

Focus Group Standard Pricing Tariffs

| Line Rental | 12 month | 24 month | 36 month |
|----------------------|----------|----------|----------|
| Single analogue line | £19.99 | £16.99 | £13.99 |
| Multi-analogue line | £19.99 | £16.99 | £13.99 |
| ISDN2e | £21.50 | £20.00 | £17.00 |
| ISDN30e | £23.00 | £21.00 | £19.00 |

| New Connections | 12 month | 24 month | 36 month |
|--|----------|----------|----------|
| Transfer of any existing service from another provider | FREE | FREE | FREE |
| Single analogue line | £110.00 | £67.50 | FREE |
| Multi-analogue line | £110.00 | £67.50 | FREE |
| ISDN2e (x2 channels) | £320.00 | £220.00 | FREE |
| ISDN30e (first 15 channels) | £125.00 | £77.50 | FREE |
| ISDN30e (channel 16+) | FREE | FREE | FREE |

| Line Conversions | One off Payment |
|---|-----------------|
| Conversion of Local Loop Unbundling (LLU) to a standard single line | £55.00 |
| Supply of new line using previously stopped LLU MPF line | £55.00 |
| Conversion of auxiliary multi-line to standard single line | £25.00 |
| Conversion of ISDN2e line to standard single analogue line | £85.00 |
| Change in analogue line termination | £40.00 |
| | |
| Conversion of standard single line to main multi-line | £17.50 |
| Conversion of standard single line to auxiliary multi-line | £17.50 |
| Conversion of ISDN2e line to auxiliary multi-line | £100.00 |
| | |
| Conversion of standard single analogue line to ISDN2e line | £225.00 |
| Conversion of digital system ISDN2e to digital standard ISDN2e (per line) | £35.00 |
| Conversion of digital standard ISDN2e to digital system ISDN2e (per line) | £35.00 |
| | |
| Conversion of ISDN30 DASS to ISDN30e per channel | £11.00 |
| Conversion of ISDN30 DASS to ISDN30e (61 or more channels) | £590.00 |

| Number Selection & DDIs | One off payment | Monthly rental |
|--|-----------------|----------------|
| Change of telephone number (re-number) | £22.50 | |
| Number selection (at point of order) | £15.00 | |
| DDI planning charge | £110.00 | £0.40 |
| DDI (supplied in blocks of 10 numbers) | £1.00 | |
| DDI re-number connection charge | £1.00 | £0.40 |
| Single number DDI | £1.00 | |

Focus Group Care Levels

| Care Levels by line type | Care Level 1 | Care Level 2 | Care Level 3 | Care Level 4 |
|---|--|--|---|-------------------|
| Rental per month | End of the next working day, Monday - Friday | End of the next working day, Monday - Saturday | End of the next half working day, Monday - Sunday | 6 hour SLA - 24/7 |
| Single analogue line | Included in line rental | £1.50 | £4.50 | £6.50 |
| Multi-analogue (per line) | N/A | Included in line rental | £4.50 | £6.50 |
| ISDN2e (standard or system per channel) | N/A | Included in line rental | £4.50 | £5.50 |
| ISDN30e (per channel) | N/A | Included in line rental | £3.50 | £5.00 |

Features

| Network Features | Description | Connection | Analogue | ISDN2e | ISDN30e |
|----------------------|--|------------|----------|--------|---------|
| Call barring options | Call barring (incoming & outgoing) | N/A | £2.75 | N/A | N/A |
| | Outgoing calls barred - no 999 & 112 access | £5.00 | . | . | . |
| | Outgoing calls barred except - with 999 & 112 access | £5.00 | . | . | . |
| | Incoming calls barred | £5.00 | . | . | . |
| | Call barring (PRS) - by admin control | £5.00 | £2.75 | £2.75 | £2.75 |
| | Call barring (international & PRS) - by admin control | £5.00 | £2.75 | £2.75 | £2.75 |
| | Call barring (118) - by admin control | £5.00 | . | . | . |
| | Indirect access call barring - per analogue line | . | £2.75 | N/A | N/A |
| | Indirect access call barring - ISDN2e & ISDN30e | . | N/A | £2.75 | £2.75 |
| | Outgoing - national, international & premium rate services calls | . | N/A | £2.75 | £2.75 |
| | Outgoing - international calls & premium rate services | . | N/A | £2.75 | £2.75 |
| | Outgoing - operator calls | . | N/A | £2.75 | £2.75 |
| | Outgoing - international, operator & premium rate services | . | N/A | £2.75 | £2.75 |

| Network Features | Description | Connection | Analogue | ISDN2e | ISDN30e |
|------------------------|--|------------|----------|--------|---------|
| | Outgoing - all calls except 999, 112, 151, 0800 | . | N/A | £2.75 | £2.75 |
| | Permanent incoming call barring (ICB) | . | N/A | £2.75 | £2.75 |
| | Permanent outgoing call barring (OCB) | . | N/A | £2.75 | £2.75 |
| Analogue line features | Call Diversion | . | £2.75 | N/A | N/A |
| | Call Waiting | . | £2.75 | N/A | N/A |
| | Call Sign | . | £2.75 | N/A | N/A |
| | Caller Display | . | £2.75 | N/A | N/A |
| | Reminder Call | . | £2.75 | N/A | N/A |
| | Bar use of Reminder Call | . | Free | N/A | N/A |
| | Ring Back | . | £2.75 | N/A | N/A |
| | Removal of Ring Back | . | Free | N/A | N/A |
| | Three-Way Calling | . | £2.75 | N/A | N/A |
| | Bar use of Three Way Calling | . | Free | N/A | N/A |
| | Call Return 1471 | . | Free | N/A | N/A |
| | Call Return 1471 Erasure (1475) | . | Free | N/A | N/A |
| | Withhold Number | . | Free | N/A | N/A |
| Bar use 141 &1470 | . | Free | N/A | N/A | |
| Numbering options | Number Selection | £12.50 | . | . | . |
| | Number Selection via Dialogue Services per request | £10.00 | . | . | . |
| | Presentation Number (Analogue) | . | £2.70 | N/A | N/A |
| | Presentation Number (ISDN) | £75.00 | N/A | £2.70 | £2.70 |
| | I30e Presentation Number Type 3,4,5 | £75.00 | N/A | N/A | £2.70 |
| | ISDN2e Std 2 Number MSN Rental per number | £9.25 | N/A | £0.99 | N/A |
| | ISDN2e Std 3 Number MSN - 10 Number MSN Rental per number | £9.25 | N/A | £0.99 | N/A |
| | Calling Line Identity Presentation (CLIP) | . | N/A | £3.10 | £3.10 |
| | Calling Line Identity Restriction (CLIR) | . | N/A | FREE | FREE |
| | Connected Line Identity Presentation (COLP) | . | N/A | £3.10 | £3.10 |
| | Connected Line Identity Restriction (COLR) | . | N/A | FREE | FREE |
| | 20 Octet Sub Addressing | . | N/A | £2.70 | £2.70 |
| | Raw Call Data Reporting | . | N/A | £0.10 | £0.10 |
| Call handling options | Choose to Refuse | . | £3.30 | £3.30 | £3.30 |
| | Called Party Answer | . | £2.30 | £2.30 | £2.30 |
| | Direct Connect | . | £2.30 | £2.30 | £2.30 |
| | Remote Call Forwarding (in addition to line rental and call charges) | £32.50 | £4.25 | £4.25 | £4.25 |
| | Customer Controlled Call Forwarding | . | N/A | £2.70 | £2.70 |
| | Admin. Provided Call Forwarding - Unconditional | . | N/A | £2.70 | £2.70 |

| Call handling options | Description | Connection | Analogue | ISDN2e | ISDN30e |
|-----------------------|---|------------|----------|--------|---------|
| | Admin. Provided Call Forwarding - On Engaged | . | N/A | £2.70 | £2.70 |
| | Admin. Provided Call Forwarding - On No Reply | . | N/A | £2.70 | £2.70 |
| | Call Deflection | . | N/A | £2.70 | £2.70 |
| | BOL (Busy Out Line) (Per Billing Number) | £4.75 | £0.00 | £0.00 | £0.00 |
| | Call Waiting / Call Hold | . | N/A | £2.70 | N/A |
| | Caller Redirect (CNI) - one month's service | . | £5.25 | £5.25 | £5.25 |
| | Caller Redirect (CNI) - quarterly (or part thereof) service | . | £5.25 | £5.25 | £5.25 |
| | Caller Redirect (one month service) | £5.25 | N/A | . | . |
| | Caller Redirect (ongoing service) | . | N/A | £5.25 | £5.25 |
| | DDI Caller Redirect - Connection per install /rental is per 10 number DDI block | £230.00 | N/A | £11.75 | £11.75 |
| | Anonymous Call Rejection - Single Line | . | £2.30 | N/A | N/A |
| | Anonymous Call Rejection - Multi Line | £92.50 | £2.30 | N/A | N/A |
| | Anonymous Call Rejection - ISDN | £92.50 | N/A | £2.30 | £2.30 |
| | Smart Divert | £7.50 | £4.00 | £4.00 | £4.00 |
| | Smart Divert with Bypass Number | £7.50 | £4.00 | £4.00 | £4.00 |
| | Temporary Call Divert (use anytime) (per number) | £4.50 | . | . | . |
| | Temporary Call Divert (use during fault repair) (per number) | . | . | . | . |
| | Temporary Out of Service (per billing number) | £10.00 | . | . | . |
| | Call Diversion - by admin control | £4.50 | . | . | . |
| | Change of Divert to Number | £4.50 | . | . | . |

Call Charges

| Description | Activation | Price |
|---|------------|--------|
| TPS Filtered UK Local | 1p | 0.0248 |
| TPS Filtered UK National | 1p | 0.0258 |
| UK Local | 1p | 0.0248 |
| UK National | 1p | 0.0258 |
| Guernsey Mobile | 2p | 0.1100 |
| Jersey Mobile | 2p | 0.1100 |
| Other UK Mobile | 2p | 0.1100 |
| TPS Filtered UK O2 | 2p | 0.1100 |
| UK Mobile - 3 | 2p | 0.1100 |
| UK O2 | 2p | 0.1100 |
| UK Orange | 2p | 0.1100 |
| UK T-Mobile | 2p | 0.1100 |
| UK Virgin Mobile | 2p | 0.1100 |
| UK Vodafone | 2p | 0.1100 |
| UK Access Charge for Non Geographic Calls | 3p | 0.1299 |

| Description | Activation | Price |
|----------------------------|------------|--------|
| Afghanistan | 2p | 0.7217 |
| Afghanistan - Mobile | 2p | 0.9738 |
| Åland Islands | 2p | 1.1235 |
| Albania | 2p | 0.2639 |
| Albania - ISDN | 2p | 0.2211 |
| Albania - Mobile | 2p | 0.5429 |
| Algeria | 2p | 0.2429 |
| Algeria - Mobile | 2p | 0.5695 |
| American Samoa | 2p | 0.1771 |
| Andorra | 2p | 0.1127 |
| Andorra - Mobile | 2p | 0.4746 |
| Angola | 2p | 0.3297 |
| Angola - Mobile | 2p | 0.4647 |
| Anguilla | 2p | 0.3297 |
| Anguilla - Mobile | 2p | 0.3535 |
| Antarctic Territories | 2p | 1.0535 |
| Antigua & Barbuda | 2p | 0.3297 |
| Antigua & Barbuda - Mobile | 2p | 0.4414 |
| Argentina | 2p | 0.0903 |
| Argentina - Buenos Aires | 2p | 0.0903 |
| Argentina - ISDN | 2p | 0.0407 |
| Argentina - Mobile | 2p | 0.4746 |
| Argentina - Mobile - ISDN | 2p | 0.3700 |
| Armenia | 2p | 0.1995 |
| Armenia - Mobile | 2p | 0.4463 |
| Aruba | 2p | 0.2863 |
| Aruba - Mobile | 2p | 0.4746 |
| Ascension Island | 2p | 1.4035 |
| Australia | 2p | 0.0427 |
| Australia - ISDN | 2p | 0.5782 |
| Australia - Mobile | 2p | 0.3644 |
| Australia - Sydney | 2p | 0.0427 |
| Austria | 2p | 0.0595 |
| Austria - ISDN | 2p | 0.0389 |
| Austria - Mobile | 2p | 0.4119 |
| Austria - Vienna | 2p | 0.0595 |
| Azerbaijan | 2p | 0.3297 |
| Azerbaijan - Mobile | 2p | 0.4414 |
| Azores | 2p | 0.3535 |
| Azores - Mobile | 2p | 0.1898 |
| Bahamas | 2p | 0.1561 |
| Bahrain | 2p | 0.3941 |
| Bahrain - Mobile | 2p | 0.4746 |
| Bahrain - Mobile - ISDN | 2p | 0.3079 |
| Bangladesh | 2p | 0.3073 |
| Bangladesh - ISDN | 2p | 0.2866 |
| Bangladesh - Mobile | 2p | 0.2506 |
| Barbados | 2p | 0.3073 |
| Barbados - Mobile | 2p | 0.4119 |
| Belarus | 2p | 0.4375 |
| Belarus - Mobile | 2p | 0.1877 |

| Description | Activation | Price |
|---------------------------------|------------|--------|
| Belgium | 2p | 0.0427 |
| Belgium - Brussels | 2p | 0.0427 |
| Belgium - ISDN | 2p | 0.0357 |
| Belgium - Mobile | 2p | 0.4119 |
| Belgium - Mobile - Proximus | 2p | 0.4119 |
| Belize | 2p | 0.3941 |
| Belize - Mobile | 2p | 0.7035 |
| Benin | 2p | 0.2639 |
| Benin - Mobile | 2p | 0.9835 |
| Bermuda | 2p | 0.1561 |
| Bermuda - Mobile | 2p | 0.7916 |
| Bhutan | 2p | 0.3941 |
| Bhutan - Mobile | 2p | 0.9835 |
| Bolivia | 2p | 0.2429 |
| Bolivia - Mobile | 2p | 0.2768 |
| Bosnia & Herzegovina | 2p | 0.3507 |
| Bosnia & Herzegovina - Mobile | 2p | 0.7916 |
| Botswana | 2p | 0.2429 |
| Botswana - Mobile | 2p | 0.4746 |
| Brazil | 2p | 0.1337 |
| Brazil - ISDN | 2p | 0.1110 |
| Brazil - Mobile | 2p | 0.4746 |
| Brazil - Rio de Janeiro | 2p | 0.1337 |
| Brazil - Sao Paulo | 2p | 0.1337 |
| British Virgin Islands | 2p | 0.1995 |
| British Virgin Islands - Mobile | 2p | 0.2800 |
| Brunei | 2p | 0.1337 |
| Brunei - Mobile | 2p | 0.2278 |
| BT Operator | 2p | 0.0000 |
| Bulgaria | 2p | 0.1561 |
| Bulgaria - Mobile | 2p | 0.4703 |
| Burkina Faso | 2p | 0.3073 |
| Burkina Faso - Mobile | 2p | 1.2054 |
| Burundi | 2p | 0.2429 |
| Burundi - Mobile | 2p | 0.2233 |
| Call Return Service | 2p | 0.0000 |
| Cambodia | 2p | 0.7035 |
| Cambodia - Mobile | 2p | 2.8213 |
| Cameroon | 2p | 0.4809 |
| Cameroon - Mobile | 2p | 1.5567 |
| Canada | 2p | 0.0427 |
| Canada - British Columbia | 2p | 0.0427 |
| Canada - Mobile | 2p | 0.3037 |
| Canada - Ontario | 2p | 0.0427 |
| Canada - Quebec | 2p | 0.0427 |
| Canary Islands | 2p | 0.0595 |
| Cape Verde Island | 2p | 0.5467 |
| Cape Verde Island - Mobile | 2p | 0.8543 |
| Cayman Islands | 2p | 0.2205 |
| Cayman Islands - Mobile | 2p | 1.2719 |

| Description | Activation | Price |
|------------------------------|------------|--------|
| Chad | 2p | 0.5243 |
| Chad - Mobile | 2p | 1.4427 |
| Chile | 2p | 0.2135 |
| Chile - Easter Island | 2p | 0.7735 |
| Chile - Mobile | 2p | 0.3626 |
| China | 2p | 0.0693 |
| China - Beijing | 2p | 0.0693 |
| China - ISDN | 2p | 0.0752 |
| China - Mobile | 2p | 0.2657 |
| China - Shanghai | 2p | 0.0693 |
| Christmas Island | 2p | 0.3115 |
| Cocos Island | 2p | 0.0693 |
| Colombia | 2p | 0.1771 |
| Colombia - Bogota | 2p | 0.1771 |
| Colombia - ISDN | 2p | 0.1627 |
| Colombia - Mobile | 2p | 0.2050 |
| Colombia - Mobile - ISDN | 2p | 0.1627 |
| Comoros | 2p | 0.5901 |
| Congo | 2p | 0.5775 |
| Congo - Mobile | 2p | 0.7783 |
| Cook Islands | 2p | 1.2845 |
| Costa Rica | 2p | 0.1561 |
| Costa Rica - Mobile | 2p | 0.1793 |
| Croatia | 2p | 0.1337 |
| Croatia - Mobile | 2p | 0.4746 |
| Cuba | 2p | 1.0535 |
| Cuba - Mobile | 2p | 1.4237 |
| Cyprus | 2p | 0.1127 |
| Cyprus - ISDN | 2p | 0.1721 |
| Cyprus - Mobile | 2p | 0.2657 |
| Cyprus North | 2p | 0.1813 |
| Czech Republic | 2p | 0.0693 |
| Czech Republic - ISDN | 2p | 0.1067 |
| Czech Republic - Mobile | 2p | 0.4640 |
| Czech Republic - Prague | 2p | 0.0693 |
| Democratic Republic of Congo | 2p | 1.4035 |
| Denmark | 2p | 0.0427 |
| Denmark - ISDN | 2p | 0.2835 |
| Denmark - Mobile | 2p | 0.4119 |
| Denmark - Mobile - ISDN | 2p | 0.0339 |
| Diego Garcia | 2p | 2.0867 |
| Djibouti | 2p | 0.6545 |
| Djibouti - Mobile | 2p | 0.9835 |
| Dominica | 2p | 0.5467 |
| Dominica - Mobile | 2p | 0.7783 |
| Dominican Republic | 2p | 0.1561 |
| Dominican Republic - Mobile | 2p | 0.2695 |
| East Timor | 2p | 0.2415 |
| East Timor - Mobile | 2p | 1.7844 |
| Ecuador | 2p | 0.3297 |

| Description | Activation | Price |
|----------------------------|------------|--------|
| Ecuador - Mobile | 2p | 0.5695 |
| Egypt | 2p | 0.4165 |
| Egypt - Cairo | 2p | 0.4165 |
| Egypt - ISDN | 2p | 0.9835 |
| Egypt - Mobile | 2p | 0.2834 |
| El Salvador | 2p | 0.2429 |
| El Salvador - Mobile | 2p | 0.5695 |
| Equatorial Guinea | 2p | 0.4599 |
| Equatorial Guinea - Mobile | 2p | 0.7035 |
| Eritrea | 2p | 0.7035 |
| Eritrea - Mobile | 2p | 0.9835 |
| Estonia | 2p | 0.1435 |
| Estonia - ISDN | 2p | 0.8085 |
| Estonia - Mobile | 2p | 0.5327 |
| Ethiopia | 2p | 0.6769 |
| Ethiopia - Addis Ababa | 2p | 1.0507 |
| Ethiopia - Mobile | 2p | 0.5117 |
| Falkland Islands | 2p | 1.1753 |
| Faroe Islands | 2p | 0.5467 |
| Faroe Islands - Mobile | 2p | 0.5573 |
| Fiji | 2p | 0.5243 |
| Fiji - Mobile | 2p | 0.8543 |
| Finland | 2p | 0.0903 |
| Finland - ISDN | 2p | 0.0496 |
| Finland - Mobile | 2p | 0.3175 |
| Finland - Mobile - Sonera | 2p | 0.3175 |
| France | 2p | 0.0427 |
| France - ISDN | 2p | 0.2115 |
| France - Lille | 2p | 0.0427 |
| France - Lyon | 2p | 0.0427 |
| France - Marseille | 2p | 0.0427 |
| France - Mobile | 2p | 0.4119 |
| France - Mobile - ISDN | 2p | 0.3032 |
| France - Paris | 2p | 0.0427 |
| France - Strasbourg | 2p | 0.0427 |
| Freephone | 2p | 0.0000 |
| French Guiana | 2p | 0.5467 |
| French Guiana - Mobile | 2p | 0.6733 |
| French Polynesia | 2p | 0.5467 |
| French Polynesia - Mobile | 2p | 0.5130 |
| Gabon | 2p | 0.2863 |
| Gabon - Mobile | 2p | 1.1760 |
| Gambia | 2p | 0.5467 |
| Gambia - Mobile | 2p | 1.2057 |
| Georgia | 2p | 0.1127 |
| Georgia - Mobile | 2p | 0.2278 |
| Germany | 2p | 0.0427 |

| Description | Activation | Price |
|-----------------------------|------------|--------|
| Germany - Dusseldorf | 2p | 0.0427 |
| Germany - ISDN | 2p | 0.2115 |
| Germany - Mobile | 2p | 0.4119 |
| Germany - Mobile - T Mobile | 2p | 0.4119 |
| Germany - PRS | 2p | 4.2035 |
| Ghana | 2p | 0.3535 |
| Ghana - Accra | 2p | 0.1883 |
| Ghana - ISDN | 2p | 0.1863 |
| Ghana - Mobile | 2p | 0.2880 |
| Gibraltar | 2p | 0.1337 |
| Gibraltar - Mobile | 2p | 0.4452 |
| Global Satelite | 2p | 4.2035 |
| Greece | 2p | 0.0903 |
| Greece - Athens | 2p | 0.0903 |
| Greece - ISDN | 2p | 0.0573 |
| Greece - Mobile | 2p | 0.3734 |
| Greece - Mobile - Vodafone | 2p | 0.3734 |
| Greenland | 2p | 1.0675 |
| Greenland - ISDN | 2p | 0.0573 |
| Greenland - Mobile | 2p | 0.5695 |
| Grenada | 2p | 0.3073 |
| Grenada - Mobile | 2p | 0.6075 |
| Guadeloupe | 2p | 0.1561 |
| Guadeloupe - Mobile | 2p | 0.6342 |
| Guam | 2p | 0.0903 |
| Guantanamo Bay | 2p | 0.5635 |
| Guatemala | 2p | 0.3073 |
| Guatemala - Mobile | 2p | 0.2772 |
| Guinea | 2p | 0.4935 |
| Guinea - Mobile | 2p | 1.4987 |
| Guinea Bissau | 2p | 1.2411 |
| Guyana | 2p | 0.5901 |
| Guyana - ISDN | 2p | 0.4749 |
| Guyana - Mobile | 2p | 1.3737 |
| Haiti | 2p | 0.3507 |
| Haiti - Mobile | 2p | 0.6644 |
| Honduras | 2p | 0.6545 |
| Honduras - Mobile | 2p | 0.6049 |
| Hong Kong | 2p | 0.1771 |
| Hong Kong - ISDN | 2p | 0.5782 |
| Hong Kong - Mobile | 2p | 0.2353 |
| Hungary | 2p | 0.1127 |
| Hungary - Mobile | 2p | 0.3780 |
| Hungary - Mobile - Vodafone | 2p | 0.3780 |
| Iceland | 2p | 0.2639 |
| Iceland - Mobile | 2p | 0.4746 |
| India | 2p | 0.2639 |
| India - Bombay | 2p | 0.2639 |
| India - Calcutta | 2p | 0.2639 |

| Description | Activation | Price |
|-------------------------|------------|--------|
| India - ISDN | 2p | 0.6304 |
| India - Madras | 2p | 0.2835 |
| India - Mobile | 2p | 1.2149 |
| India - Mobile - ISDN | 2p | 0.2622 |
| Indonesia | 2p | 0.2205 |
| Indonesia - ISDN | 2p | 0.5635 |
| Indonesia - Mobile | 2p | 0.6657 |
| Inmarsat | 2p | 4.6235 |
| Inmarsat A | 2p | 4.6235 |
| Inmarsat B | 2p | 4.6235 |
| Iran | 2p | 0.2863 |
| Iran - ISDN | 2p | 0.1711 |
| Iran - Mobile | 2p | 0.5316 |
| Iran - Mobile - ISDN | 2p | 0.1765 |
| Iraq | 2p | 0.8715 |
| Iraq - Mobile | 2p | 1.7844 |
| Ireland | 2p | 0.0427 |
| Ireland - Dublin | 2p | 0.0427 |
| Ireland - ISDN | 2p | 0.0339 |
| Ireland - Mobile | 2p | 0.3531 |
| Ireland - Mobile - ISDN | 2p | 0.2891 |
| Ireland - Mobile - O2 | 2p | 0.3531 |
| Iridium 8816 | 2p | 3.9935 |
| Israel | 2p | 0.2135 |
| Israel - ISDN | 2p | 0.1065 |
| Israel - Mobile | 2p | 0.1980 |
| Italy | 2p | 0.0427 |
| Italy - ISDN | 2p | 0.2115 |
| Italy - Milan | 2p | 0.0427 |
| Italy - Mobile | 2p | 0.4708 |
| Italy - Mobile - ISDN | 2p | 0.3868 |
| Italy - Rome | 2p | 0.0427 |
| Ivory Coast | 2p | 1.4035 |
| Ivory Coast - Mobile | 2p | 0.7916 |
| Jamaica | 2p | 0.2429 |
| Jamaica - ISDN | 2p | 0.1574 |
| Jamaica - Mobile | 2p | 0.4010 |
| Japan | 2p | 0.0581 |
| Japan - ISDN | 2p | 0.7179 |
| Japan - Mobile | 2p | 0.4119 |
| Japan - Osaka | 2p | 0.0581 |
| Jordan | 2p | 0.3731 |
| Jordan - ISDN | 2p | 0.3994 |
| Jordan - Mobile | 2p | 0.4032 |
| Kazakhstan | 2p | 0.3297 |
| Kazakhstan - Mobile | 2p | 0.1994 |
| Kenya | 2p | 0.6335 |
| Kenya - ISDN | 2p | 0.3464 |

| Description | Activation | Price |
|------------------------|------------|--------|
| Kenya - Mobile | 2p | 0.6595 |
| Kenya - Mobile - ISDN | 2p | 0.7825 |
| Khabarovsk | 2p | 0.2835 |
| Kiribati | 2p | 1.2187 |
| Kiribati - Mobile | 2p | 1.3289 |
| Kuwait | 2p | 0.1995 |
| Kuwait - ISDN | 2p | 0.1560 |
| Kuwait - Mobile | 2p | 0.3797 |
| Kyrgyzstan | 2p | 0.1995 |
| Kyrgyzstan - Mobile | 2p | 0.3797 |
| Laos | 2p | 0.2429 |
| Laos - Mobile | 2p | 0.3237 |
| Latvia | 2p | 0.2863 |
| Latvia - Mobile | 2p | 0.3825 |
| Lebanon | 2p | 0.2429 |
| Lebanon - ISDN | 2p | 0.1938 |
| Lebanon - Mobile | 2p | 1.4237 |
| Lesotho | 2p | 0.2429 |
| Lesotho - Mobile | 2p | 0.4746 |
| Liberia | 2p | 0.3507 |
| Liberia - Mobile | 2p | 0.5695 |
| Libya | 2p | 0.3535 |
| Libya - Mobile | 2p | 0.7594 |
| Liechtenstein | 2p | 0.3409 |
| Liechtenstein - Mobile | 2p | 0.7594 |
| Lithuania | 2p | 0.1995 |
| Lithuania - ISDN | 2p | 0.1574 |
| Lithuania - Mobile | 2p | 0.3797 |
| Local | 2p | 0.0280 |
| Luxembourg | 2p | 0.0469 |
| Luxembourg - ISDN | 2p | 0.0465 |
| Luxembourg - Mobile | 2p | 0.3531 |
| Macao | 2p | 0.1127 |
| Macao - Mobile | 2p | 0.3797 |
| Macedonia | 2p | 0.3507 |
| Macedonia - Mobile | 2p | 0.7594 |
| Madagascar | 2p | 0.4809 |
| Madagascar - Mobile | 2p | 0.6474 |
| Madeira | 2p | 0.1435 |
| Malawi | 2p | 0.1337 |
| Malawi - Mobile | 2p | 0.3797 |
| Malaysia | 2p | 0.0903 |
| Malaysia - ISDN | 2p | 0.9555 |
| Malaysia - Mobile | 2p | 0.2160 |
| Maldives | 2p | 0.5243 |
| Maldives - Mobile | 2p | 0.9793 |
| Mali | 2p | 0.4809 |
| Mali - Mobile | 2p | 0.9492 |
| Malta | 2p | 0.3297 |

| Description | Activation | Price |
|-------------------------------|------------|--------|
| Malta - Mobile | 2p | 0.4558 |
| Marshall Islands | 2p | 0.6979 |
| Martinique | 2p | 0.7035 |
| Martinique - Mobile | 2p | 1.0535 |
| Mauritania | 2p | 0.5467 |
| Mauritania - Mobile | 2p | 1.1190 |
| Mauritius | 2p | 0.3941 |
| Mauritius - Mobile | 2p | 1.4567 |
| Mayotte | 2p | 1.0535 |
| Mayotte - Mobile | 2p | 0.3986 |
| Mexico | 2p | 0.1995 |
| Mexico - ISDN | 2p | 0.1681 |
| Mexico - Mexico City | 2p | 0.1995 |
| Mexico - Mobile | 2p | 0.2745 |
| Micronesia | 2p | 0.5467 |
| Midway Island | 2p | 1.3643 |
| Moldova | 2p | 0.2205 |
| Moldova - Mobile | 2p | 0.3863 |
| Monaco | 2p | 0.1127 |
| Monaco - Mobile | 2p | 0.5695 |
| Mongolia | 2p | 0.1561 |
| Mongolia - Mobile | 2p | 0.9835 |
| Montenegro | 2p | 0.5397 |
| Montenegro - Mobile | 2p | 1.2719 |
| Montserrat | 2p | 0.5243 |
| Montserrat - Mobile | 2p | 0.9835 |
| Morocco | 2p | 0.4165 |
| Morocco - ISDN | 2p | 0.2838 |
| Morocco - Mobile | 2p | 0.5935 |
| Mozambique | 2p | 0.3731 |
| Mozambique - Mobile | 2p | 0.9492 |
| Myanmar | 2p | 0.6769 |
| Myanmar - Mobile | 2p | 0.7035 |
| Namibia | 2p | 0.2205 |
| Namibia - Mobile | 2p | 0.5695 |
| National | 2p | 0.0280 |
| Nauru | 2p | 1.8697 |
| Nepal | 2p | 0.5901 |
| Nepal - Mobile | 2p | 1.2340 |
| Netherlands | 2p | 0.0427 |
| Netherlands - Amsterdam | 2p | 0.0427 |
| Netherlands - ISDN | 2p | 0.2115 |
| Netherlands - Mobile | 2p | 0.4414 |
| Netherlands - Rotterdam | 2p | 0.0427 |
| Netherlands Antilles | 2p | 0.3073 |
| Netherlands Antilles - Mobile | 2p | 0.6644 |
| New Caledonia | 2p | 0.5677 |
| New Zealand | 2p | 0.0469 |
| New Zealand - ISDN | 2p | 0.0484 |

| Description | Activation | Price |
|-----------------------------|------------|--------|
| New Zealand - Mobile | 2p | 0.4414 |
| New Zealand - Mobile - ISDN | 2p | 0.3881 |
| Nicaragua | 2p | 0.3507 |
| Nicaragua - Mobile | 2p | 0.6644 |
| Niger | 2p | 0.2863 |
| Niger - Mobile | 2p | 0.3825 |
| Nigeria | 2p | 0.1995 |
| Nigeria - Mobile | 2p | 0.4266 |
| Nigeria - Mobile - ISDN | 2p | 0.3753 |
| Niue | 2p | 1.2075 |
| Norfolk Islands | 2p | 0.9807 |
| Northern Marianas | 2p | 0.0903 |
| Norway | 2p | 0.0693 |
| Norway - ISDN | 2p | 0.0351 |
| Norway - Mobile | 2p | 0.3689 |
| Oman | 2p | 0.5033 |
| Oman - Mobile | 2p | 0.7916 |
| Pakistan | 2p | 0.3073 |
| Pakistan - ISDN | 2p | 0.9835 |
| Pakistan - Mobile | 2p | 0.4638 |
| Pakistan - Mobile - ISDN | 2p | 0.3564 |
| Palau | 2p | 0.7203 |
| Palestine | 2p | 0.3535 |
| Palestine - Mobile | 2p | 0.9835 |
| Panama | 2p | 0.2205 |
| Panama - Mobile | 2p | 0.2838 |
| Papua New Guinea | 2p | 0.8435 |
| Papua New Guinea - ISDN | 2p | 0.1897 |
| Papua New Guinea - Mobile | 2p | 1.3289 |
| Paraguay | 2p | 0.2639 |
| Paraguay - Mobile | 2p | 0.8732 |
| PDR Korea | 2p | 1.2187 |
| Peru | 2p | 0.1561 |
| Peru - ISDN | 2p | 0.5635 |
| Peru - Mobile | 2p | 0.4908 |
| Philippines | 2p | 0.3073 |
| Philippines - Manila | 2p | 0.3073 |
| Philippines - Mobile | 2p | 0.4012 |
| Poland | 2p | 0.0903 |
| Poland - ISDN | 2p | 0.1050 |
| Poland - Mobile | 2p | 0.4815 |
| Portugal | 2p | 0.0469 |
| Portugal - ISDN | 2p | 0.0609 |
| Portugal - Mobile | 2p | 0.6474 |
| Portugal - Mobile - Telecel | 2p | 0.6474 |
| Puerto Rico | 2p | 0.0693 |
| Qatar | 2p | 0.5243 |
| Qatar - Mobile | 2p | 0.7594 |
| Reunion | 4p | 0.0000 |

| Description | Activation | Price |
|-----------------------------|------------|--------|
| Reunion - Mobile | 2p | 0.7783 |
| Romania | 2p | 0.3073 |
| Romania - ISDN | 2p | 0.2411 |
| Romania - Mobile | 2p | 0.5281 |
| Russia | 2p | 0.1127 |
| Russia - ISDN | 2p | 0.0573 |
| Russia - Mobile | 2p | 0.5743 |
| Russia - Moscow | 2p | 0.1127 |
| Russia - St Petersburg | 2p | 0.1127 |
| Rwanda | 2p | 0.3073 |
| Rwanda - Mobile | 2p | 1.2645 |
| San Marino | 2p | 0.7035 |
| Sao Tome & Principe | 2p | 2.3261 |
| Saudi Arabia | 2p | 0.4809 |
| Saudi Arabia - ISDN | 2p | 0.3534 |
| Saudi Arabia - Mobile | 2p | 0.4644 |
| Senegal | 2p | 0.3941 |
| Senegal - ISDN | 2p | 0.2990 |
| Senegal - Mobile | 2p | 0.7783 |
| Senegal - Mobile - ISDN | 2p | 0.3461 |
| Serbia | 2p | 0.4277 |
| Serbia - Belgrade | 2p | 0.4277 |
| Serbia - Mobile | 2p | 0.5743 |
| Seychelles | 2p | 0.3941 |
| Seychelles - Mobile | 2p | 1.3289 |
| Sierra Leone | 2p | 0.6545 |
| Sierra Leone - Mobile | 2p | 1.3289 |
| Singapore | 2p | 0.0427 |
| Singapore - ISDN | 2p | 0.6208 |
| Singapore - Mobile | 2p | 0.1803 |
| Singapore - Mobile - ISDN | 2p | 0.0406 |
| Sint Maarten | 2p | 1.4378 |
| Sint Maarten - Mobile | 2p | 1.4378 |
| Slovakia | 2p | 0.1995 |
| Slovakia - Mobile | 2p | 0.3618 |
| Slovakia - Mobile - Orange | 2p | 0.4522 |
| Slovenia | 2p | 0.2135 |
| Slovenia - Mobile | 2p | 0.6644 |
| Solomon Islands | 2p | 1.8263 |
| Solomon Islands - Mobile | 2p | 1.8081 |
| Somalia | 2p | 1.3923 |
| Somalia - Mobile | 2p | 1.4606 |
| Somalia - Mobile - ISDN | 2p | 0.9306 |
| South Africa | 2p | 0.1337 |
| South Africa - ISDN | 2p | 0.6208 |
| South Africa - Johannesburg | 2p | 0.1337 |
| South Africa - Mobile | 2p | 0.3756 |
| South Korea | 2p | 0.0903 |
| South Korea - ISDN | 2p | 0.9835 |

| Description | Activation | Price |
|-----------------------------|------------|--------|
| South Korea - Mobile | 2p | 0.2468 |
| Spain | 2p | 0.0427 |
| Spain - ISDN | 2p | 0.2115 |
| Spain - Mobile | 2p | 0.4414 |
| Spain - Mobile - ISDN | 2p | 0.3611 |
| Speaking Clock | 2p | 0.0000 |
| Sri Lanka | 2p | 0.3297 |
| Sri Lanka - ISDN | 2p | 0.2990 |
| Sri Lanka - Mobile | 2p | 0.7973 |
| St Pierre & Miquelon | 2p | 0.3941 |
| St Vincent & the Grenadines | 2p | 0.3731 |
| St. Helena | 2p | 1.4035 |
| St. Kitts & Nevis | 2p | 0.3297 |
| St. Kitts & Nevis - Mobile | 2p | 1.7844 |
| St. Lucia | 2p | 0.3297 |
| St. Lucia - Mobile | 2p | 0.8956 |
| Sudan | 2p | 0.4165 |
| Sudan - ISDN | 2p | 0.4201 |
| Sudan - Mobile | 2p | 1.4606 |
| Suriname | 2p | 0.4809 |
| Suriname - Mobile | 2p | 0.4756 |
| Svalbard | 2p | 0.4235 |
| Swaziland | 2p | 0.2429 |
| Swaziland - Mobile | 2p | 0.9698 |
| Sweden | 2p | 0.0427 |
| Sweden - ISDN | 2p | 0.0274 |
| Sweden - Mobile | 2p | 0.4119 |
| Sweden - Stockholm | 2p | 0.0427 |
| Switzerland | 2p | 0.0427 |
| Switzerland - Geneva | 2p | 0.0427 |
| Switzerland - ISDN | 2p | 0.0357 |
| Switzerland - Lausanne | 2p | 0.0427 |
| Switzerland - Mobile | 2p | 0.6474 |
| Switzerland - Zurich | 2p | 0.0427 |
| Syria | 2p | 0.7413 |
| Syria - ISDN | 2p | 0.5387 |
| Syria - Mobile | 2p | 1.3289 |
| Taiwan | 2p | 0.0693 |
| Taiwan - Mobile | 2p | 0.2848 |
| Taiwan - Taipei | 2p | 0.0693 |
| Tajikistan | 2p | 0.2863 |
| Tajikistan - Mobile | 2p | 0.7035 |
| Tanzania | 2p | 0.5033 |
| Tanzania - Mobile | 2p | 0.7916 |
| Thailand | 2p | 0.1183 |
| Thailand - ISDN | 2p | 0.2131 |
| Thailand - Mobile | 2p | 0.1561 |
| Togolese Republic | 2p | 0.4935 |
| Togolese Republic - Mobile | 2p | 1.4987 |

| Description | Activation | Price |
|--------------------------------|------------|--------|
| Tokelau | 2p | 0.9835 |
| Tonga | 2p | 0.5243 |
| Tonga - Mobile | 2p | 1.8224 |
| Trinidad & Tobago | 2p | 0.2863 |
| Trinidad & Tobago - ISDN | 2p | 0.1970 |
| Trinidad & Tobago - Mobile | 2p | 0.7783 |
| Tristan da Cunha | 2p | 1.6835 |
| Tunisia | 2p | 0.5033 |
| Tunisia - Mobile | 2p | 0.9492 |
| Turkey | 2p | 0.2863 |
| Turkey - Ankara | 2p | 0.2863 |
| Turkey - ISDN | 2p | 0.2150 |
| Turkey - Istanbul | 2p | 0.2863 |
| Turkey - Mobile | 2p | 0.3756 |
| Turkey - Mobile - ISDN | 2p | 0.2926 |
| Turkmenistan | 2p | 0.7035 |
| Turkmenistan - Mobile | 2p | 0.7162 |
| Turks & Caicos Island | 2p | 0.3073 |
| Turks & Caicos Island - Mobile | 2p | 0.9492 |
| Tuvalu | 2p | 1.6527 |
| Tuvalu - Mobile | 2p | 9.1979 |
| Uganda | 2p | 0.2429 |
| Uganda - Mobile | 2p | 0.3237 |
| Uganda - Mobile - ISDN | 2p | 0.1971 |
| Ukraine | 2p | 0.2205 |
| Ukraine - ISDN | 2p | 0.3266 |
| Ukraine - Mobile | 2p | 0.2943 |
| United Arab Emirates | 2p | 0.3297 |
| United Arab Emirates - ISDN | 2p | 0.6208 |
| United Arab Emirates - Mobile | 2p | 0.5999 |
| Uruguay | 2p | 0.1995 |
| Uruguay - Mobile | 2p | 0.4102 |
| USA | 2p | 0.0357 |
| USA - Hawaii | 2p | 0.0455 |
| USA - ISDN | 2p | 0.2534 |
| USA - Mobile | 2p | 0.1950 |
| Uzbekistan | 2p | 0.2205 |
| Uzbekistan - Mobile | 2p | 0.3429 |
| Vanuatu | 2p | 1.6527 |
| Vanuatu - Mobile | 2p | 1.1390 |
| Vatican City | 2p | 0.1155 |
| Venezuela | 2p | 0.2429 |
| Venezuela - Mobile | 2p | 0.3123 |
| Vietnam | 2p | 0.6769 |
| Vietnam - Mobile | 2p | 0.9492 |
| Virgin Islands USA | 2p | 0.0693 |
| Wake Island | 2p | 1.2775 |
| Wallis & Futuna | 2p | 1.4357 |
| Western Samoa | 2p | 0.6769 |
| Western Samoa - Mobile | 2p | 0.7035 |

| Description | Activation | Price |
|-------------------|------------|--------|
| Yemen | 2p | 0.4515 |
| Yemen - Mobile | 2p | 0.7973 |
| Zambia | 2p | 0.1771 |
| Zambia - Mobile | 2p | 0.3797 |
| Zimbabwe | 2p | 0.1995 |
| Zimbabwe - ISDN | 2p | 0.1242 |
| Zimbabwe - Mobile | 2p | 0.5916 |

Ancillary Charges

| SafeGuard | Monthly |
|-----------|---------|
| Analogue | £1.49 |
| ISDN2 | £2.99 |
| ISDN30 | £12.99 |

| LineGuard | Monthly |
|----------------------|---------|
| Analogue (per line) | £1.49 |
| ISDN2 (per channel) | £1.49 |
| ISDN30 (per circuit) | £1.49 |

| Billing | Monthly |
|-----------------------|---------|
| Paper Billing | £3.45 |
| Non - DD Fee | £5.75 |
| Late Payment Fee | £12.50 |
| Unreturned Kit | One-Off |
| Router | £75.00 |
| Digital or IP Handset | £150.00 |
| Broadband Support | Monthly |
| Router Assurance | £2.99 |

Horizon Call Recording Charges

| Storage Level | Monthly Cost |
|--------------------------------------|--------------|
| Monthly Peak is less than 900 Meg | £15.00 |
| Monthly Peak is less than 1800 Meg | £25.00 |
| Monthly Peak is less than 3600 Meg | £45.00 |
| Monthly Peak is less than 9000 Meg | £65.00 |
| Monthly Peak is less than 18000 Meg | £100.00 |
| Monthly Peak is less than 45000 Meg | £150.00 |
| Monthly Peak is less than 90000 Meg | £220.00 |
| Monthly Peak is less than 180000 Meg | £350.00 |
| Monthly Peak is less than 360000 Meg | £600.00 |

Labour Charges

| Engineering & Technical Support | Charge (£) |
|---------------------------------|------------|
| Call Out Charge | £120 |
| Labour (Per Hour) | £95 |
| Half-Day rate | £350 |
| Full-Day rate | £650 |