
| k | 37.40 | 24.93 | 12.46 |
| pn1 | 23.94 | 15.96 | 7.98 |
| pn2 | 49.88 | 49.88 | 49.88 |
| pn3 | 48.88 | 38.90 | 38.90 |
| pn4 | 25.94 | 25.94 | 25.94 |
| pn5 | 16.96 | 16.96 | 16.96 |
| pn6 | 19.95 | 19.95 | 19.95 |
| pn8 | 19.93 | 19.93 | 19.93 |
| pn9 | 23.45 | 23.45 | 23.45 |
| pn10 | 34.91 | 34.91 | 34.91 |
| pn11 | 38.90 | 28.93 | 28.93 |
| pn12 | 26.93 | 26.93 | 26.93 |
| pn13 | 38.90 | 38.90 | 38.90 |
| pn14 | 29.43 | 29.43 | 29.43 |
| pn15 | 12.97 | 12.97 | 12.97 |
| pn16 | 13.97 | 13.97 | 13.97 |
| pn17 | 14.96 | 14.96 | 14.96 |
| pn18 | 15.96 | 15.96 | 15.96 |
| pn19 | 9.98 | 9.98 | 9.98 |
| pn20 | 23.94 | 23.94 | 23.94 |
| pn21 | 41.90 | 41.90 | 41.90 |
| pn22 | 10.51 | 6.77 | 5.72 |

A 13p connection fee applies to all calls. All call rates are in pence per minute.

| Charge-band | Daytime | Evening | Weekend |
|-------------|---------|---------|---------|
| pn7 | 4.00 | 1.5 | 1.5 |

A connection charge of 53p applies to pn7 calls. All call rates are in pence per minute.

Call Rates to WiFi Numbers

| Charge-band | Daytime | Evening | Weekend |
|-------------|---------|---------|---------|
| fw1 | 15.48 | 15.48 | 7.55 |
| fw2 | 14.65 | 12.19 | 6.22 |
| fw3 | 16.30 | 13.01 | 6.56 |
| fw4 | 15.82 | 9.37 | 4.84 |
| fw5 | 14.77 | 11.96 | 6.68 |
| fw6 | 12.89 | 10.31 | 6.22 |
| fw7 | 12.31 | 12.31 | 12.31 |
| fw8 | 18.75 | 14.65 | 6.22 |
| fw9 | 16.05 | 16.05 | 16.05 |

A 13p connection fee applies to all calls. All call rates are in pence per minute.

Call Rates to Pager and Voice Messaging Services

| Charge-band | Daytime | Evening | Weekend |
|-------------|---------|---------|---------|
| r | 8.00 | 4.5 | 3.5 |

A 13p connection fee applies to all calls. All call rates are in pence per minute.

Call Rates to Premium Rate Services

Premium rate services are typically calls to competition hotlines, voting lines, weather forecasts, charity fundraising lines and adult content lines. Premium rate numbers always start with 09.

| Charge-band | Connection Fee | Daytime | Evening | Weekend |
|-------------|----------------|---------|---------|---------|
| g1 | 10.40 | 6.30 | 2.63 | 2.63 |
| m | 10.40 | 40.94 | 28.25 | 28.25 |
| n | 10.40 | 15.55 | 15.55 | 15.55 |
| p0 | 10.40 | 157.49 | 157.49 | 157.49 |
| p1 | 10.40 | 51.45 | 40.95 | 40.95 |
| p2 | 10.40 | 52.50 | 47.25 | 47.25 |
| p3 | 10.40 | 105.00 | 105 | 105 |
| p4 | 10.40 | 51.45 | 51.45 | 51.45 |
| p5 | 10.40 | 52.50 | 52.50 | 52.50 |
| p6 | 10.40 | 26.25 | 26.25 | 26.25 |
| p7 | 10.40 | 63 | 63 | 63 |
| p8 | 10.40 | 78.75 | 78.75 | 78.75 |
| p9 | 10.40 | 10.50 | 10.50 | 10.50 |
| p10 | 10.40 | 36.75 | 36.25 | 36.25 |
| p11 | 10.40 | 136.50 | 136.50 | 136.50 |
| p12 | 10.40 | 15.75 | 15.75 | 15.75 |
| p13 | 10.40 | 21 | 21 | 21 |
| p14 | 10.40 | 31.50 | 31.50 | 31.50 |
| p15 | 10.40 | 42 | 42 | 42 |
| p16 | 10.40 | 47.25 | 47.25 | 47.25 |
| p17 | 10.40 | 57.75 | 57.75 | 57.75 |
| p18 | 10.40 | 68.25 | 68.25 | 68.25 |
| p19 | 10.40 | 73.50 | 73.50 | 73.50 |
| p20 | 10.40 | 84.00 | 84 | 84 |
| p21 | 10.40 | 89.25 | 89.25 | 89.25 |
| p22 | 10.40 | 94.50 | 94.50 | 94.50 |
| p23 | 10.40 | 99.75 | 99.75 | 99.75 |
| p24 | 10.40 | 115.50 | 115.50 | 115.50 |
| p25 | 10.40 | 126 | 126 | 126 |
| p26 | 10.40 | 147 | 147 | 147 |
| p27 | 10.40 | 5.25 | 5.25 | 5.25 |
| p28 | 10.40 | 39.38 | 26.24 | 26.24 |
| p29 | 10.40 | 29.40 | 14.70 | 14.70 |
| p30 | 10.40 | 57.75 | 36.75 | 36.75 |
| p31 | 10.40 | 13.66 | 13.66 | 13.66 |
| p32 | 10.40 | 18.90 | 18.90 | 18.90 |
| p33 | 10.40 | 131.25 | 131.25 | 131.25 |
| p34* | 63 | 63 | 63 | 63 |
| p35* | 52.50 | 52.50 | 52.50 | 52.50 |
| p36* | 47.25 | 47.25 | 47.25 | 47.25 |
| p37 | 10.40 | 8.31 | 4.15 | 4.15 |
| p38 | 10.40 | 6.30 | 6.30 | 6.30 |
| p39 | 10.40 | 7.35 | 7.35 | 7.35 |
| p40 | 10.40 | 8.40 | 8.40 | 8.40 |
| p41 | 10.40 | 9.45 | 9.45 | 9.45 |
| p42 | 10.90 | 10.82 | 10.82 | 10.82 |
| p43 | 154.20 | 154.14 | 154.14 | 154.14 |

All call rates are in pence per minute (with the exception of connection fees).

* The connection fee is charged for the first 60 seconds of the call, or part thereof, and the duration charge applies following the first 60 seconds

Call Rates to Internet Services

These are mainly 0844 numbers but also include calls to 0870 09, 0870 185, 0870 187 and 0870 188. These numbers are used to connect to the internet for dial-up Internet Service Providers (ISPs). Please speak to your ISP about the particular number you use to connect to the Internet and see the Smallworld Specialised Phone Numbers document to find out your charge-band below.

| Charge-band | Connection Fee | Daytime | Evening | Weekend |
|-------------|----------------|---------|---------|---------|
| g2 | 10.40 | 5.19 | 2.60 | 2.60 |
| g4 | 10.40 | 2.10 | 1.05 | 1.05 |
| g5 | 10.40 | 1.05 | 0.63 | 0.63 |
| i1 | 10.40 | 5.25 | 5.25 | 5.25 |
| i2 | 10.40 | 10.50 | 10.50 | 10.50 |
| i3 | 10.40 | 1.05 | 1.05 | 1.05 |
| i4 | 10.40 | 2.10 | 2.10 | 2.10 |
| i5 | 10.40 | 3.15 | 3.15 | 3.15 |
| i8 | 10.40 | 4.20 | 4.20 | 4.20 |
| i9 | 10.40 | 6.30 | 6.30 | 6.30 |
| i10 | 10.40 | 7.35 | 7.35 | 7.35 |
| i11 | 10.40 | 8.40 | 8.40 | 8.40 |
| i12 | 10.40 | 9.45 | 9.45 | 9.45 |
| i13 | 10.40 | 3.15 | 2.10 | 2.10 |
| i14 | 10.40 | 4.15 | 1.56 | 1.56 |
| i15 | 10.40 | 4.15 | 1.05 | 1.05 |
| i16 | 10.40 | 4.15 | 4.15 | 4.15 |
| i17 | 10.40 | 3.94 | 1.00 | 1.00 |
| i18 | 10.40 | 3.74 | 0.95 | 0.95 |
| i19 | 10.40 | 3.53 | 0.90 | 0.90 |
| i20 | 10.40 | 3.32 | 0.85 | 0.85 |
| i21 | 10.40 | 3.15 | 1.05 | 1.05 |
| i22 | 10.40 | 2.99 | 1.00 | 1.00 |
| i23 | 10.40 | 2.84 | 0.95 | 0.95 |
| i24 | 10.40 | 2.99 | 1.05 | 1.05 |
| i25 | 10.40 | 2.84 | 1.05 | 1.05 |
| i26 | 10.40 | 4.20 | 2.10 | 2.10 |
| i27 | 10.40 | 8.31 | 4.15 | 4.15 |
| i28* | 5.25 | 5.25 | 5.25 | 5.25 |
| i29* | 10.50 | 10.50 | 10.50 | 10.50 |
| i30 | 10.40 | 4.20 | 3.15 | 3.15 |
| i31 | 10.40 | 1.58 | 1.58 | 1.58 |
| i32 | 10.40 | 2.63 | 2.63 | 2.63 |
| i33 | 10.40 | 5.25 | 4.20 | 4.20 |

All call rates are in pence per minute (with the exception of connection fees).

* The connection fee is charged for the first 60 seconds of the call, or part thereof, and the duration charge applies following the first 60 seconds

Calls not including internet services

These charge-bands are for calls to some 08 numbers (these are not used by ISPs as dial up numbers)

| Charge-band | Connection Fee | Daytime | Evening | Weekend |
|-------------|----------------|---------|---------|---------|
| g6 | 10.40 | 5.25 | 5.25 | 5.25 |
| g7 | 10.40 | 10.50 | 10.50 | 10.50 |
| g8 | 10.40 | 1.05 | 1.05 | 1.05 |
| g9 | 10.40 | 2.10 | 2.10 | 2.10 |
| g10 | 10.40 | 3.15 | 3.15 | 3.15 |
| g11 | 10.40 | 4.20 | 4.20 | 4.20 |
| g12 | 10.40 | 6.30 | 6.30 | 6.30 |
| g13 | 10.40 | 7.35 | 7.35 | 7.35 |
| g14 | 10.40 | 8.40 | 8.40 | 8.40 |
| g15 | 10.40 | 9.45 | 9.45 | 9.45 |
| g16 | 10.40 | 2.10 | 2.10 | 2.10 |
| g17 | 10.40 | 3.15 | 3.15 | 3.15 |
| g18 | 10.40 | 4.15 | 4.15 | 4.15 |
| g19 | 10.40 | 4.15 | 4.15 | 4.15 |
| g20 | 10.40 | 5.20 | 5.20 | 5.20 |
| g22 | 10.40 | 0.53 | 0.53 | 0.53 |
| g23 | 10.40 | 8.31 | 8.31 | 8.31 |
| g24* | 5.26 | 5.25 | 5.25 | 5.25 |
| g25* | 10.50 | 10.50 | 10.50 | 10.50 |
| g26 | 10.40 | 4.20 | 4.20 | 4.20 |
| g27 | 10.40 | 1.58 | 1.58 | 1.58 |
| g28 | 10.40 | 2.63 | 2.63 | 2.63 |

All call rates are in pence per minute (with the exception of connection fees).

* The connection fee is charged for the first 60 seconds of the call, or part thereof, and the duration charge applies following the first 60 seconds

Calls to Satellite Numbers

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

| Charge band | Minimum Call Fee | £ per minute at all times |
|--|------------------|---------------------------|
| INMARSAT A | 10p | 6.30 |
| INMARSAT B-Sat (incl. BGAN) | 10p | 4.10 |
| INMARSAT B-Sat High Speed Data - Duplex (incl. BGAN High Speed Data) | 10p | 10.24 |
| INMARSAT M-Sat | 10p | 4.20 |
| M4 High Speed Data PSTN/ISDN | 10p | 7.67 |
| Mobiq (Mini-M) / M4 Voice | 10p | 2.89 |
| Skyphone | 10p | 6.20 |
| Emsat | 10p | 2.42 |

| Charge band | Minimum Call Fee | £ per minute at all times |
|--------------------------|------------------|---------------------------|
| Thuraya (code 00882 16) | £1.85 | 3.71 |
| Iridium (code 00 8816/7) | £1.85 | 3.71 |
| Navitas | £1.85 | 0.95 |

Fixed Fee Calls

Fixed fee calls can be to a range of numbers for example those starting 07, 08, 09. Numbers starting 07 are for paging services, 08 numbers are mainly for information services and 09 numbers are for premium rate services. The price of the call is not dependent on its duration but may change depending on the time of day.

| Charge-band | Daytime (Pence Per Call) | Evening (Pence Per Call) | Weekend (Pence Per Call) |
|-------------|-----------------------------|-----------------------------|-----------------------------|
| Timeline | 31.50 | 31.50 | 31.50 |
| ff0 | 10.71 | 10.71 | 10.71 |
| ff1 | 25.94 | 25.94 | 25.94 |
| ff2 | 51.87 | 51.87 | 51.87 |
| ff3 | 26.36 | 26.36 | 26.36 |
| ff6 | 31.61 | 31.61 | 31.61 |
| ff8 | 19.53 | 19.53 | 19.53 |
| ff9 | 44.73 | 44.73 | 44.73 |
| ff10 | 26.78 | 26.78 | 26.78 |
| ff11 | 63.11 | 63.11 | 63.11 |
| ff12 | 78.86 | 78.86 | 78.86 |
| ff13 | 105.21 | 105.21 | 105.21 |
| ff14 | 94.61 | 94.61 | 94.61 |
| ff15 | 6.30 | 6.30 | 6.30 |
| ff16 | 15.75 | 15.75 | 15.75 |
| ff17 | 21.00 | 21.00 | 21.00 |
| ff18 | 36.65 | 36.65 | 36.65 |
| ff19 | 42.00 | 42.00 | 42.00 |
| ff20 | 47.15 | 47.15 | 47.15 |
| ff21 | 157.61 | 157.61 | 157.61 |
| ff24 | 84.11 | 84.11 | 84.11 |
| ff25 | 126.11 | 126.11 | 126.11 |
| ff26 | 131.36 | 131.36 | 131.36 |
| ff27 | 136.61 | 136.61 | 136.61 |
| ff28 | 10.50 | 10.50 | 10.50 |
| ff29 | 5.25 | 5.25 | 5.25 |
| ff30 | 68.25 | 68.25 | 68.25 |
| ff31 | 10.50 | 10.50 | 10.50 |
| ff32 | 89.25 | 89.25 | 89.25 |

All call rates are in pence per call

Call Rates to Multimedia Services

| Charge-band | Connection Fee | Daytime | Evening | Weekend |
|-------------|----------------|---------|---------|---------|
| g3 | 12.00 | 4.15 | 1.56 | 1.05 |
| mm1 | 15.00 | 5.25 | 5.25 | 5.25 |
| mm2 | 25.01 | 4.15 | 1.56 | 1.05 |
| mm3 | 50.00 | 4.15 | 1.56 | 1.05 |
| mm4 | 15.00 | 4.15 | 1.56 | 1.05 |
| mm5 | 20.01 | 4.15 | 1.56 | 1.05 |
| mm6 | 25.00 | 4.20 | 4.20 | 4.20 |
| mm7 | 25.00 | 5.20 | 2.61 | 2.10 |

All call rates are in pence per minute (with the exception of connection fees)

Call Rates to Directory Enquiries

There are four different call types to directory enquiries:

1. Calls charged by timed duration.
2. Fixed fee calls.
3. Calls charged by a connection fee and by timed duration, where the connection fee and the duration charge apply from the start of the call.
4. Calls charged by a connection fee and by timed duration, where the connection fee is the charge for the first 60 seconds of the call, or part thereof, and the duration charge applies following the first 60 seconds.

1. Calls to the charge-bands below are charged by timed duration.

| Charge-band | Daytime | Evening | Weekend |
|-------------|---------|---------|---------|
| dq1 | 25.00 | 25.00 | 25.00 |
| dq2 | 35.00 | 35.00 | 35.00 |
| dq3 | 40.00 | 40.00 | 40.00 |
| dq4 | 45.00 | 45.00 | 45.00 |
| dq5 | 50.00 | 50.00 | 50.00 |
| dq6 | 55.00 | 55.00 | 55.00 |
| dq7 | 70.00 | 70.00 | 70.00 |
| dq8 | 80.00 | 80.00 | 80.00 |
| dq9 | 100.00 | 100.00 | 100.00 |
| dq10 | 120.00 | 120.00 | 120.00 |
| dq11 | 125.00 | 125.00 | 125.00 |
| dq12 | 150.00 | 150.00 | 150.00 |
| dq13 | 160.00 | 160.00 | 160.00 |
| dq39 | 75.00 | 75.00 | 75.00 |
| dq43 | 20.00 | 20.00 | 20.00 |
| dq61 | 74.01 | 74.01 | 74.01 |
| dq89 | 60.00 | 60.00 | 60.00 |

A 13p connection fee applies to all calls. All call rates are in pence per minute.

2. Calls to the charge-bands below are charged at a fixed fee per call, which is the same at any time of day, irrespective of the duration of the call.

| Charge-band | Fixed Fee |
|-------------|-----------|
| dq14 | 27.00 |
| dq15 | 30.00 |
| dq16 | 35.00 |
| dq17 | 40.00 |
| dq18 | 140.00 |
| dq19 | 150.00 |
| dq20 | 151.00 |
| dq21 | 170.00 |
| dq22 | 200.00 |
| dq50 | 31.80 |
| dq57 | 23.50 |
| dq58 | 189.20 |
| dq59 | 195.10 |
| dq62 | 160.10 |
| dq66 | 29.10 |
| dq79 | 45.00 |
| dq88 | 100.00 |
| dq99 | 60.10 |
| dq101 | No Charge |
| dq110 | 40.00 |
| dq117 | 51.00 |

All call rates are in pence per call.

3. Calls to the charge-bands below are charged by a connection fee and by timed duration, where the connection fee and the duration charge apply from the start of the call.

| Charge-band | Connection Fee | Daytime | Evening | Weekend |
|-------------|----------------|---------|---------|---------|
| dq23 | 20.00 | 40.00 | 40.00 | 40.00 |
| dq24 | 20.00 | 125.00 | 125.00 | 125.00 |
| dq25 | 25.00 | 20.00 | 20.00 | 20.00 |
| dq26 | 25.00 | 30.00 | 30.00 | 30.00 |
| dq27 | 35.00 | 10.00 | 10.00 | 10.00 |
| dq28 | 49.00 | 9.00 | 9.00 | 9.00 |
| dq29 | 100.00 | 60.00 | 60.00 | 60.00 |
| dq30 | 150.00 | 30.00 | 30.00 | 30.00 |
| dq36 | 12.50 | 15.00 | 15.00 | 15.00 |
| dq37 | 25.00 | 18.00 | 18.00 | 18.00 |
| dq38 | 99.00 | 59.00 | 59.00 | 59.00 |
| dq41 | 40.00 | 80.00 | 80.00 | 80.00 |
| dq42 | 59.00 | 8.00 | 8.00 | 8.00 |
| dq44 | 30.00 | 30.00 | 30.00 | 30.00 |
| dq45 | 35.00 | 5.00 | 5.00 | 5.00 |
| dq46 | 39.00 | 9.00 | 9.00 | 9.00 |
| dq47 | 50.00 | 80.00 | 80.00 | 80.00 |
| dq52 | 29.00 | 29.00 | 29.00 | 29.00 |
| dq53 | 39.00 | 19.00 | 19.00 | 19.00 |
| dq54 | 30.00 | 5.00 | 5.00 | 5.00 |
| dq56 | 29.00 | 9.00 | 9.00 | 9.00 |
| dq60 | 20.00 | 20.00 | 20.00 | 20.00 |
| dq64 | 40.00 | 15.00 | 15.00 | 15.00 |
| dq65 | 200.11 | 10.01 | 10.01 | 10.01 |
| dq68 | 49.00 | 14.00 | 14.00 | 14.00 |
| dq69 | 149.93 | 75.00 | 75.00 | 75.00 |
| dq70 | 39.95 | 23.00 | 23.00 | 23.00 |
| dq71 | 39.95 | 14.00 | 14.00 | 14.00 |
| dq72 | 58.99 | 14.00 | 14.00 | 14.00 |
| dq73 | 58.99 | 23.00 | 23.00 | 23.00 |
| dq74 | 58.99 | 19.01 | 19.01 | 19.01 |
| dq75 | 49.00 | 24.00 | 24.00 | 24.00 |
| dq76* | 74.97 | 150.00 | 150.00 | 150.00 |
| dq77 | 58.99 | 27.00 | 27.00 | 27.00 |
| dq78 | 58.99 | 31.00 | 31.00 | 31.00 |
| dq80 | 45.00 | 10.00 | 10.00 | 10.00 |
| dq81 | 45.00 | 12.00 | 12.00 | 12.00 |
| dq82 | 45.00 | 30.00 | 30.00 | 30.00 |
| dq83 | 80.00 | 80.00 | 80.00 | 80.00 |
| dq84 | 69.00 | 14.00 | 14.00 | 14.00 |
| dq85 | 150.00 | 120.00 | 120.00 | 120.00 |
| dq86 | 69.00 | 19.00 | 19.00 | 19.00 |
| dq87* | 24.00 | 42.00 | 42.00 | 42.00 |
| dq90 | 24.00 | 42.00 | 42.00 | 42.00 |
| dq91 | 79.00 | 14.00 | 14.00 | 14.00 |
| dq92 | 79.00 | 19.00 | 19.00 | 19.00 |
| dq93 | 51.75 | 18.75 | 18.75 | 18.75 |
| dq94 | 79.00 | 25.00 | 25.00 | 25.00 |
| dq95* | 29.00 | 49.00 | 49.00 | 49.00 |
| dq96 | 59.00 | 40.00 | 40.00 | 40.00 |
| dq97* | 69.00 | 199.00 | 199.00 | 199.00 |
| dq98 | 169.00 | 199.00 | 199.00 | 199.00 |
| dq100 | 150.00 | 180.00 | 180.00 | 180.00 |
| dq103 | 23.00 | 64.00 | 64.00 | 64.00 |
| dq104 | 47.00 | 69.00 | 69.00 | 69.00 |
| dq105 | 69.00 | 29.00 | 29.00 | 29.00 |
| dq106 | 31.00 | 78.00 | 78.00 | 78.00 |
| dq107 | 61.00 | 84.00 | 84.00 | 84.00 |
| dq108 | 99.00 | 29.00 | 29.00 | 29.00 |
| dq109 | 79.00 | 25.21 | 25.21 | 25.21 |
| dq111 | 180.00 | 180.00 | 180.00 | 180.00 |
| dq114 | 203.20 | 183.829 | 183.829 | 183.829 |
| dq115 | 131.70 | 39.829 | 39.829 | 39.829 |
| dq116 | 51.00 | 101.106 | 101.106 | 101.106 |

All call rates are in pence per minute (with the exception of connection fees).

* The duration based charge rate for this charge band applies to each minute of duration or part thereof.

4. Calls to the charge-bands below are charged by a fixed fee and by timed duration, where the fixed fee is the charge for the first 60 seconds of the call, or part thereof, and the duration charge applies following the first 60 seconds.

| Charge-band | Connection Fee | Daytime | Evening | Weekend |
|-------------|----------------|---------|---------|---------|
| dq31 | 35.00 | 10.00 | 10.00 | 10.00 |
| dq32 | 39.00 | 9.00 | 9.00 | 9.00 |
| dq33 | 49.00 | 20.00 | 20.00 | 20.00 |
| dq34 | 50.00 | 10.00 | 10.00 | 10.00 |
| dq35 | 60.00 | 10.00 | 10.00 | 10.00 |
| dq40 | 20.00 | 20.00 | 20.00 | 20.00 |
| dq48 | 50.00 | 20.00 | 20.00 | 20.00 |
| dq49 | 50.00 | 50.00 | 50.00 | 50.00 |
| dq51 | 150.00 | 150.00 | 150.00 | 150.00 |
| dq67 | 40.00 | 40.00 | 40.00 | 40.00 |
| dq102 | 60.00 | 60.00 | 60.00 | 60.00 |

All call rates are in pence per minute (with the exception of connection fees).

Call Rates to Other UK Mobile Networks

Smallworld Standard

| Charge band | Daytime | Evening |
|-------------|---------|---------|
| fm1 | 13.0 | 8.0 |
| fm2 | 13.0 | 8.0 |
| fm3 | 13.0 | 8.0 |
| fm4 | 13.0 | 8.0 |
| fm5 | 13.0 | 8.0 |
| fm6 | 13.0 | 8.0 |
| fm7 | 13.0 | 8.0 |
| fm8 | 13.0 | 8.0 |
| fm9 | 13.0 | 8.0 |
| fm10 | 13.0 | 8.0 |
| fm11 | 13.0 | 8.0 |
| fm12 | 13.0 | 8.0 |

A 13p connection fee applies to all calls. All call rates are in pence per minute.

Talk Anytime International

| Charge band | Daytime | Evening |
|-------------|---------|---------|
| fm1 | 10.4 | 6.4 |
| fm2 | 10.4 | 6.4 |
| fm3 | 10.4 | 6.4 |
| fm4 | 10.4 | 6.4 |
| fm5 | 10.4 | 6.4 |
| fm6 | 10.4 | 6.4 |
| fm7 | 10.4 | 6.4 |
| fm8 | 10.4 | 6.4 |
| fm9 | 10.4 | 6.4 |
| fm10 | 10.4 | 6.4 |
| fm11 | 10.4 | 6.4 |
| fm12 | 10.4 | 6.4 |

A 13p connection fee applies to all calls. All call rates are in pence per minute.

Reverse Charge Calls

A reverse charge call is made when somebody phones you at home and requests that you pay for the cost of the call.

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

You will not be charged a connection fee or call charge if the call cannot be connected (e.g. because you are not at home), or if you refuse to accept the call.

UK Reverse Charge Calls

The cost of a UK Reverse Charge Call is divided into two parts, a connection fee and a charging rate. The cost of the call is dependent on the type of 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 in £ | Call charge in pence per minute (anytime) |
|-------------------------------|---------------------|---|
| UK landline | £5.35 | 40.00 ¹ |
| UK payphone | £5.35 | 250.00 ² |
| UK mobile | £5.35 | 250.00 ² |

¹ Charges are for each minute or part thereof. The minimum charge is for 5 minutes.

² Charges are for each 5 minute or part thereof. The minimum charge is for 5 minutes.

The timed duration of a call includes the time element for setting up and disconnecting the call on the BT network

International Reverse Charge Calls

The international reverse charge calls are also sometimes known abroad 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 call depends on which country the call was made from and which charge-band that country is in.

The table below shows the International Call Bands and the cost incurred for accepting a reverse charge call from each of those Call Bands. To see which charge band a country is in please see the Specialised Numbers document.

| Type of line - origin of call | Service charge in £ | Call charge in pence per minute (anytime) |
|-------------------------------|---------------------|---|
| IR | £6.30 | 90.00 |
| A | £10.30 | 240.00 |
| B | £10.30 | 350.00 |
| C | £10.30 | 550.00 |
| D | £10.30 | 600.00 |
| BT B-Sat (incl. BGAN) | £10.30 | 760.00 |
| BT M-Sat | £10.30 | 760.00 |
| Navitas | £10.30 | 550.00 |

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

The timed duration of a call includes the time element for setting up and disconnecting the call on the Smallworld 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 calls direct, so customers should try to make direct calls wherever 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 make calls via an operator in the UK to the destinations below. Customers cannot make operator calls to Premium rate numbers. Customers who connect to Directory Enquiries (DQ) via the 100 Operator will be charged as though they had made the call direct to DQ.

For details of Operator calls from Northern Ireland to the Republic of Ireland please see the separate section below.

| Charge band | Operator Service charge in £ | Call charge in pence per minute (anytime) |
|------------------------------|------------------------------|---|
| UK landline/0870 | £6.30 | 90.00 |
| 0845 | £10.30 | 240.00 |
| UK mobile | £10.30 | 350.00 |
| g2, g4-g23, g26-g28 | | |
| i1-i5, i8-i27, i30-i33 | £10.30 | 550.00 |
| Personal Numbering Costbands | £10.30 | 600.00 |

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

The timed duration of a call includes the time element for setting up and disconnecting the call on the BT network.

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 the International Charge Bands and rates. To see which charge-band a particular country is in please see the Specialised Numbers document.

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 (DQ) via the 155 International Operator will be charged as though they had made the call direct to DQ.

For details of Operator calls from Northern Ireland to the Republic of Ireland please see the separate section below

| Charge-band | Operator service charge in £ | Call charge in pence per minute (anytime) | Mobile call rate in pence per minute |
|---------------------------|------------------------------|---|--------------------------------------|
| IR | £6.30 | 80.00 | 105.00 |
| A | £6.30 | 80.00 | 105.00 |
| B | £6.30 | 115.00 | 140.00 |
| C | £6.30 | 155.00 | 180.00 |
| D | £6.30 | 305.00 | 330.00 |
| E | £6.30 | 200.00 | 225.00 |
| B-Sat (incl. BGAN) | £6.30 | 820.00 | N/A |
| M-Sat | £6.30 | 820.00 | N/A |
| Mobiq (Mini-M) / M4 Voice | £6.30 | 820.00 | N/A |
| Smallworldphone | £6.30 | 820.00 | N/A |
| Navitas | £6.30 | 155.00 | N/A |
| Emsat | £6.30 | 820.00 | N/A |
| Iridium | £6.30 | 820.00 | N/A |
| Thuraya | £6.30 | 820.00 | N/A |

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

The timed duration of a call includes the time element for setting up and disconnecting the call on the BT network

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 a call to the 198 (195) Special Assistance Operator. Customers will be charged standard Smallworld rates for these calls depending whether they are on Smallworld Freetime or Smallworld Unlimited.

Customers who connect to Directory Enquiries (DQ) via the 198 Special Assistance Operator will be charged as though they had made the call direct to DQ.