

Service Numbers

Call charges to service numbers ‡

| Price point | Service Charge | | | | Access Charge | |
|-------------|----------------|----------|------------------|----------|------------------|----------|
| | Pence Per Call | | Pence Per Minute | | Pence Per Minute | |
| | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT |
| SC001 | 0.000 | 0.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC002 | 0.000 | 0.000 | 0.833 | 1.000 | 5.000 | 6.000 |
| SC003 | 0.000 | 0.000 | 1.667 | 2.000 | 5.000 | 6.000 |
| SC004 | 0.000 | 0.000 | 2.500 | 3.000 | 5.000 | 6.000 |
| SC005 | 0.000 | 0.000 | 3.333 | 4.000 | 5.000 | 6.000 |
| SC006 | 0.000 | 0.000 | 4.167 | 5.000 | 5.000 | 6.000 |
| SC007 | 0.000 | 0.000 | 5.000 | 6.000 | 5.000 | 6.000 |
| SC008 | 0.000 | 0.000 | 5.833 | 7.000 | 5.000 | 6.000 |
| SC009 | 0.000 | 0.000 | 6.667 | 8.000 | 5.000 | 6.000 |
| SC010 | 0.000 | 0.000 | 7.500 | 9.000 | 5.000 | 6.000 |
| SC011 | 0.000 | 0.000 | 8.333 | 10.000 | 5.000 | 6.000 |
| SC012 | 0.000 | 0.000 | 9.167 | 11.000 | 5.000 | 6.000 |
| SC013 | 0.000 | 0.000 | 10.000 | 12.000 | 5.000 | 6.000 |
| SC014 | 0.000 | 0.000 | 10.833 | 13.000 | 5.000 | 6.000 |
| SC015 | 0.000 | 0.000 | 12.500 | 15.000 | 5.000 | 6.000 |
| SC016 | 0.000 | 0.000 | 16.667 | 20.000 | 5.000 | 6.000 |
| SC017 | 0.000 | 0.000 | 20.833 | 25.000 | 5.000 | 6.000 |
| SC018 | 0.000 | 0.000 | 25.000 | 30.000 | 5.000 | 6.000 |
| SC019 | 0.000 | 0.000 | 29.167 | 35.000 | 5.000 | 6.000 |
| SC020 | 0.000 | 0.000 | 30.000 | 36.000 | 5.000 | 6.000 |
| SC021 | 0.000 | 0.000 | 33.333 | 40.000 | 5.000 | 6.000 |
| SC022 | 0.000 | 0.000 | 37.500 | 45.000 | 5.000 | 6.000 |
| SC023 | 0.000 | 0.000 | 38.333 | 46.000 | 5.000 | 6.000 |

| Price point | Service Charge | | | | Access Charge | |
|-------------|----------------|----------|------------------|----------|------------------|----------|
| | Pence Per Call | | Pence Per Minute | | Pence Per Minute | |
| | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT |
| SC024 | 0.000 | 0.000 | 41.667 | 50.000 | 5.000 | 6.000 |
| SC025 | 0.000 | 0.000 | 45.833 | 55.000 | 5.000 | 6.000 |
| SC026 | 0.000 | 0.000 | 50.000 | 60.000 | 5.000 | 6.000 |
| SC027 | 0.000 | 0.000 | 54.167 | 65.000 | 5.000 | 6.000 |
| SC028 | 0.000 | 0.000 | 58.333 | 70.000 | 5.000 | 6.000 |
| SC029 | 0.000 | 0.000 | 62.500 | 75.000 | 5.000 | 6.000 |
| SC030 | 0.000 | 0.000 | 66.667 | 80.000 | 5.000 | 6.000 |
| SC031 | 0.000 | 0.000 | 75.000 | 90.000 | 5.000 | 6.000 |
| SC032 | 0.000 | 0.000 | 79.167 | 95.000 | 5.000 | 6.000 |
| SC033 | 0.000 | 0.000 | 82.500 | 99.000 | 5.000 | 6.000 |
| SC034 | 0.000 | 0.000 | 83.333 | 100.000 | 5.000 | 6.000 |
| SC035 | 0.000 | 0.000 | 91.667 | 110.000 | 5.000 | 6.000 |
| SC036 | 0.000 | 0.000 | 100.000 | 120.000 | 5.000 | 6.000 |
| SC037 | 0.000 | 0.000 | 120.833 | 145.000 | 5.000 | 6.000 |
| SC038 | 0.000 | 0.000 | 125.000 | 150.000 | 5.000 | 6.000 |
| SC039 | 0.000 | 0.000 | 129.167 | 155.000 | 5.000 | 6.000 |
| SC040 | 0.000 | 0.000 | 150.000 | 180.000 | 5.000 | 6.000 |
| SC041 | 0.000 | 0.000 | 166.667 | 200.000 | 5.000 | 6.000 |
| SC042 | 0.000 | 0.000 | 183.333 | 220.000 | 5.000 | 6.000 |
| SC043 | 0.000 | 0.000 | 208.333 | 250.000 | 5.000 | 6.000 |
| SC044 | 0.000 | 0.000 | 250.000 | 300.000 | 5.000 | 6.000 |
| SC045 | 0.000 | 0.000 | 300.000 | 360.000 | 5.000 | 6.000 |
| SC046 | 4.167 | 5.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC047 | 8.333 | 10.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC048 | 12.500 | 15.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC049 | 20.833 | 25.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC050 | 25.000 | 30.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC051 | 29.167 | 35.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC052 | 33.33 | 40.00 | 0.00 | 0.00 | 5.00 | 6.00 |

| Price point | Service Charge | | | | Access Charge | |
|-------------------------------------|----------------|----------|------------------|----------|------------------|----------|
| | Pence Per Call | | Pence Per Minute | | Pence Per Minute | |
| | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT |
| SC053 | 40.000 | 48.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC054 | 41.667 | 50.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC055 | 58.333 | 70.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC056 | 62.500 | 75.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC057 | 83.333 | 100.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC058 | 120.833 | 145.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC059 | 125.000 | 150.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC060 | 166.667 | 200.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC061 | 208.333 | 250.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC062 | 250.000 | 300.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC063 | 333.333 | 400.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC064 | 416.667 | 500.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC065 | 500.000 | 600.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC066 | 64.167 | 77.000 | 129.167 | 155.000 | 5.000 | 6.000 |
| SC067 | 66.667 | 80.000 | 20.833 | 25.000 | 5.000 | 6.000 |
| SC068 | 0.000 | 0.000 | 202.500 | 243.000 | 5.000 | 6.000 |
| SC069 | 291.60 | 350.00 | 8.333 | 10.00 | 5.000 | 6.000 |
| SC070 (ppm starts after 60 seconds) | 202.50 | 243.00 | 202.50 | 243.00 | 5.000 | 6.000 |
| SC071 (ppm starts after 60 seconds) | 478.333 | 574.000 | 249.167 | 299.000 | 5.000 | 6.000 |
| SC072 (ppm starts after 60 seconds) | 581.667 | 698.000 | 290.833 | 349.000 | 5.000 | 6.000 |
| SC073 (ppm starts after 60 seconds) | 0.000 | 0.000 | 208.333 | 250.000 | 5.000 | 6.000 |
| SC074 (ppm starts after 60 seconds) | 4.1667 | 5.000 | 4.167 | 5.000 | 5.000 | 6.000 |
| SC075 (ppm starts after 60 seconds) | 8.333 | 10.000 | 8.333 | 10.000 | 5.000 | 6.000 |
| SC076 (ppm starts after 60 seconds) | 33.333 | 40.000 | 33.333 | 40.000 | 5.000 | 6.000 |
| SC077(ppm starts after 60 seconds) | 58.333 | 70.000 | 58.333 | 70.000 | 5.000 | 6.000 |
| SC078 (ppm starts after 60 seconds) | 125.000 | 150.000 | 125.000 | 150.000 | 5.000 | 6.000 |
| SC079 (ppm starts after 60 seconds) | 166.667 | 200.000 | 166.667 | 200.000 | 5.000 | 6.000 |
| SC080 (ppm starts after 60 seconds) | 370.833 | 445.000 | 214.167 | 257.000 | 5.000 | 6.000 |
| SC081 | 0.000 | 0.000 | 15.000 | 18.000 | 5.000 | 6.000 |
| SC082 | 0.000 | 0.000 | 18.333 | 22.000 | 5.000 | 6.000 |

| | | | | | | |
|-------------------------------------|----------|----------|---------|---------|-------|-------|
| SC083 | 0.000 | 0.000 | 291.667 | 350.000 | 5.000 | 6.000 |
| SC084 | 208.333 | 250.000 | 62.500 | 75.000 | 5.000 | 6.000 |
| SC085 | 216.667 | 260.000 | 82.500 | 99.000 | 5.000 | 6.000 |
| SC086 | 229.167 | 275.000 | 65.000 | 78.000 | 5.000 | 6.000 |
| SC087 (ppm starts after 60 seconds) | 250.000 | 300.000 | 108.333 | 130.000 | 5.000 | 6.000 |
| SC088 | 304.100 | 365.000 | 0.000 | 0.000 | 5.000 | 6.000 |
| SC089 (ppm starts after 60 seconds) | 998.333 | 1198.000 | 499.167 | 599.000 | 5.000 | 6.000 |
| SC090 (ppm starts after 60 seconds) | 1165.000 | 1398.000 | 582.500 | 699.000 | 5.000 | 6.000 |
| SC091 (ppm starts after 60 seconds) | 1331.667 | 1598.000 | 665.833 | 799.000 | 5.000 | 6.000 |
| SC092 (ppm starts after 60 seconds) | 5.833 | 7.000 | 5.833 | 7.000 | 5.000 | 6.000 |
| SC093 (ppm starts after 60 seconds) | 10.833 | 13.000 | 10.833 | 13.000 | 5.000 | 6.000 |
| SC094 (ppm starts after 60 seconds) | 66.667 | 80.000 | 66.667 | 80.000 | 5.000 | 6.000 |
| SC095 (ppm starts after 60 seconds) | 83.333 | 100.000 | 83.333 | 100.000 | 5.000 | 6.000 |
| SC096 (ppm starts after 60 seconds) | 250.000 | 300.000 | 250.000 | 300.000 | 5.000 | 6.000 |
| SC097 (ppm starts after 60 seconds) | 300.000 | 360.000 | 41.667 | 50.000 | 5.000 | 6.000 |
| SC098 (ppm starts after 60 seconds) | 300.000 | 360.000 | 125.000 | 150.000 | 5.000 | 6.000 |
| SC099 (ppm starts after 60 seconds) | 300.000 | 360.000 | 166.667 | 200.000 | 5.000 | 6.000 |
| SC100 (ppm starts after 60 seconds) | 300.000 | 360.000 | 300.000 | 360.000 | 5.000 | 6.000 |

Directory enquiries fixed fee calls:

| Chargeband | Pence Per Call | |
|------------|----------------|----------|
| | At All Times | |
| | Ex VAT | Inc. VAT |
| DQ00 | 95.00 | 115.00 |

Call charges to personal numbers ±

| Code | Pence Per Minute | | | | | |
|-------------|------------------|----------|---------|----------|---------|----------|
| | Daytime | | Evening | | Weekend | |
| | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT |
| PN01 | 4.200 | 5.04 | 4.200 | 5.04 | 4.200 | 5.04 |
| PN02 | 14.220 | 17.06 | 8.380 | 10.06 | 8.380 | 10.06 |
| PN03 | 20.430 | 24.52 | 13.620 | 16.34 | 6.810 | 8.17 |
| PN04 | 22.980 | 27.58 | 15.320 | 18.38 | 7.660 | 9.19 |
| PN05 | 26.420 | 31.70 | 16.850 | 20.22 | 8.040 | 9.65 |
| PN06 | 31.910 | 38.29 | 21.270 | 25.52 | 10.630 | 12.76 |
| PN07 | 42.550 | 51.06 | 42.550 | 51.06 | 42.550 | 51.06 |
| PN08 | 41.700 | 50.04 | 33.190 | 39.83 | 33.190 | 39.83 |
| PN09 | 22.130 | 26.56 | 22.130 | 26.56 | 22.130 | 26.56 |
| PN10 | 14.470 | 17.36 | 14.470 | 17.36 | 14.470 | 17.36 |
| PN11 | 17.020 | 20.42 | 17.020 | 20.42 | 17.020 | 20.42 |
| PN13 | 17.000 | 20.40 | 17.000 | 20.40 | 17.000 | 20.40 |
| PN14 | 20.000 | 24.00 | 20.000 | 24.00 | 20.000 | 24.00 |
| PN15 | 29.790 | 35.75 | 29.790 | 35.75 | 29.790 | 35.75 |
| PN16 | 33.190 | 39.83 | 24.680 | 29.62 | 24.680 | 29.62 |
| PN17 | 22.979 | 27.58 | 22.979 | 27.58 | 22.979 | 27.58 |
| PN18 | 33.191 | 39.83 | 33.191 | 39.83 | 33.191 | 39.83 |
| PN19 | 25.106 | 30.13 | 25.106 | 30.13 | 25.106 | 30.13 |
| PN20 | 11.064 | 13.28 | 11.064 | 13.28 | 11.064 | 13.28 |
| PN21 | 11.915 | 14.30 | 11.915 | 14.30 | 11.915 | 14.30 |
| PN22 | 12.766 | 15.32 | 12.766 | 15.32 | 12.766 | 15.32 |
| PN23 | 13.617 | 16.34 | 13.617 | 16.34 | 13.617 | 16.34 |
| PN24 | 8.510 | 10.21 | 8.510 | 10.21 | 8.510 | 10.21 |
| PN25 | 20.425 | 24.51 | 20.425 | 24.51 | 20.425 | 24.51 |
| PN26 | 35.000 | 42.00 | 35.000 | 42.00 | 35.000 | 42.00 |
| PN27 | 8.783 | 10.54 | 5.652 | 6.78 | 4.783 | 5.74 |
| PN99 | 9.780 | 11.736 | 9.780 | 11.736 | 9.780 | 11.736 |

Calls are subject to a 6.00p minimum charge (exc. VAT) and are timed to the next whole second, with the resulting call charge rounded to the next whole penny.

Calls charged by fixed fee and timed duration

Where the fixed fee and duration charge both apply from the start of the call:

| Code | Pence Per Minute | | | | | | Pence Per Call | |
|------|------------------|----------|---------|----------|---------|----------|----------------|----------|
| | Daytime | | Evening | | Weekend | | At All Times | |
| | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT |
| PN12 | 3.360 | 4.03 | 0.850 | 1.02 | 0.850 | 1.02 | 42.600 | 51.12 |
| FF31 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 12.5 | 12.5 |

Calls charges are based on the number called, not the operator.

Special service call charges

| Code | Type Of Call / Destination | Pence Per Minute | | | | | |
|------|----------------------------|-----------------------|----------|----------|----------|----------|----------|
| | | Daytime | | Evening | | Weekend | |
| | | Ex VAT | Inc. VAT | Exc. VAT | Inc. VAT | Exc. VAT | Inc. VAT |
| NF | Number Free of Charge | No Charge at any time | | | | | |

Calls charged by fixed fee and timed duration

Where the fixed fee is charged for the first sixty seconds of the call (or part thereof), and the duration charge applies following the first sixty seconds:

| Code | Type Of Call / Destination | Pence Per Minute | | | | | |
|------|----------------------------|------------------|----------|---------|----------|---------|----------|
| | | Daytime | | Evening | | Weekend | |
| | | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT |
| FW01 | WiFi Services | 13.200 | 15.84 | 13.200 | 15.84 | 6.440 | 7.73 |
| FW02 | WiFi Services | 12.500 | 15.00 | 10.400 | 12.48 | 5.300 | 6.36 |
| FW03 | WiFi Services | 13.900 | 16.68 | 11.100 | 13.32 | 5.600 | 6.72 |
| FW04 | WiFi Services | 13.500 | 16.20 | 8.250 | 9.90 | 4.130 | 4.96 |
| FW05 | WiFi Services | 12.600 | 15.12 | 10.200 | 12.24 | 5.700 | 6.84 |
| FW06 | WiFi Services | 11.000 | 13.20 | 8.800 | 10.56 | 5.300 | 6.36 |
| FW07 | WiFi Services | 10.500 | 12.60 | 10.500 | 12.60 | 10.500 | 12.60 |
| FW08 | WiFi Services | 16.000 | 19.20 | 12.500 | 15.00 | 5.300 | 6.36 |
| FW09 | WiFi Services | 14.000 | 16.80 | 14.000 | 16.80 | 14.000 | 16.80 |
| FW10 | WiFi Services | 8.372 | 10.05 | 8.372 | 10.05 | 8.372 | 10.05 |

| | | | | | | | |
|------|---------------|--------|--------|--------|--------|--------|--------|
| FW11 | WiFi Services | 11.000 | 13.200 | 11.000 | 13.200 | 11.000 | 13.200 |
| FW12 | WiFi Services | 11.000 | 13.200 | 11.000 | 13.200 | 11.000 | 13.200 |

Calls are subject to a 6.00p minimum charge (ex VAT) and are timed to the next whole second, with the resulting call charge rounded to the next whole penny.

Time Periods:

Time Periods for calls made from all tariffs are as per below unless otherwise stated.

| | |
|--------------|---|
| Daytime Rate | Monday ~ Friday 8am ~ 6pm |
| Evening Rate | Monday ~ Friday, before 8am and after 6pm |
| Weekend Rate | All Day, Saturday and Sunday |

Notes

‡ All charges described above do not include public payphones.