

# Favourite Countries Not Available for New Supply



## 1. Service Description

- Favourite Countries is a discount scheme for residential customers making regular calls to international destinations. For an annual fee of £12 exc. VAT (£14.40 Inc. VAT), the customer is eligible for up to 15%\* discount on up to five International destinations (excluding calls to international mobiles).
- Customers can select up to five countries from the tables below.
- Each country nominated for Favourite Countries will be registered against a position between 1 and 5. Customers are only able to change the Destination/Country in each position once every quarter, or once every month, depending on their billing cycle.
- Discount will be applied to eligible calls, as soon as the application is processed.
- The scheme fee will be applied to the customer's next account. If a customer applied for the Favourite Countries discount scheme, mid-way through a billing period, the fee for the scheme will be applied to their next account in the following way:

a pro rata amount to cover the time period from when they applied for the scheme, until their next account date.

- The discount is applicable on a per line basis.
- A customer can opt out of the scheme at any time they wish. Any advanced rental paid which covers the time period after the discount scheme was ceased, will be credited back to the customer.
- This scheme specifically excludes calls made using a Charge Card, calls to international mobiles and calls to International Directory Enquiry Services and all other Operator Service.

## 2. Charging Structure

Applies To	Discount	Monthly fee		Annual fee	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Residential Customers (per line)	10% / 15%*	£1.25	£1.50	£15.00	£18.00

\* Calls will be discounted 10% or 15% dependent on country selected.

## 3. International Destinations Tables<sup>a</sup>

Countries receiving a 15% discount				Countries receiving a 10% discount	
Country	Band	Country	Band	Country	Band
Argentina	10	Irish Republic	IR	Antilles	8
Australia	6	Japan	3	Austria	2
Belgium	1a	Malaysia	3	Belarus	8a
Canada	4	Morocco	3	Dominican Republic	5
Chile	10	Netherlands	1a	Egypt	9
Cyprus	2 - 3	New Zealand	6	Estonia	8a
Czech Republic	2	Norway	2	Greece	1

Denmark	1a	Philippines	14	India	16
Finland	2	Singapore	7	Italy	1
France	1a	Spain	1	Jordan	9
Gibraltar	1	Sweden	1a	Latvia	8a
Germany	1a	Switzerland	1a	Russia	8a
Hong Kong	6	Turkey	3	South Africa	8a
Hungary	2	USA	4	Tuvalu	13
Iceland	3				

<sup>a</sup> - Please note that the discount is only applicable to the countries listed and excludes calls to international mobiles. The band detail is for information only.