

Guide to Charges and Fees for Residential Customers

From 29th November 2023



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Introduction

Our Guide to Charges and Fees for Residential 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, 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 1111 (24 hours)

Email: support@hyperoptic.com

Twitter: @HyperopticCS (available Monday to Friday, 09:00-18:00)

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

Customer Support
Kings House,
174 Hammersmith Road, London, W6 7JP .

Cancellation & Termination Fees

The following Fees may apply if you cancel or end your Hyperoptic services:

Cancelling within your Satisfaction Period

Order Cancellation Fee	If you cancel at any time until (and including) the 30th day that our services are first active for your use as our customer at your property, you'll be charged an Order Cancellation Fee. This will be an amount to cover the cost of the Hyperoptic services you've used (if any) until the time you cancel (including any costs related to installation and/or activation that we've incurred in provisioning your order before you cancel) – as set out in Clause 7.7 of our Residential Customer Terms of Service.
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Installation Fees & Activation Charges

The following table outlines our Installation and Activation Fees.

Standard Installation Fee	£200
Installation Fee (extension services)	£30
Installation Fee (bespoke services) (Subject to survey, price will be advised by engineer)	POA
Activation Charge	£40

Service Termination Fees	Prior to 29/11/2023	From to 29/11/2023
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Broadband only service	If you are within your minimum commitment period when your service ends, the fee will be the lesser of £20 and your agreed monthly package charge, multiplied by the number of remaining months of your minimum commitment period. Any part-months will be pro-rated at the applicable rate.
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Broadband and Phone service	If you are within your minimum commitment period when your service ends, the fee will be the lesser of £25 and your agreed monthly package charge, multiplied by the number of remaining months of your minimum commitment period. Any part-months will be pro-rated at the applicable rate.
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"Monthly Rolling" packages	No Service Termination Fee.
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If you are within your minimum commitment period when your service ends, the fee will be calculated based on the remaining amounts you were due to pay until the end of your minimum commitment period, minus any costs we save from no longer having to provide you with our service and from receiving your payment early. Any part-months will be pro-rated at the applicable rate.

Example Service Termination Fee calculation:
 You agreed to pay £22 per month for your package throughout your minimum commitment period. You then end your Hyperoptic agreement 6 months before the end of that minimum commitment period.

1. We multiply your monthly fee of £22 by the 6 remaining months of your minimum commitment period. This works out at £132 (and is the total of the remaining amounts you were due to pay until the end of your minimum commitment period).
2. We deduct VAT, giving a new amount of £110
3. We then deduct any costs that we save due to you ending your agreement early (for example, for no longer having to provide you with repairs and maintenance) and due to receiving payment from you early, as a lump sum. Assuming these saved costs amount to £5, this would give a new amount of £105.
4. We then add VAT back on, giving a final Service Termination Fee of £126.

"Monthly Rolling" packages	No Service Termination Fee.
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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 device, or for failure to return a Hyperhub to us when requested.
Static IP Address Fee	Available if/as agreed with Hyperoptic, charged at £5 per month
Battery Back-Up Unit Fee	£35 per unit
Non-returned Hotspot Device Fee	£170 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 Residential Customer Terms of Service. You will have to pay Call Charges for calls made on our Phone service which are not included in your package. Our rates and Call Charges are outlined in the following sections.

Phone and Call Plans Prices

Our standard Phone service includes free evening and weekend UK landline calls. Daytime calls are chargeable. These periods are defined as follows:

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

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.

Other Call Plans

	Definition	Price
UK Mobile Plan	Offers 50% discount on all chargeable mobile calls.	£3.00 per month
Anytime UK Landline Plan	Free daytime UK landline calls	£3.00 per month
International Plan	Offers half price calls to all international 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 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 (see p.8).
- The Access Charge is the part that we charge you per minute for connecting the call. The access charge from Hyperoptic is £0.10 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 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 the Connection Fee of £0. 10 per call will apply.

UK landline and mobile	Pence per minute
UK landline calls	7.00
UK mobile standard calls	17.00

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

National	Pence per minute
UK National Geographic	7.00
UK Special Services (084, 087 numbers)	On page 7-10
UK Premium Rate numbers (09 numbers)	On page 7-10
UK Directory Enquiries (118 numbers)	On page 7-10
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	26.00
Jersey Mobile	26.00
Mobile Customer Services	00
UK Mobile Hutchison 3G	17.00
UK Mobile O2	17.00
UK Mobile Orange	17.00
UK Mobile Other	26.00
UK Mobile T Mobile	17.00
UK Mobile Vodafone	17.00
UK Mobile Cable and Wireless	17.00
UK Mobile Shortcode 1471	17.00
UK Mobile Shortcode Conference	17.00
UK Mobile Virtual 1	17.00
UK Mobile Virtual 2	17.00
UK Mobile Voice and Data	80.00
Mobile Video and Voicemail	7.00
Other	Pence per minute
Gamma Access	7.00
UK BT Click	7.00
UK BT One	7.00
UK International Operator	178.00
UK Messaging Services C	10.00
UK National Operator	95.00
UK Pagers & Voice Messaging	17.00
UK Information Services	26.00

Calls to UK Service Numbers (numbers starting 084, 087, 09, incl. 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 £0. 10 per minute from Hyperoptic, plus the Service Charge set by the company 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	0.00
UK NGCS SC002	1.00	0.00
UK NGCS SC003	2.00	0.00
UK NGCS SC004	3.00	0.00
UK NGCS SC005	4.00	0.00
UK NGCS SC006	5.00	0.00
UK NGCS SC007	6.00	0.00
UK NGCS SC008	7.00	0.00
UK NGCS SC009	8.00	0.00
UK NGCS SC010	9.00	0.00
UK NGCS SC011	10.00	0.00
UK NGCS SC012	11.00	0.00
UK NGCS SC013	12.00	0.00
UK NGCS SC014	13.00	0.00
UK NGCS SC015	15.00	0.00
UK NGCS SC016	20.00	0.00
UK NGCS SC017	25.00	0.00
UK NGCS SC018	30.00	0.00
UK NGCS SC019	35.00	0.00
UK NGCS SC020	36.00	0.00
UK NGCS SC021	40.00	0.00
UK NGCS SC022	45.00	0.00
UK NGCS SC023	46.00	0.00
UK NGCS SC024	50.00	0.00
UK NGCS SC025	55.00	0.00
UK NGCS SC026	60.00	0.00
UK NGCS SC027	65.00	0.00
UK NGCS SC028	70.00	0.00
UK NGCS SC029	75.00	0.00
UK NGCS SC030	80.00	0.00
UK NGCS SC031	90.00	0.00

UK NGCS SC032	95.00	0.00
UK NGCS SC033	99.00	0.00
UK NGCS SC034	100.00	0.00
UK NGCS SC035	110.00	0.00
UK NGCS SC036	120.00	0.00
UK NGCS SC037	145.00	0.00
UK NGCS SC038	150.00	0.00
UK NGCS SC039	155.00	0.00
UK NGCS SC040	180.00	0.00

Service Charge Contd.	Pence per Minute	Pence per Call
UK NGCS SC041	200.00	0.00
UK NGCS SC042	220.00	0.00
UK NGCS SC043	250.00	0.00
UK NGCS SC044	300.00	0.00
UK NGCS SC045	360.00	0.00
UK NGCS SC046	0.00	5.00
UK NGCS SC047	0.00	10.00
UK NGCS SC048	0.00	15.00
UK NGCS SC049	0.00	25.00
UK NGCS SC050	0.00	30.00
UK NGCS SC051	0.00	35.00
UK NGCS SC052	0.00	40.00
UK NGCS SC053	0.00	48.00
UK NGCS SC054	0.00	50.00
UK NGCS SC055	0.00	70.00
UK NGCS SC056	0.00	75.00
UK NGCS SC057	0.00	100.00
UK NGCS SC058	0.00	145.00
UK NGCS SC059	0.00	150.00
UK NGCS SC060	0.00	200.00
UK NGCS SC061	0.00	250.00
UK NGCS SC062	0.00	300.00
UK NGCS SC063	0.00	400.00
UK NGCS SC064	0.00	500.00

UK NGCS SC065	0.00	600.00
UK NGCS SC066	155.00	77.00
UK NGCS SC067	25.00	80.00
UK NGCS SC068	243.00	0.00
UK NGCS SC069	10.00	350.00
UK NGCS SC070	243.00	243.00
UK NGCS SC072	177.00	276.00
UK NGCS SC073	250.00	0.00
UK NGCS SC074	5.00	5.00
UK NGCS SC075	10.00	10.00
UK NGCS SC076	40.00	40.00
UK NGCS SC077	70.00	70.00
UK NGCS SC078	150.00	150.00
UK NGCS SC079	200.00	200.00
UK NGCS SC080	257.00	445.00
UK NGCS SC081	18.00	0.00
UK NGCS SC082	22.00	0.00
UK NGCS SC083	350.00	0.00
UK NGCS SC084	75.00	250.00
UK NGCS SC085	99.00	260.00
UK NGCS SC086	78.00	275.00
UK NGCS SC087	130.00	300.00
UK NGCS SC088	0.00	365.00
UK NGCS SC092	7.00	7.00
UK NGCS SC093	13.00	13.00
UK NGCS SC094	80.00	80.00
UK NGCS SC095	100.00	100.00
UK NGCS SC096	300.00	300.00
UK NGCS SC097	50.00	360.00
UK NGCS SC098	150.00	360.00
UK NGCS SC099	200.00	360.00
UK NGCS SC100	360.00	360.00

Non-Geographical	Pence per Minute	Pence per Call
Premium Voice Shortcode (0ppm)	0.00	0.00
Premium Voice Shortcode (100ppm)	100.00	0.00
Premium Voice Shortcode (10ppm)	10.00	0.00
Premium Voice Shortcode (150ppm)	150.00	0.00
Premium Voice Shortcode (200ppm)	200.00	0.00
Premium Voice Shortcode (25ppm)	25.00	0.00
Premium Voice Shortcode (60ppm)	60.00	0.00
Premium Voice Shortcode (75ppm)	75.00	0.00
UK Premium Rate g6	8.27	0.00
UK Special Services g21	7.00	0.00
UK Wi Fi Services 4	17.00	0.00
UK Wi Fi Services 7	17.00	0.00
UK Wi Fi Services 9	17.00	0.00
UK FW8 Rate - Voice & Data	19.35	0.00

Personal Numbers	Pence per Minute	Pence per Call
Personal Numbering E	17.00	0.00
UK Personal Numbering D	17.00	0.00
UK Personal Numbering F	34.00	0.00
UK Personal Numbering j	34.00	0.00
UK Personal Numbering k	50.00	0.00
UK Personal Numbering pn1	34.00	0.00
UK Personal Numbering pn10	50.00	0.00
UK Personal Numbering pn11	56.00	0.00
UK Personal Numbering pn12	50.00	0.00
UK Personal Numbering pn13	60.00	0.00
UK Personal Numbering pn14	60.00	0.00
UK Personal Numbering pn2	75.00	0.00
UK Personal Numbering pn3	70.00	0.00
UK Personal Numbering pn4	40.00	0.00
UK Personal Numbering pn5	48.00	0.00
UK Personal Numbering pn6	34.00	0.00
UK Personal Numbering pn7	60.00	0.00
UK Personal Numbering pn8	30.00	0.00
UK Personal Numbering pn9	35.00	0.00

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. 6).

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	25.50	12.75
Antigua & Barbuda Mobile	35.20	17.60
Afghanistan	66.40	33.20
Afghanistan Mobile	66.40	33.20
Anguilla	51.00	25.50
Anguilla Mobile	51.00	25.50
Albania	13.40	6.70
Albania Mobile	67.40	33.70
Albania OLO	172.00	86.00
Algeria	17.40	8.70
Algeria Algiers	20.88	10.44
Algeria Mobile Other	85.08	42.54
Algeria Mobile	70.90	35.45
Andorra	8.00	4.00
Andorra Mobile	46.40	23.20
Angola	24.40	12.20
Angola Mobile	51.00	25.50
Antarctic	158.00	79.00
Aruba	51.80	25.90
Aruba Mobile	51.80	25.90
Argentina	5.80	2.90
Argentina Major Cities	5.80	2.90
Argentina Mobile	38.00	19.00
Armenia	44.00	22.00
Armenia Mobile	52.00	26.00
Ascension Island	177.00	88.50
American Samoa	11.00	5.50

Australia	7.00	3.50
Australia Cities	7.00	3.50
Australia Mobile	32.60	16.30
Australia Satellite	25.00	12.50
Australia Special Services	8.00	4.00
Austria	4.40	2.20
Austria Premium	30.96	15.48
Austria Premium other	45.60	22.80
Austria Mobile	15.80	7.90
Austria Mobile Other	86.20	43.10
Azerbaijan	52.40	26.20
Azerbaijan Mobile	79.20	39.60

Pence per minute

B	Pence per minute	
	Standard Call rate	International Call plan
Bahrain	8.60	4.30
Bahrain Mobile	22.80	11.40
Bangladesh	11.80	5.90
Bangladesh Mobile	19.80	9.90
Bahamas	27.40	13.70
Bahamas Mobile	50.00	25.00
Belarus	123.02	61.51
Belarus Mobile	62.20	31.10
Belarus Other	62.92	31.46
Benin	57.80	28.90
Benin Mobile	57.80	28.90
Bermuda	10.60	5.30
Belize	55.40	27.70
Belize Mobile	55.40	27.70
Belgium	5.40	2.70
Belgium Mobile	54.15	27.08
Belgium Mobistar Mobile	25.80	12.90

Belgium Proximus Mobile	25.80	12.90
Belgium Special Service	51.10	25.55
Bhutan	23.80	11.90
Bolivia	27.00	13.50
Bolivia Equal Access	31.50	15.75
Bolivia Major Cities	27.00	13.50
Bolivia Mobile	31.00	15.50
Bosnia Herzegovina	32.60	16.30
Bosnia Herzegovina Mobile	75.00	37.50
Botswana	21.40	10.70
Botswana Mobile	51.80	25.90
Brazil	8.40	4.20
Brazil Mobile	54.20	27.10
Brazil Rio De Janeiro	8.40	4.20
Barbados	13.80	6.90
Barbados Mobile	50.60	25.30
Brunei	6.20	3.10
Brunei Mobile	26.20	13.10
British Virgin Islands	57.40	28.70
Burkina Faso	52.40	26.20
Burkina Faso Mobile	53.37	26.69
Bulgaria	16.60	8.30
Bulgaria Mobile	81.30	40.65
Bulgaria Special Services	18.03	9.02
Burundi	33.00	16.50
Burundi Mobile	45.60	22.80

Pence per minute

C	Pence per minute	
	Standard Call rate	International Call plan
Cambodia	13.80	6.90
Cambodia Mobile	37.80	18.90
Canada	3.00	1.50
Canada Directory Enquiries	178.00	89.00

Canada Northwestel	46.80	23.40
Central African Republic	74.80	37.40
Central African Republic Special Services	85.00	42.50
Cayman Islands	42.80	21.40
Cayman Islands Mobile	42.80	21.40
Congo Democratic Republic	51.00	25.50
Congo Democratic Republic (Premium)	170.00	85.00
Congo Democratic Republic Mobile	63.40	31.70
Chad	68.40	34.20
Chad Mobile	68.40	34.20
Chile	6.40	3.20
Chile Mobile	47.80	23.90
Chile Rural	120.00	60.00
Chile Santiago	6.40	3.20
Chile Special Services	282.00	141.00
China	4.60	2.30
China Mobile	18.20	9.10
Congo	103.00	51.50
Congo Mobile	103.00	51.50
Cook Islands	158.00	79.00
Colombia	40.80	20.40
Colombia Cali	5.23	2.62
Colombia Medellin	5.23	2.62
Colombia Mobile	40.80	20.40
Comores	77.61	38.81
Cape Verde Islands	44.00	22.00
Cape Verde Mobile	70.00	35.00
Costa Rica	8.20	4.10
Costa Rica Mobile	28.20	14.10
Cameroon	42.60	21.30
Cameroon Mobile	42.60	21.30
Croatia	3.00	1.50
Croatia Mobile	50.00	25.00
Cuba	132.00	66.00
Cyprus	3.00	1.50
Cyprus Mobile	20.00	10.00

Cyprus Mobile One	20.00	10.00
Czech Republic	6.60	3.30
Czech Republic Mobile	40.41	20.21
Czech Republic Special Services	11.44	5.72

Pence per minute

D	Pence per minute	
	Standard Call rate	International Call plan
Diego Garcia	203.50	101.75
Djibouti	83.80	41.90
Djibouti Mobile	83.80	41.90
Denmark	3.00	1.50
Denmark Mobile	20.00	10.00
Denmark Mobile Other	20.00	10.00
Dominican Republic	21.80	10.90
Dominican Republic Mobile	21.80	10.90
Dominica	25.80	12.90
Dominica Mobile	51.80	25.90

Pence per minute

E	Pence per minute	
	Standard Call rate	International Call plan
East Timor	105.20	52.60
Ecuador	25.20	12.60
Ecuador Mobile	50.00	25.00
Egypt	24.40	12.20
Egypt Mobile	24.40	12.20
El Salvador	55.80	27.90
El Salvador Mobile	55.80	27.90
Emsat Satellite System	685.80	342.90
Equatorial Guinea	55.00	27.50
Eritrea	61.60	30.80

Estonia	4.80	2.40
Estonia (PERSONAL NUMBER)	71.77	35.89
Estonia Mobile	42.60	21.30
Estonia Mobile Other	42.60	21.30
Ethiopia	47.00	23.50
Ethiopia Mobile	65.80	32.90

Pence per minute

F

Standard Call rate

Falkland Islands	99.50	49.75
Faroe Islands	16.00	8.00
Faroe Islands Mobile	46.20	23.10
Fiji	44.20	22.10
Fiji Mobile	44.20	22.10
Finland	15.20	7.60
Finland (PREMIUM)	15.20	7.60
Finland Mobile	29.20	14.60
France	3.00	1.50
France Mobile	8.00	4.00
France Mobile One	56.00	28.00
France Mobile Other	8.00	4.00
France Special Services	40.13	20.07
French Guyana	7.80	3.90
French Guyana Mobile	37.80	18.90
French Polynesia	73.60	36.80

Pence per minute

G

Standard Call rate

Gabon	96.00	48.00
Gabon Mobile	97.00	48.50
Gambia	101.70	50.85
Gambia Mobile	103.60	51.80

Gambia Mobile Other	98.79	49.40
Grenada	25.50	12.75
Grenada Mobile	52.40	26.20
Georgia	15.80	7.90
Georgia Mobile	24.80	12.40
Germany	4.00	2.00
Germany Mobile	29.80	14.90
Germany Mobile Other	29.80	14.90
Germany Personal Numbers	61.00	30.50
Ghana	40.00	20.00
Ghana Mobile	49.80	24.90
Gibraltar	12.00	6.00
Gibraltar Mobile	54.00	27.00
Guadeloupe	10.20	5.10
Guadeloupe Mobile	39.40	19.70
Greenland	99.50	49.75
Greece	3.80	1.90
Greece Mobile	20.00	10.00
Greece Mobile Other	42.95	21.48
Guatemala	40.80	20.40
Guatemala Mobile	40.80	20.40
Guinea Bissau	73.60	36.80
Guinea Bissau Mobile	73.60	36.80
Guinea	99.50	49.75
Guinea Mobile	106.60	53.30
Guam	5.00	2.50
Guyana	68.20	34.10
Guyana Mobile	68.20	34.10

Pence per minute

H	Pence per minute	
	Standard Call rate	International Call plan
Haiti	73.60	36.80
Haiti Mobile	73.60	36.80
Hong Kong	4.00	2.00

Hong Kong Mobile	4.00	2.00
Honduras	44.00	22.00
Honduras Mobile	44.00	22.00
Hungary	4.60	2.30
Hungary Budapest	4.60	2.30
Hungary Mobile	21.00	10.50

Pence per minute

	Standard Call rate	International Call plan
Iceland	8.40	4.20
Iceland Mobile	34.60	17.30
Iceland Mobile Other	34.60	17.30
India Major Cities	7.00	3.50
India Minor Cities	7.00	3.50
India Other	7.00	3.50
Inmarsat aero	988.90	494.45
Inmarsat b	424.00	212.00
Inmarsat hsd	972.30	486.15
Inmarsat m	427.20	213.60
Inmarsat m4	694.70	347.35
Indonesia	20.60	10.30
Indonesia Major Cities	9.20	4.60
Indonesia Mobile	20.60	10.30
Iran	16.00	8.00
Iran Mobile	20.00	10.00
Iridium Satellite System	454.70	227.35
Ireland	3.00	1.50
Ireland Mobile	36.00	18.00
Ireland Mobile One	37.00	18.50
Ireland Mobile Other	37.00	18.50
Ireland Special Services	42.00	21.00
Iraq	20.00	10.00
Iraq Baghdad	20.00	10.00

Iraq Mobile	32.20	16.10
Israel	4.60	2.30
Israel Mobile	14.20	7.10
Israel Palestine	39.00	19.50
Italy	3.48	1.74
Italy Hutchison 3G Mobile	55.60	27.80
Italy Mobile	55.60	27.80
Italy Tim Mobile	55.60	27.80
Italy Vodafone Mobile	55.60	27.80
Ivory Coast	60.00	30.00
Ivory Coast Mobile	64.20	32.10
Ivory Coast Other	115.46	57.73

Pence per minute

J	Pence per minute	
	Standard Call rate	International Call plan
Jamaica	15.00	7.50
Jamaica Mobile	50.00	25.00
Jordan	24.80	12.40
Jordan Mobile	31.80	15.90
Japan	8.00	4.00
Japan Mobile	32.40	16.20
Japan Tokyo	8.00	4.00

Pence per minute

K	Pence per minute	
	Standard Call rate	International Call plan
Kazakhstan	24.60	12.30
Kazakhstan Mobile	25.80	12.90
Kenya	26.00	13.00
Kenya Mobile	27.80	13.90
Kenya Mobile Other	35.57	17.79
Kiribati	128.00	64.00
Kosovo	88.97	44.49

Kyrgyzstan	32.80	16.40
Kyrgyzstan Mobile	32.80	16.40
Kuwait	29.00	14.50
Kuwait Mobile	29.00	14.50

L	Pence per minute	
	Standard Call rate	International Call plan
Laos	24.60	12.30
Latvia	25.80	12.90
Latvia Mobile	18.00	9.00
Latvia Mobile One	78.00	39.00
Latvia Mobile Other	78.00	39.00
Lebanon	29.00	14.50
Lebanon Mobile	53.00	26.50
Liberia	83.20	41.60
Liberia Mobile	73.60	36.80
Libya	49.50	24.75
Libya Mobile	78.40	39.20
Liechtenstein	20.00	10.00
Liechtenstein Mobile	82.00	41.00
Liechtenstein Special Services	50.40	25.20
Lithuania	8.00	4.00
Lithuania (PERSONAL NUMBERS)	83.00	41.50
Lithuania Mobile	16.20	8.10
Lesotho	46.40	23.20
Lesotho Mobile	46.40	23.20
Luxembourg	3.80	1.90
Luxembourg Mobile	49.40	24.70

Pence per minute

M

Standard Call rate

International Call plan

	Standard Call rate	International Call plan
Macedonia	32.20	16.10
Macedonia Mobile	78.40	39.20
St. Martin	32.00	16.00
Mali	66.20	33.10
Mali Mobile	66.20	33.10
Martinique	10.20	5.10
Martinique Mobile	35.00	17.50
Macau	8.80	4.40
Mayotte	16.60	8.30
Mayotte Mobile	36.80	18.40
Madagascar	99.50	49.75
Madagascar Mobile	104.40	52.20
Mexico	9.80	4.90
Mexico (EQUAL ACCESS)	9.80	4.90
Mexico Major Cities	9.80	4.90
Mexico Mobile	12.00	6.00
Marshall Islands	56.80	28.40
Micronesia	45.80	22.90
Maldives	99.50	49.75
Maldives Mobile	99.52	49.76
Malta	5.40	2.70
Malta Mobile	39.20	19.60
Myanmar	70.80	35.40
Myanmar Mobile	39.91	19.96
Montenegro	35.00	17.50
Montenegro Mobile	77.80	38.90
Mongolia	13.80	6.90
Mongolia Mobile	22.60	11.30
Moldova	32.20	16.10
Moldova Mobile	57.20	28.60
Monaco	20.00	10.00
Monaco Mobile	68.90	34.45
Morocco	30.20	15.10

Morocco Mobile	51.74	25.87
Morocco Mobile Other	78.68	39.34
Mozambique	17.60	8.80
Mozambique Mobile	59.00	29.50
Mauritius	35.00	17.50
Mauritius Mobile	35.00	17.50
Montserrat	38.20	19.10
Mauritania	94.60	47.30
Mauritania Mobile	94.60	47.30
Malawi	9.90	4.95
Malawi Mobile	23.60	11.80
Malaysia	3.20	1.60
Malaysia Kuala Lumpur	3.20	1.60
Malaysia Mobile	7.40	3.70

N	Pence per minute	
	Standard Call rate	
Namibia	35.00	17.50
Namibia Mobile	56.00	28.00
Netherlands	3.80	1.90
Netherlands Antilles	50.00	25.00
Netherlands Antilles Mobile	50.00	25.00
Nauru	158.00	79.00
New Caledonia	43.80	21.90
New Zealand	4.40	2.20
New Zealand Mobile	23.00	11.50
Netherlands Mobile	20.00	10.00
Netherlands Mobile Other	20.00	10.00
Nigeria	17.80	8.90
Nigeria Mobile	17.80	8.90
Nigeria Mobile Other	17.80	8.90
Niger	53.60	26.80
Niger Premium Services	55.76	27.88

Niger Mobile	53.60	26.80
Nicaragua	33.60	16.80
Nicaragua Mobile	55.80	27.90
Niue	155.00	77.50
North Korea	145.40	72.70
Northern Marianas	6.60	3.30
Nigeria Special Services	17.80	8.90
Norway	8.00	4.00
Norway Mobile	43.60	21.80
Nepal	31.40	15.70
Nepal Mobile	31.40	15.70
Norway Mobile Other	43.60	21.80

Pence per minute

O	Pence per minute	
	Standard Call rate	International Call plan
OCHA	0.54	0.27
Oman	27.60	13.80
Oman Mobile	68.00	34.00

Pence per minute

P	Pence per minute	
	Standard Call rate	International Call plan
Pakistan	8.00	4.00
Pakistan Mobile	8.00	4.00
Palau	55.60	27.80
Panama	5.00	2.50
Panama Mobile	34.00	17.00
Panama Special Services	196.00	98.00
Peru	16.60	8.30
Peru Mobile	30.20	15.10
Peru Rural	43.06	21.53
Poland	4.80	2.40

Poland Mobile	62.30	31.15
Poland Mobile Centernet	62.30	31.15
Poland Mobile One	62.30	31.15
Poland Mobile Other	62.30	31.15
Portugal	4.40	2.20
Paraguay	18.20	9.10
Paraguay Mobile	18.20	9.10
Philippines	30.80	15.40
Philippines Mobile	41.20	20.60
Papua New Guinea	99.50	49.75
Papua New Guinea Mobile	112.75	56.38
Portugal Mobile	18.00	9.00
Portugal Special Services	18.00	9.00
Puerto Rico	3.20	1.60
Palestine	39.00	19.50
Palestine Mobile	45.60	22.80

Pence per minute

Q	Pence per minute	
	Standard Call rate	International Call plan
Qatar	30.00	15.00
Qatar Mobile	40.00	20.00

Pence per minute

R	Pence per minute	
	Standard Call rate	International Call plan
Reunion	6.40	3.20
Reunion Mobile	29.60	14.80
Romania	6.20	3.10
Romania Mobile	24.60	12.30
Russia	27.00	13.50
Russia Major Cities	27.00	13.50
Russia Mobile	27.00	13.50
Russia Mobile One	33.67	16.84

Rwanda	36.20	18.10
Rwanda Mobile	36.20	18.10

Pence per minute

S	Pence per minute	
	Standard Call rate	International Call plan
Singapore	3.00	1.50
Singapore Mobile	3.00	1.50
South Africa	8.00	4.00
South Africa Mobile	33.80	16.90
South Africa Special Services	33.80	16.90
Satellite	1049.56	524.78
Satellite Other	458.00	229.00
Saudi Arabia	35.20	17.60
Saudi Arabia Mobile	35.20	17.60
Saudi Arabia Mobile Other	16.72	8.36
Senegal	99.20	49.60
Senegal Mobile	99.20	49.60
Serbia	29.00	14.50
Serbia Mobile	78.40	39.20
Seychelles	63.00	31.50
Seychelles Special Services	142.00	71.00
Sierra Leone	94.80	47.40
Sierra Leone Mobile	94.80	47.40
South Korea	3.80	1.90
South Korea Mobile	8.00	4.00
Sri Lanka	24.40	12.20
Sri Lanka Mobile	31.60	15.80
Slovakia	6.40	3.20
Slovakia Mobile	36.00	18.00
Slovenia	25.60	12.80
Slovenia Alternative Networks	25.60	12.80
Slovenia Mobile	30.40	15.20
Slovenia Mobile Other	100.00	50.00

San Marino	6.20	3.10
San Marino Mobile	54.00	27.00
San Marino Premium	248.00	124.00
Solomon Islands	158.00	79.00
Somalia	120.00	60.00
Somalia Mobile	120.00	60.00
St. Pierre & Miquelon	43.00	21.50
St. Pierre & Miquelon Mobile	100.00	50.00
Spain	3.48	1.74
Spain Mobile	28.00	14.00
Spain Mobile One	28.00	14.00
Spain Mobile Other	28.00	14.00
Spain Special Services	148.00	74.00
South Sudan	96.00	48.00
St. Helena	155.00	77.50
St. Kitts & Nevis	57.40	28.70
St. Kitts & Nevis Mobile	57.40	28.70
St. Lucia	24.00	12.00
St. Lucia Mobile	51.60	25.80
St. Martin	32.00	16.00
Sao Tome & Principe	158.00	79.00
Sudan	37.00	18.50
Sudan Mobile	58.45	29.23
Suriname	48.60	24.30
Suriname Mobile	48.60	24.30
St. Vincent & Grenadines	24.40	12.20
St. Vincent & Grenadines Mobile	33.00	16.50
Sweden	3.48	1.74
Sweden Mobile	20.00	10.00
Switzerland	12.00	6.00
Switzerland Mobile	34.00	17.00
Switzerland Mobile One	56.33	28.17
Switzerland Mobile Other	56.33	28.17
Switzerland Other	59.12	29.56
Switzerland Premium	14.40	7.20
Switzerland Special Services	14.40	7.20

Swaziland	15.00	7.50
Swaziland Mobile	50.20	25.10
Syria	26.20	13.10
Syria Mobile	46.80	23.40

Pence per minute

T	Pence per minute	
	Standard Call rate	International Call plan
Taiwan	4.00	2.00
Taiwan Mobile	27.00	13.50
Tajikistan	33.60	16.80
Tajikistan Mobile	33.60	16.80
Turks & Caicos Island Mobile	57.40	28.70
Turks & Caicos Islands	57.40	28.70
Thailand	8.20	4.10
Thailand Mobile	8.20	4.10
Tunisia	52.40	26.20
Tunisia Mobile	81.30	40.65
Togo	87.00	43.50
Tokelau	203.50	101.75
Tonga	92.20	46.10
Trinidad & Tobago	7.40	3.70
Trinidad & Tobago Mobile	25.80	12.90
Turkmenistan	27.20	13.60
Tanzania	62.00	31.00
Tanzania Mobile	36.60	18.30
Turkey	7.00	3.50
Turkey (CYPRUS)	10.00	5.00
Turkey (CYPRUS) mobile	31.80	15.90
Tuvalu	133.40	66.70
Turkey Mobile	30.00	15.00
Turkey Mobile Other	68.55	34.28

U	Pence per minute	
	Standard Call rate	International Call plan
Ukraine	35.00	17.50
Uganda	27.80	13.90
Uganda Mobile	39.40	19.70
Ukraine Mobile	35.00	17.50
United Arab Emirates	34.00	17.00
United Arab Emirates Mobile	34.00	17.00
UPT VisionNG	302.27	151.14
Uruguay	14.00	7.00
Uruguay Mobile	41.00	20.50
USA	3.00	1.50
USA Alaska	4.20	2.10
USA Directory Enquiries	200.00	100.00
USA Hawaii	4.20	2.10
US Virgin Islands	5.00	2.50
Uzbekistan	19.00	9.50
Uzbekistan Mobile	27.00	13.50

V	Pence per minute	
	Standard Call rate	International Call plan
Vanuatu	112.40	56.20
Vatican City	3.80	1.90
Venezuela	2.50	1.25
Venezuela Mobile	37.55	18.78
Vietnam	11.60	5.80
Vietnam Mobile	19.60	9.80

W	Pence per minute	
	Standard Call rate	International Call plan
Wallis & Futuna	202.50	101.25
Western Samoa	105.60	52.80

Y	Pence per minute	
	Standard Call rate	International Call plan
Yemen	36.20	18.10
Yemen Mobile	47.60	23.80

Z	Pence per minute	
	Standard Call rate	International Call plan
Zambia	16.80	8.40
Zambia Mobile	35.20	17.60
Zimbabwe	27.80	13.90
Zimbabwe Mobile	109.60	54.80

Other	Pence per minute	
	Standard Call rate	International Call plan
Cameroon Special Services	42.60	21.30
Canada Other	3.00	1.50
Congo Democratic Republic Mobile Other	63.40	31.70
Cyprus Mobile One	20.00	10.00
India	7.00	3.50
India Mobile	7.00	3.50
Nigeria Mobile Other	17.80	8.90
Russia Mobile Other	27.00	13.50
South Africa Mobile One	33.80	16.90

South Africa Mobile Other	33.80	16.90
Spain Mobile One	28.00	14.00
Switzerland Mobile One	56.33	28.16
Switzerland Premium	14.40	7.20