

## Discount 25

### 1. Service Description

- Discount 25 is a discount scheme for residential customers with higher levels of out of area calls. The customer is eligible for up to 25% discount on direct dialled, out of area calls (national and international).
- Discount 25 does not apply to calls to international mobiles.
- Discount 25 will be applied to eligible calls, as soon as the application is processed.
- The scheme fee will be applied to the customer's account and will appear the next billing date. If a customer applied for the Discount 25 discount scheme, mid-way through a billing period, the fee for the scheme will be applied to their 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 to non-geographic numbers (those starting 05, 07, 08 or 09). Similarly, discounts on calls to Directory Enquiry Services, all other Operator Services.
- 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 Services

### 2. Charging Structure

- 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.

Applies To	Discount	Monthly Fee		Annual Fee	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Residential Customers (per line)	25%	£1.25	£1.50	£15.00	£18.00