

# Sky Talk Tariff Guide

## Weekends, Freetime, Anytime, Anytime UK and Anytime International

Prices effective from 3 February 2015

Sky Talk is Sky's home telephony service.

This tariff guide allows Sky Talk Weekends, Freetime, Anytime, Anytime UK and Anytime International customers to find the rates for call destinations quickly and easily and outlines certain features of the service. Customers of other tariffs should call 03442 410 499 for details of their rates.

If you have any further questions please call us on **03442 410 499** for more information.

## Package Overview (including UK call rates)

Package	Sky Talk Weekends	Sky Talk Freetime	Sky Talk Anytime	Sky Talk Anytime UK	Sky Talk Anytime International
Monthly Fee	£0	£0	£5	£5	£10
UK <sup>1</sup> Daytime Mon-Fri 7am to 7pm	9.5p per minute	9.5p per minute	Unlimited	Unlimited	Unlimited
UK <sup>1</sup> Evening Mon-Fri After 7pm and before 7am		Unlimited			
UK <sup>1</sup> Weekend All day Sat and Sun	Unlimited				
0845 numbers <sup>2</sup>	6.63p per minute	6.63p per minute	6.63p per minute		
UK Mobile	12.7p per minute	12.7p per minute	12.7p per minute	12.7p per minute	12.7p per minute
International	See pages 7-12 of this Tariff Guide <sup>5</sup>	See pages 7-12 of this Tariff Guide <sup>5</sup>	Unlimited calls to 22 popular destinations <sup>3</sup>	See pages 7-12 of this Tariff Guide <sup>5</sup>	Unlimited calls to 50 popular destinations <sup>4</sup>

A 15.9p connection fee applies to all non-inclusive UK landline, local NTS, mobile and international calls

- UK calls are to 01, 02, 03 & 0870 numbers only (excludes calls to Channel Islands, indirect access numbers and 070 numbers). Calls from Northern Ireland to Republic of Ireland geographic numbers are charged at UK rates. "Unlimited" UK landline calls last up to an hour, after which 9.5p per minute rates apply, or you can hang up and redial as often as you like. Subject to Acceptable Use Policy - see [sky.com/talk](http://sky.com/talk). UK rates apply for calls to the g21 charge band. Max price for other 08 numbers (excluding 0870 & 0845) is 14.16p per minute, with a max connection fee of 15.9p, please see pages 6 and 15-17. Max price for 070 is 50.88p per minute, with a max connection fee of 51.17p, please see page 12.
- "Unlimited" calls to 0845 numbers last up to an hour, after which 6.63p per minute rates apply, or you can hang up and redial as often as you like. Subject to Acceptable Use Policy - see [sky.com/talk](http://sky.com/talk). Max price for other 08 numbers is 14.16p per minute, with a max connection fee of 15.9p, please see pages 6 and 15-17. Max price for 070 is 50.88p per minute, with a max connection fee of 51.17p, please see page 12.
- Unlimited international geographic landline calls to Austria, Australia, Belgium, Canada, Cyprus, Czech Republic, Denmark, France, Germany, Greece, Hungary, Irish Republic, Italy, Luxembourg, Netherlands, New Zealand, Norway, Poland, Spain, Sweden, Switzerland and USA (also includes calls to mobiles in Canada and USA). Unlimited calls to 22 popular destinations last up to an hour after which standard Sky international rates apply, or you can hang up and redial as often as you like. Subject to Acceptable Use Policy - see [sky.com/Talk](http://sky.com/Talk).
- Unlimited international geographic landline calls to Australia, Austria, Bangladesh, Belgium, Brazil, Bulgaria, Canada, Canary Islands, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hong Kong, Hungary, India, Irish Republic, Israel, Italy, Jamaica, Japan, Latvia, Lithuania, Luxembourg, Madeira, Malaysia, Netherlands, New Zealand, Norway, Pakistan, Poland, Portugal, Romania, Russian Federation, Singapore, Slovak Republic, Slovenia, South Africa, Spain, Sweden, Switzerland, Thailand, Turkey, USA (also includes calls to mobiles in Canada, Hong Kong and USA). Unlimited calls to 50 popular destinations last up to an hour after which standard Sky international rates apply, or you can hang up and redial as often as you like. Subject to Acceptable Use Policy - see [sky.com/Talk](http://sky.com/Talk).
- International calls are not inclusive in this package

## Sky Talk Line Rental

Sky Talk customers can also get line rental from Sky, for just £16.40 per month. This means that you'll only receive one bill for all your tariff charges. Plus there are a number of Call Features which come as standard and you can choose to take additional features for a little extra.

## Call Features

Product	Description	Price
141 – Withhold Number	Dial 141 before you call to hide your number from the person you're calling.	No Extra Charge
1470 – Override Withhold Number	If you have Number Withheld on all calls, dial 1470 to override it and send your number.	No Extra Charge
1471 – Play Last Caller's Number	Call 1471 to discover who phoned you last.	No Extra Charge
1471 – Return Call	Press 3 to return the call.	20p per use
1475 – Erase Last Caller Number	Call 1475 to remove the latest caller from your 1471 list.	No Extra Charge
Always Withhold Number	Your number is never shown when you make a call	No Extra charge (on request)
1571 – Voicemail	Callers can leave you a message if you don't answer or if your line is engaged.	£1.00 per month
1571 – Return Call	Press 0 to return the call.	20p per use
Caller display	See who's calling before you answer. If a number's in your phonebook you'll even see the name.	No Extra Charge (on request)
Anonymous Caller Reject	Reject calls from people who withhold their number	£4.00 per month
Call Diversion	Divert your calls to another landline or mobile number so you never miss a call. <sup>1</sup>	£2.50 per month
Call Waiting	Shows if you have a second call and lets you put your current call on hold while you take another.	£2.50 per month
Last Caller Barring	Bar incoming calls from the last number. Block up to 10 numbers in your phone.	£3.35 per month
Reminder Call	Set up an incoming call to remind yourself about birthdays, appointments and meetings.	£2.50 per month or 38.5p per use.
Ring Back <sup>2</sup>	If a number is engaged, request a ring back and you'll be called when the number becomes free.	£2.50 per month or 38.5p per use.
Three-Way Calling	Enables a three-way call to be established.	£2.50 per month or 69p per use.
Text <sup>2</sup>	Send text messages from a text enabled telephone – limited to fixed or mobile numbers in the UK. Caller display required. Includes SMS alerts to mobiles for voicemail and other services.	10.5p per use.
Voicemail Plus	Let's you record a personal greeting, store 30 messages and access your messages from any phone.	£2.50 per month.

1. The diverted part of the call is charged to the Sky Talk customer at the standard Sky Talk rate depending on the type of phone the call is diverted to, e.g. mobile. The person calling is charged for a standard UK landline call and will be charged as normal by their calls provider.

2. Not available on Sky's Network

Sky Talk: 12 month minimum term applies to new Sky Talk customers and to existing customers taking up Sky Talk Line Rental. Sky Talk is only available to customers paying by Direct Debit/continuous card mandate. Calls packages not available to BT line rental customers with BT Basic or if outgoing calls are barred. Sky compatible BT line required for Sky Talk line rental. Codes of practice can be found at [sky.com/talk](http://sky.com/talk). Calls to Sky 0844 numbers are inclusive for Sky Talk Weekends, Freetime, Anytime, Anytime UK and Anytime International customers at all times. Calls from other providers may vary. Calls to Sky Talk contact centres are free for Sky Talk customers. If you're not with Sky Talk, calls to 03 numbers cost the same as calls to 01 or 02 numbers and are included in your calls package. If you don't have a calls package, charges may apply and vary by provider.

## Call Charge Details

### 118SKY (118759) – Sky Talk directory enquiry service

Sky Talk customers automatically receive a 25% discount off the standard price of Sky's directory service every time they call 118SKY from their Sky Talk landline. Just dial 118SKY (118759) to find the number you are looking for. Calls to 118SKY cost 36.75p per minute (plus a 74.25p connection charge) for Sky Talk customers calling from their Sky Talk landline. Calls from other providers may vary. To find out more call Sky Customer Services on 03442 410 499

### Time-bands

Calls to UK mobiles and local NTS (0845 numbers) fall within one of two time bands:

- **Daytime** – Monday to Sunday, 7am to 7pm
- **Evening** – Monday to Sunday, after 7pm and before 7am

All other calls fall within one of three time-bands:

- **Daytime** – Monday to Friday, 7am to 7pm
- **Evening** – Monday to Friday, after 7pm and before 7am
- **Weekends** – Between midnight on Friday and midnight on Sunday

### Charge-bands

- A charge-band is assigned to a set of numbers which are charged the same rates. For example, all numbers starting 0900 90 and 0901 20 are in the same charge-band and the rate for both calls will be the same.
- Charge-bands have codes designated to them, e.g. 'dq' for directory enquiries, 'p' for some premium rate services etc. Each charge-band is explained in more detail further on in this guide.
- This Tariff Guide shows the calling rates assigned to the charge-bands. For a list of which numbers are attached to which charge-bands please refer to the Specialised Numbers Guide at [www.sky.com/talk](http://www.sky.com/talk)

### VAT

All prices that appear in this Tariff Guide are inclusive of VAT.

### Duration rounding

The duration of all call types will be rounded up to the next whole minute.

### Call charge rounding

Each call charge will be rounded up to the next penny with the exception of calls to fixed fee only numbers.

### Bill total rounding

Your total call charges are rounded up to the nearest whole penny.

### Connection fee

A connection fee of 15.9p (inc. VAT) will be applied to all calls except:

- Free, inclusive or unlimited calls (including free, inclusive or unlimited calls that commence within an uncharged period but end in a charged period)
- Fixed fee calls (including fixed fee directory enquiries calls)
- Calls charged by time duration that start with a fixed fee (including some directory enquiries calls)

## Call Rates to Major UK Mobile Networks

Mobile Operator	Daytime	Evening
Vodafone	12.7	12.7
O2	12.7	12.7
Orange	12.7	12.7
T Mobile (also Virgin)	12.7	12.7
3	12.7	12.7

A 15.9p connection fee applies to all calls. All call rates are in pence per minute.

## Call Rates to 0800, 00800, 0845 and 0870 Internet Access Numbers

Calls to 0845 numbers are known as Number Translation Services (NTS), meaning that the cost of the call is not dependent on the location of the caller or the destination of the number dialed.

Calls to 0870 09, 0870 185, 0870 187 and 0870 188 are used to connect to the internet for dial-up Internet Service Providers (ISPs).

These are charged at the g2 rate, please see the Call Rates to Internet Services Table on Page 15.

Charge-bands	Daytime	Evening
Local NTS (0845 numbers)	6.63	6.63
Freephone (0800 numbers)	0.00	0.00
International Freephone (00800 numbers)	0.00	0.00

A 15.9p connection fee applies to all chargeable calls. All call rates are in pence per minute.  
Calls to selected 0870 Sky numbers are free of charge.

## Calls to the Channel Islands

Calls to the Channel Islands are charged at separate rates to the rest of the UK.

Destination	Daytime	Evening	Weekend
The Channel Islands	9.5	2.08	1.38

A 15.9p connection fee applies to all calls. All call rates are in pence per minute.

## International Call Rates

Calls to twenty two popular international landline destinations listed below (and in **blue bold** on the international rate tables that follow) are unlimited for customers on the Sky Talk Anytime package.

Calls to fifty popular international landline destinations also listed below (and in **blue bold** and **black bold** on the international rate tables that follow) are unlimited for customers on the Sky Talk Anytime International package.

### 22 Unlimited International Destinations for Sky Talk Anytime Customers

Australia	Austria	Belgium	Canada (includes calls to mobiles)	Cyprus
Czech Republic	Denmark	France	Germany	Greece
Hungary	Ireland	Italy	Luxembourg	Netherlands
New Zealand	Norway	Poland	Spain	Sweden
Switzerland	USA (includes calls to mobiles)			

### 50 Unlimited International Destinations for Sky Talk Anytime International Customers

Australia	Austria	Bangladesh	Belgium	Brazil
Bulgaria	Canada (includes calls to mobiles)	Canary Islands	China	Croatia
Cyprus	Czech Republic	Denmark	Estonia	Finland
France	Germany	Gibraltar	Greece	Hong Kong (includes calls to mobiles)
Hungary	India	Ireland	Israel	Italy
Jamaica	Japan	Latvia	Lithuania	Luxembourg
Madeira	Malaysia	Netherlands	New Zealand	Norway
Pakistan	Poland	Portugal	Romania	Russian Federation
Singapore	Slovak Republic	Slovenia	South Africa	Spain
Sweden	Switzerland	Thailand	Turkey	USA (includes calls to mobiles)

Unlimited international calls last up to an hour, after which Sky Talk standard international rates apply or you can hang up and redial as often as you like. Subject to our Acceptable Use Policy which is available at [sky.com/talk](http://sky.com/talk)

Calls to international destinations are split into 2 call types:

1. International Geographic Landline Calls
2. International Mobile and other Special and Higher Rate calls

Numbers that are classified as International Mobile and other Special Higher Rate are listed in the International Mobile and Other Special Higher Rate Guide.

Destination	GEOGRAPHIC LANDLINE			MOBILE AND OTHER SPECIAL HIGHER RATE		
	Daytime	Evening	Weekend	Daytime	Evening	Weekend
Afghanistan	133.48	127.25	127.25	164.08	157.85	157.85
Albania	50.55	45.34	45.34	81.15	75.94	75.94
Algeria	50.55	45.34	45.34	81.15	75.94	75.94
Andorra	43.81	34.93	34.93	74.41	65.53	65.53
Angola	100.60	96.00	96.00	131.20	126.60	126.60
Anguilla	77.72	66.18	66.18	108.32	96.78	96.78
Antarctica Australian Territory	159.11	152.27	152.27	159.11	152.27	152.27
Antigua & Barbuda	26.76	24.20	24.20	57.36	54.80	54.80
Antilles (Netherlands)	76.09	61.48	61.48	106.69	92.08	92.08
Argentina	97.02	78.74	78.74	127.62	109.34	109.34
Armenia	100.60	82.42	82.42	131.20	113.02	113.02
Aruba	76.09	61.48	61.48	106.69	92.08	92.08
Ascension Island	100.60	96.00	96.00	100.60	96.00	96.00
<b>Australia (inc. Christmas Is. &amp; Cocos Is.)</b>	<b>28.80</b>	<b>12.60</b>	<b>12.60</b>	59.40	43.20	43.20
<b>Austria</b>	<b>32.50</b>	<b>28.80</b>	<b>28.80</b>	63.10	59.40	59.40
Azerbaijani Republic	60.46	54.23	54.23	91.06	84.83	84.83
Azores	27.78	23.39	23.39	58.38	53.99	53.99
Bahamas	77.72	66.18	66.18	77.72	66.18	66.18
Bahrain	100.60	82.42	82.42	131.20	113.02	113.02
<b>Bangladesh</b>	<b>28.60</b>	<b>25.02</b>	<b>25.02</b>	59.20	55.62	55.62
Barbados	27.80	25.20	25.20	58.40	55.80	55.80
Belarus	60.46	54.23	54.23	91.06	84.83	84.83
<b>Belgium</b>	<b>22.00</b>	<b>12.60</b>	<b>12.60</b>	52.60	43.20	43.20
Belize	100.60	82.42	82.42	131.20	113.02	113.02
Benin	97.02	78.74	78.74	127.62	109.34	109.34
Bermuda	26.76	24.20	24.20	57.36	54.80	54.80
Bhutan	80.78	76.09	76.09	111.38	106.69	106.69
Bolivia	100.60	96.00	96.00	131.20	126.60	126.60
Bosnia-Herzegovina	50.55	45.34	45.34	81.15	75.94	75.94
Botswana	97.02	78.74	78.74	127.62	109.34	109.34
<b>Brazil</b>	<b>101.80</b>	<b>82.40</b>	<b>82.40</b>	132.40	113.00	113.00
Brunei Darussalam	80.78	76.09	76.09	111.38	106.69	106.69
<b>Bulgaria</b>	<b>50.55</b>	<b>45.34</b>	<b>45.34</b>	81.15	75.94	75.94
Burkina Faso	100.60	96.00	96.00	131.20	126.60	126.60
Burundi	100.60	96.00	96.00	131.20	126.60	126.60
Cambodia (Kingdom of)	231.63	225.91	225.91	262.23	256.51	256.51
Cameroon	97.02	78.74	78.74	127.62	109.34	109.34
<b>Canada</b>	<b>19.40</b>	<b>12.60</b>	<b>12.60</b>	<b>19.40</b>	<b>12.60</b>	<b>12.60</b>
<b>Canary Islands</b>	<b>28.80</b>	<b>24.10</b>	<b>24.10</b>	59.40	54.70	54.70
Cape Verde	100.60	96.00	96.00	131.20	126.60	126.60
Cayman Islands	77.72	66.18	66.18	108.32	96.78	96.78
Central African Republic	156.46	149.72	149.72	156.46	149.72	149.72
Chad	159.11	152.27	152.27	159.11	152.27	152.27
Chile	97.02	78.74	78.74	127.62	109.34	109.34
<b>China</b>	<b>26.76</b>	<b>24.20</b>	<b>24.20</b>	57.36	54.80	54.80
Colombia	100.60	96.00	96.00	131.20	126.60	126.60
Comoros	133.48	127.25	127.25	164.08	157.85	157.85
Congo	133.48	127.25	127.25	164.08	157.85	157.85
Cook Islands	159.11	152.27	152.27	159.11	152.27	152.27
Costa Rica	97.02	78.74	78.74	127.62	109.34	109.34
Cote d'Ivoire	128.27	104.27	104.27	158.87	134.87	134.87
<b>Croatia</b>	<b>50.55</b>	<b>45.34</b>	<b>45.34</b>	81.15	75.94	75.94
Cuba	133.48	127.25	127.25	164.08	157.85	157.85
<b>Cyprus (inc. the north of Cyprus)</b>	<b>28.80</b>	<b>24.10</b>	<b>24.10</b>	59.40	54.70	54.70
<b>Czech Republic</b>	<b>31.25</b>	<b>27.78</b>	<b>27.78</b>	61.85	58.38	58.38
Democratic Republic of the Congo (formerly Zaire)	100.60	96.00	96.00	131.20	126.60	126.60

All call rates are in pence per minute.

A 15.9p connection fee applies to all international calls excluding unlimited calls to inclusive destinations on Sky Talk Anytime and Anytime International.



Destination	GEOGRAPHIC LANDLINE			MOBILE AND OTHER SPECIAL HIGHER RATE		
	Daytime	Evening	Weekend	Daytime	Evening	Weekend
<b>Denmark</b>	<b>23.60</b>	<b>12.60</b>	<b>12.60</b>	54.20	43.20	43.20
Diego Garcia	204.97	199.25	199.25	204.97	199.25	199.25
Djibouti	100.60	96.00	96.00	131.20	126.60	126.60
Dominica	90.69	76.09	76.09	121.29	106.69	106.69
Dominican Republic	77.72	66.18	66.18	108.32	96.78	96.78
East Timor	231.63	225.91	225.91	262.23	256.51	256.51
Ecuador	100.60	96.00	96.00	131.20	126.60	126.60
Egypt	99.70	86.10	86.10	130.30	116.70	116.70
El Salvador	128.27	104.27	104.27	158.87	134.87	134.87
Equatorial Guinea	133.48	127.25	127.25	164.08	157.85	157.85
Eritrea	128.27	104.27	104.27	158.87	134.87	134.87
<b>Estonia</b>	<b>60.46</b>	<b>54.23</b>	<b>54.23</b>	91.06	84.83	84.83
Ethiopia (Federal Democratic Republic of)	128.27	104.27	104.27	158.87	134.87	134.87
Falkland Islands	100.60	96.00	96.00	100.60	96.00	96.00
Faroe Islands	43.81	34.93	34.93	74.41	65.53	65.53
Fiji	100.60	96.00	96.00	131.20	126.60	126.60
<b>Finland</b>	<b>31.25</b>	<b>27.78</b>	<b>27.78</b>	61.85	58.38	58.38
<b>France</b>	<b>22.00</b>	<b>12.60</b>	<b>12.60</b>	52.60	43.20	43.20
French Guiana	133.48	127.25	127.25	164.08	157.85	157.85
French Polynesia	204.97	199.25	199.25	235.57	229.85	229.85
Gabon	97.02	78.74	78.74	127.62	109.34	109.34
Gambia	97.02	78.74	78.74	127.62	109.34	109.34
Georgia	76.09	61.48	61.48	106.69	92.08	92.08
<b>Germany</b>	<b>22.00</b>	<b>12.60</b>	<b>12.60</b>	52.60	43.20	43.20
Ghana	101.80	82.40	82.40	132.40	113.00	113.00
<b>Gibraltar</b>	<b>27.78</b>	<b>23.39</b>	<b>23.39</b>	58.38	53.99	53.99
<b>Greece</b>	<b>16.80</b>	<b>12.60</b>	<b>12.60</b>	47.40	43.20	43.20
Greenland	100.60	96.00	96.00	131.20	126.60	126.60
Grenada (inc. Carriacou)	26.76	24.20	24.20	57.36	54.80	54.80
Guadeloupe	100.60	82.42	82.42	131.20	113.02	113.02
Guam	133.48	127.25	127.25	133.48	127.25	127.25
Guatemala	97.02	78.74	78.74	127.62	109.34	109.34
Guinea	100.60	96.00	96.00	131.20	126.60	126.60
Guinea Bissau	159.11	152.27	152.27	159.11	152.27	152.27
Guyana	128.27	104.27	104.27	158.87	134.87	134.87
Haiti	120.00	96.51	96.51	150.60	127.11	127.11
Honduras	97.02	78.74	78.74	127.62	109.34	109.34
<b>Hong Kong</b>	<b>13.99</b>	<b>9.60</b>	<b>9.60</b>	<b>13.99</b>	<b>9.60</b>	<b>9.60</b>
<b>Hungary</b>	<b>31.25</b>	<b>27.78</b>	<b>27.78</b>	61.85	58.38	58.38
Iceland	50.55	45.34	45.34	81.15	75.94	75.94
<b>India</b>	<b>29.90</b>	<b>26.20</b>	<b>26.20</b>	60.50	56.80	56.80
Indonesia	78.74	76.09	76.09	109.34	106.69	106.69
Iran	128.27	104.27	104.27	158.87	134.87	134.87
Iraq	128.27	104.27	104.27	158.87	134.87	134.87
<b>Ireland (Republic of)</b>	<b>18.30</b>	<b>12.60</b>	<b>12.60</b>	48.90	43.20	43.20
<b>Israel</b>	<b>63.00</b>	<b>56.70</b>	<b>56.70</b>	93.60	87.30	87.30
<b>Italy (inc. Vatican City)</b>	<b>26.20</b>	<b>12.60</b>	<b>12.60</b>	56.80	43.20	43.20
<b>Jamaica</b>	<b>27.80</b>	<b>25.20</b>	<b>25.20</b>	58.40	55.80	55.80
<b>Japan</b>	<b>11.44</b>	<b>7.76</b>	<b>7.76</b>	42.04	38.36	38.36
Jordan	125.21	107.95	107.95	155.81	138.55	138.55
Kazakhstan	78.74	74.04	74.04	109.34	104.64	104.64
Kenya	101.80	82.40	82.40	132.40	113.00	113.00
Kiribati	159.11	152.27	152.27	159.11	152.27	152.27
Korea PDR (North)	159.11	152.27	152.27	159.11	152.27	152.27
Korea Republic (South)	80.78	76.09	76.09	111.38	106.69	106.69

All call rates are in pence per minute.

A 15.9p connection fee applies to all international calls excluding unlimited calls to inclusive destinations on Sky Talk Anytime and Anytime International.

Destination	GEOGRAPHIC LANDLINE			MOBILE AND OTHER SPECIAL HIGHER RATE		
	Daytime	Evening	Weekend	Daytime	Evening	Weekend
Kuwait	100.60	82.42	82.42	131.20	113.02	113.02
Kyrgyz Republic	78.74	74.04	74.04	109.34	104.64	104.64
Laos	156.46	149.72	149.72	187.06	180.32	180.32
<b>Latvia</b>	<b>60.46</b>	<b>54.23</b>	<b>54.23</b>	91.06	84.83	84.83
Lebanon	125.21	107.95	107.95	155.81	138.55	138.55
Lesotho	97.02	78.74	78.74	127.62	109.34	109.34
Liberia	97.02	78.74	78.74	127.62	109.34	109.34
Libya	50.55	45.34	45.34	81.15	75.94	75.94
Liechtenstein	22.88	21.86	21.86	53.48	52.46	52.46
<b>Lithuania</b>	<b>60.46</b>	<b>54.23</b>	<b>54.23</b>	91.06	84.83	84.83
<b>Luxembourg</b>	<b>22.90</b>	<b>21.40</b>	<b>21.40</b>	53.50	52.00	52.00
Macao	80.78	76.09	76.09	111.38	106.69	106.69
Macedonia	50.55	45.34	45.34	81.15	75.94	75.94
Madagascar	100.60	96.00	96.00	131.20	126.60	126.60
<b>Madeira (Mapped to Portugal)</b>	<b>27.78</b>	<b>23.39</b>	<b>23.39</b>	58.38	53.99	53.99
Malawi (The Republic of)	97.02	78.74	78.74	127.62	109.34	109.34
<b>Malaysia</b>	<b>48.51</b>	<b>45.34</b>	<b>45.34</b>	79.11	75.94	75.94
Maldives	100.60	96.00	96.00	131.20	126.60	126.60
Mali	100.60	96.00	96.00	131.20	126.60	126.60
Malta	31.25	27.78	27.78	61.85	58.38	58.38
Marshall Island	159.11	152.27	152.27	159.11	152.27	152.27
Martinique	100.60	82.42	82.42	131.20	113.02	113.02
Mauritania	133.48	127.25	127.25	164.08	157.85	157.85
Mauritius	128.27	104.27	104.27	158.87	134.87	134.87
Mayotte	128.27	104.27	104.27	158.87	134.87	134.87
Mexico	80.78	76.09	76.09	111.38	106.69	106.69
Micronesia	159.11	152.27	152.27	159.11	152.27	152.27
Moldova	76.09	61.48	61.48	106.69	92.08	92.08
Monaco	41.16	32.27	32.27	71.76	62.87	62.87
Mongolia	156.46	149.72	149.72	187.06	180.32	180.32
Montenegro	50.55	45.34	45.34	81.15	75.94	75.94
Montserrat	90.69	76.09	76.09	121.29	106.69	106.69
Morocco	50.55	45.34	45.34	81.15	75.94	75.94
Mozambique	100.60	96.00	96.00	131.20	126.60	126.60
Myanmar (formerly Burma)	133.48	127.25	127.25	164.08	157.85	157.85
Namibia	97.02	78.74	78.74	127.62	109.34	109.34
Nauru	159.11	152.27	152.27	159.11	152.27	152.27
Nepal	80.78	76.09	76.09	111.38	106.69	106.69
<b>Netherlands</b>	<b>22.00</b>	<b>12.60</b>	<b>12.60</b>	52.60	43.20	43.20
New Caledonia	204.97	199.25	199.25	235.57	229.85	229.85
<b>New Zealand (inc. Chatham Islands)</b>	<b>37.20</b>	<b>27.80</b>	<b>27.80</b>	67.80	58.40	58.40
Nicaragua	128.27	104.27	104.27	158.87	134.87	134.87
Niger	100.60	96.00	96.00	131.20	126.60	126.60
Nigeria	82.40	77.70	77.70	113.00	108.30	108.30
Niue	156.46	149.72	149.72	156.46	149.72	149.72
Norfolk Island	133.48	127.25	127.25	133.48	127.25	127.25
Northern Marianas	128.27	104.27	104.27	128.27	104.27	104.27
<b>Norway</b>	<b>28.80</b>	<b>12.60</b>	<b>12.60</b>	59.40	43.20	43.20
Oman	100.59	82.42	82.42	131.19	113.02	113.02
<b>Pakistan</b>	<b>29.90</b>	<b>26.20</b>	<b>26.20</b>	60.50	56.80	56.80
Palau (The Republic of)	159.11	152.27	152.27	159.11	152.27	152.27
Palestinian National Authority	60.46	54.23	54.23	91.06	84.83	84.83
Panama	97.02	78.74	78.74	127.62	109.34	109.34
Papua New Guinea	100.60	96.00	96.00	131.20	126.60	126.60
Paraguay	97.02	78.74	78.74	127.62	109.34	109.34
Peru	97.02	78.74	78.74	127.62	109.34	109.34

All call rates are in pence per minute.

A 15.9p connection fee applies to all international calls excluding unlimited calls to inclusive destinations on Sky Talk Anytime and Anytime International.

Destination	GEOGRAPHIC LANDLINE			MOBILE AND OTHER SPECIAL HIGHER RATE		
	Daytime	Evening	Weekend	Daytime	Evening	Weekend
Philippines	84.50	79.80	79.80	115.10	110.40	110.40
<b>Poland</b>	<b>32.50</b>	<b>28.80</b>	<b>28.80</b>	63.10	59.40	59.40
<b>Portugal</b>	<b>27.80</b>	<b>23.10</b>	<b>23.10</b>	58.40	53.70	53.70
Puerto Rico	58.93	50.55	50.55	58.93	50.55	50.55
Qatar	100.60	82.42	82.42	131.20	113.02	113.02
Reunion	100.60	96.00	96.00	131.20	126.60	126.60
Rodriguez Islands	133.48	127.25	127.25	133.48	127.25	127.25
<b>Romania</b>	<b>60.46</b>	<b>54.23</b>	<b>54.23</b>	91.06	84.83	84.83
Ross Island	77.72	66.18	66.18	77.72	66.18	66.18
<b>Russian Federation (inc. Nakhodka)</b>	<b>63.00</b>	<b>56.70</b>	<b>56.70</b>	93.60	87.30	87.30
Rwanda (The Republic of)	100.60	96.00	96.00	131.20	126.60	126.60
Samoa (US)	159.11	152.27	152.27	159.11	152.27	152.27
Samoa (Western)	204.97	199.25	199.25	235.57	229.85	229.85
San Marino	50.55	45.34	45.34	50.55	45.34	45.34
Sao Tome & Principe	159.11	152.27	152.27	189.71	182.87	182.87
Saudi Arabia	79.80	64.00	64.00	110.40	94.60	94.60
Senegal	128.27	104.27	104.27	158.87	134.87	134.87
Serbia	50.55	45.34	45.34	81.15	75.94	75.94
Seychelles	128.27	104.27	104.27	158.87	134.87	134.87
Sierra Leone	97.02	78.74	78.74	127.62	109.34	109.34
<b>Singapore</b>	<b>22.37</b>	<b>17.67</b>	<b>17.67</b>	52.97	48.27	48.27
Sint Maarten	76.09	61.48	61.48	106.69	92.08	92.08
<b>Slovak Republic</b>	<b>31.25</b>	<b>27.78</b>	<b>27.78</b>	61.85	58.38	58.38
<b>Slovenia</b>	<b>50.55</b>	<b>45.34</b>	<b>45.34</b>	81.15	75.94	75.94
Solomon Islands	159.11	152.27	152.27	159.11	152.27	152.27
Somalia	159.11	152.27	152.27	189.71	182.87	182.87
<b>South Africa</b>	<b>63.00</b>	<b>55.60</b>	<b>55.60</b>	93.60	86.20	86.20
South Sudan	97.02	78.74	78.74	127.62	109.34	109.34
<b>Spain (inc. the Balearic Islands)</b>	<b>26.20</b>	<b>12.60</b>	<b>12.60</b>	56.80	43.20	43.20
Sri Lanka	96.00	84.46	84.46	126.60	115.06	115.06
St Helena	156.46	149.72	149.72	156.46	149.72	149.72
St Kitts & Nevis (formerly St Christopher)	77.72	66.18	66.18	108.32	96.78	96.78
St Lucia	26.76	24.20	24.20	57.36	54.80	54.80
St Pierre & Miquelon	77.72	66.18	66.18	108.32	96.78	96.78
St Vincent & the Grenadines	77.72	66.18	66.18	108.32	96.78	96.78
Sudan	97.02	78.74	78.74	127.62	109.34	109.34
Suriname	151.76	121.53	121.53	182.36	152.13	152.13
Swaziland	97.02	78.74	78.74	127.62	109.34	109.34
<b>Sweden</b>	<b>22.00</b>	<b>19.90</b>	<b>19.90</b>	52.60	50.50	50.50
<b>Switzerland</b>	<b>22.00</b>	<b>12.60</b>	<b>12.60</b>	52.60	43.20	43.20
Syria	125.21	107.95	107.95	155.81	138.55	138.55
Taiwan	80.78	76.09	76.09	111.38	106.69	106.69
Tajikistan	100.60	96.00	96.00	131.20	126.60	126.60
Tanzania	97.02	78.74	78.74	127.62	109.34	109.34
<b>Thailand</b>	<b>82.40</b>	<b>79.80</b>	<b>79.80</b>	113.00	110.40	110.40
Togolese Republic (The)	128.27	104.27	104.27	158.87	134.87	134.87
Tokelau	204.97	199.25	199.25	204.97	199.25	199.25
Tonga	156.46	149.72	149.72	187.06	180.32	180.32
Trinidad & Tobago	26.76	24.20	24.20	57.36	54.80	54.80
Tristan Da Cunha	231.63	225.91	225.91	231.63	225.91	225.91
Tunisia	50.55	45.34	45.34	81.15	75.94	75.94
<b>Turkey</b>	<b>28.80</b>	<b>24.10</b>	<b>24.10</b>	59.40	54.70	54.70
Turkmenistan	94.88	87.63	87.63	125.48	118.23	118.23
Turks & Caicos Is	90.69	76.09	76.09	121.29	106.69	106.69
Tuvalu	159.11	152.27	152.27	159.11	152.27	152.27
Uganda	97.02	78.74	78.74	127.62	109.34	109.34

All call rates are in pence per minute.

A15.9p connection fee applies to all international calls excluding unlimited calls to inclusive destinations on Sky Talk Anytime and Anytime International.

Destination	GEOGRAPHIC LANDLINE			MOBILE AND OTHER SPECIAL HIGHER RATE		
	Daytime	Evening	Weekend	Daytime	Evening	Weekend
Ukraine	60.46	54.23	54.23	91.06	84.83	84.83
United Arab Emirates	79.80	64.00	64.00	110.40	94.60	94.60
Uruguay	97.02	78.74	78.74	127.62	109.34	109.34
<b>USA</b>	<b>18.30</b>	<b>12.60</b>	<b>12.60</b>	<b>18.30</b>	<b>12.60</b>	<b>12.60</b>
Uzbekistan	78.74	74.04	74.04	109.34	104.64	104.64
Vanuatu	159.11	152.27	152.27	189.71	182.87	182.87
Venezuela	97.02	78.74	78.74	127.62	109.34	109.34
Vietnam	156.46	149.72	149.72	187.06	180.32	180.32
Virgin Islands (UK)	77.72	66.18	66.18	108.32	96.78	96.78
Virgin Islands (US)	77.72	66.18	66.18	77.72	66.18	66.18
Wallis and Futuna	203.95	193.53	193.53	203.95	193.53	193.53
Yemen (formerly Yemen AR and Yemen PDR)	128.27	104.27	104.27	158.87	134.87	134.87
Zambia	97.02	78.74	78.74	127.62	109.34	109.34
Zimbabwe	101.80	82.40	82.40	132.40	113.00	113.00

All call rates are in pence per minute.

A 15.9p connection fee applies to all international calls excluding unlimited calls to inclusive destinations on Sky Talk Anytime and Anytime International.

## Call Rates to Personal Numbering Services

Personal Numbering Services (070 numbers) allow the user to be contacted on a single personal telephone number so they can receive calls on almost any telephone number (including mobile numbers) e.g. at work, at home, on a mobile.

Charge-band	Daytime	Evening	Weekend
c	12.84	7.43	3.92
d	16.21	9.55	9.55
e	4.78	4.78	4.78
f	29.10	19.39	9.70
j	31.04	21.33	10.17
k	36.38	24.25	12.11
pn1	23.29	15.52	7.76
pn2	50.88	50.88	50.88
pn3	47.54	37.84	37.84
pn4	25.23	25.23	25.23
pn5	16.49	16.49	16.49
pn6	19.40	19.40	19.40
pn8	19.37	19.37	19.37
pn9	22.79	22.79	22.79
pn10	33.96	33.96	33.96
pn11	37.83	28.13	28.13
pn12	26.20	26.20	26.20
pn13	37.83	37.83	37.83
pn14	28.62	28.62	28.62
pn15	12.61	12.61	12.61
pn16	13.58	13.58	13.58
pn17	14.55	14.55	14.55
pn18	15.52	15.52	15.52
pn19	9.70	9.70	9.70
pn20	23.29	23.29	23.29
pn21	39.90	39.90	39.90
pn22	10.10	10.10	10.10

All call rates are in pence per minute.

A call connection charge of 15.9p applies to all calls.

Charge-band	Daytime	Evening	Weekend
pn7	4.03	1.02	1.02

All call rates are in pence per minute.

A connection fee of 51.17p applies to pn7 calls.

## Call Rates to Other Mobile Numbers

Charge-band	Pence Per Minute
fw1	12.7
fw2	12.7
fw3	12.7
fw4	12.7
fw5	12.7
fw6	12.7
fw7	12.7
fw8	12.7
fw9	12.7
fw10	12.7
fw11	12.7
fw12	12.7

All call rates are in pence per minute.  
A connection fee of 15.9p applies to all calls.

## Call Rates to Pager and Voice Messaging Services

Charge-band	Daytime	Evening	Weekend
r	8.07	4.02	3.01

All call rates are in pence per minute.  
A connection fee of 15.9p applies to all calls.

## Call Rates to Premium Rate Services

Premium Rate Services are typically calls to competition hotlines, voting lines, weather forecasts, charity fundraising lines and adult content lines. Premium Rate Numbers always start with 09.

Charge-band	Connection fee	Daytime	Evening	Weekend
g1	15.9	7.13	3.55	3.55
m	15.9	39.82	27.47	27.47
n	15.9	15.11	15.11	15.11
p0	15.9	168.51	168.51	168.51
p1	15.9	55.05	43.82	43.82
p2	15.9	56.17	50.56	50.56
p3	15.9	112.35	112.35	112.35
p4	15.9	55.05	55.05	55.05
p5	15.9	58.55	58.55	58.55
p6	15.9	29.27	29.27	29.27
p7	15.9	70.28	70.28	70.28
p8	15.9	84.26	84.26	84.26
p9	15.9	11.24	11.24	11.24
p10	15.9	39.32	39.32	39.32
p11	15.9	146.05	146.05	146.05
p12	15.9	20.00	20.00	20.00
p13	15.9	23.20	23.20	23.20
p14	15.9	33.71	33.71	33.71
p15	15.9	44.94	44.94	44.94
p16	15.9	50.56	50.56	50.56
p17	15.9	61.79	61.79	61.79
p18	15.9	73.03	73.03	73.03
p19	15.9	78.64	78.64	78.64
p20	15.9	97.81	97.81	97.81

All call rates are in pence per minute (with the exception of connection fees).

Charge-band	Connection fee	Daytime	Evening	Weekend
p21	15.9	95.49	95.49	95.49
p22	15.9	101.11	101.11	101.11
p23	15.9	106.73	106.73	106.73
p24	15.9	123.58	123.58	123.58
p25	15.9	134.81	134.81	134.81
p26	15.9	157.28	157.28	157.28
p27	15.9	6.95	6.95	6.95
p28	15.9	42.13	28.09	14.04
p29	15.9	31.46	15.73	15.73
p30	15.9	61.79	39.32	39.32
p31	15.9	17.00	17.00	17.00
p32	15.9	22.00	22.00	22.00
p33	15.9	140.43	140.43	140.43
p34*	67.41	67.41	67.41	67.41
p35*	56.17	56.17	56.17	56.17
p36*	50.68	50.56	50.56	50.56
p37	15.9	8.07	4.02	1.52
p38	15.9	6.75	6.75	6.75
p39	15.9	7.87	7.87	7.87
p40	15.9	8.99	8.99	8.99
p41	15.9	10.12	10.12	10.12
p42*	11.61	11.57	11.57	11.57
p43*	168.57	168.50	168.50	168.50
p44*	112.31	112.34	112.34	112.34
p45	15.9	35.00	35.00	35.00
p46	15.9	50.00	50.00	50.00
p47	15.9	60.00	60.00	60.00
p48	15.9	70.00	70.00	70.00
p49	15.9	100.00	100.00	100.00
p50	15.9	110.00	110.00	110.00
p51	15.9	130.00	130.00	130.00
p52	15.9	140.00	140.00	140.00
p53	15.9	150.00	150.00	150.00
p54*	35.00	35.00	35.00	35.00
p55*	50.00	50.00	50.00	50.00
p56*	60.00	60.00	60.00	60.00
p57*	70.00	70.00	70.00	70.00
p58*	100.00	100.00	100.00	100.00
p59*	110.00	110.00	110.00	110.00
p60*	130.00	130.00	130.00	130.00
p61*	140.00	140.00	140.00	140.00
p62*	150.00	150.00	150.00	150.00

All call rates are in pence per minute (with the exception of connection fees).

\* The connection fee is charged for the first 60 seconds of the call, or part thereof, and the duration charge applies following the first 60 seconds.

## Call Rates to Internet Services

These are mainly 0844 numbers but also include calls to 0870 09, 0870 185, 0870 187 and 0870 188. These numbers are used to connect to the internet for dial-up Internet Service Providers (ISPs). Please speak to your ISP about the particular number you use to connect to the Internet and see the Sky Talk Specialised Numbers Guide to find out your charge-band below.

Charge-band	Connection fee	Daytime	Evening	Weekend
g2	15.9	6.05	3.54	3.04
g4	15.9	3.60	2.50	2.50
g5	15.9	2.02	1.61	1.51
i1	15.9	5.11	5.11	5.11
i2	15.9	10.21	10.21	10.21
i3	15.9	1.02	1.02	1.02
i4	15.9	2.04	2.04	2.04
i5	15.9	3.06	3.06	3.06
i8	15.9	4.09	4.09	4.09
i9	15.9	6.13	6.13	6.13
i10	15.9	7.15	7.15	7.15
i11	15.9	8.17	8.17	8.17
i12	15.9	9.19	9.19	9.19
i13	15.9	3.06	2.04	1.02
i14	15.9	4.03	1.52	1.02
i15	15.9	4.03	1.02	1.02
i16	15.9	4.03	4.03	4.03
i17	15.9	3.83	0.97	0.97
i18	15.9	3.63	0.92	0.92
i19	15.9	3.42	0.88	0.88
i20	15.9	3.23	0.83	0.83
i21	15.9	3.60	2.03	2.03
i22	15.9	2.91	0.97	0.97
i23	15.9	2.75	0.91	0.91
i24	15.9	2.91	1.02	1.02
i25	15.9	2.76	1.02	1.02
i26	15.9	4.09	2.04	1.02
i27	15.9	8.07	4.02	1.52
i28*	5.12	5.11	5.11	5.11
i29*	10.21	10.21	10.21	10.21
i30	15.9	4.09	3.06	1.02
i31	15.9	1.53	1.53	1.53
i32	15.9	2.55	2.55	2.55
i33	15.9	5.11	4.09	2.04

All call rates are in pence per minute (with the exception of connection fees).

\*The connection fee is charged for the first 60 seconds of the call, or part thereof, and the duration charge applies following the first 60 seconds.

## Calls not including Internet Services

These charge -bands are for calls to some 08 numbers (these are not used by ISPs as dial up numbers).

Charge-band	Connection fee	Daytime	Evening	Weekend
g6	15.9	7.62	7.62	7.62
g7	15.9	14.16	14.16	14.16
g8	15.9	3.14	3.14	3.14
g9	15.9	4.29	4.29	4.29
g10	15.9	6.00	6.00	6.00
g11	15.9	7.64	7.64	7.64
g12	15.9	9.28	9.28	9.28
g13	15.9	10.87	10.87	10.87
g14	15.9	11.65	11.65	11.65
g15	15.9	12.76	12.76	12.76
g16	15.9	4.40	3.00	3.00
g17	15.9	5.54	3.50	3.50
g18	15.9	5.07	2.61	2.61
g19	15.9	5.45	3.29	2.42
g20	15.9	8.07	4.00	3.50
g22	15.9	2.57	2.57	2.57
g23	15.9	9.08	5.03	2.52
g24*	6.39	6.38	6.38	6.38
g25*	12.03	12.03	12.03	12.03
g26	15.9	5.09	4.06	2.02
g27	15.9	4.00	4.00	4.00
g28	15.9	4.99	4.99	4.99

All call rates are in pence per minute (with the exception of connection fees).

\*The connection fee is charged for the first 60 seconds of the call, or part thereof, and the duration charge applies following the first 60 seconds.

## Calls not including Internet Services

These are calls to Satellite Numbers. Please note that the per minute charges are in £ per minute rather than pence per minute.

Charge-band	Connection Fee	£ per minute at all times
INMARSAT A	15.9	6.06
INMARSAT B-Sat (incl. BGAN)	15.9	3.88
INMARSAT B-Sat High Speed Data – Duplex (incl. BGAN High Speed Data)	15.9	9.70
INMARSAT M-Sat	15.9	4.03
M4 High Speed Data PSTN/ISDN	15.9	7.20
NA96	15.9	7.20
Mobiq (Mini-M) / M4 Voice	15.9	2.65
Skyphone	15.9	5.82
Emsat	15.9	2.23

Charge-band	Connection Fee	£ per minute at all times
Thuraya (code 008216)	£1.80	3.61
Navitas	£1.80	0.92

Charge-band	Minimum Call Charge	£ per minute at all times
Iridium (code 008816/7)	£1.80	3.61



## Fixed Fee Calls

Fixed Fee Calls can be to a range of numbers for example those starting 07, 08, 09. Numbers starting 07 are for paging services, 08 numbers are mainly for Information Services and 09 numbers are for Premium Rate Services. The price of the call is not dependent on its duration but may change depending on the time of day.

Charge-band	Daytime (pence per call)	Evening (pence per call)	Weekend (pence per call)
Timeline	50.00	50.00	50.00
ff0	12.20	12.20	12.20
ff1	29.60	29.60	29.60
ff2	65.00	65.00	65.00
ff3	25.63	13.89	13.89
ff6	36.00	36.00	36.00
ff8	19.00	19.00	19.00
ff9	43.51	43.51	43.51
ff10	26.04	26.04	26.04
ff11	71.80	71.80	71.80
ff12	89.80	89.80	89.80
ff13	119.70	119.70	119.70
ff14	107.60	107.60	107.60
ff15	7.20	7.20	7.20
ff16	19.60	19.60	19.60
ff17	23.90	23.90	23.90
ff18	45.90	45.90	45.90
ff19	47.80	47.80	47.80
ff20	53.70	53.70	53.70
ff21	162.69	162.69	162.69
ff24	95.70	95.70	95.70
ff25	143.60	143.60	143.60
ff26	149.40	149.40	149.40
ff27	155.40	155.40	155.40
ff28	11.90	11.90	11.90
ff29	5.90	5.90	5.90
ff30	77.70	77.70	77.70
ff31	15.00	15.00	15.00
ff32	101.60	101.60	101.60
ff33	35.00	35.00	35.00
ff34	100.00	100.00	100.00
ff35	150.00	150.00	150.00
ff36	50.00	50.00	50.00
ff37	60.00	60.00	60.00
ff38	70.00	70.00	70.00
ff39	126.40	126.40	126.40
ff40	130.00	130.00	130.00
ff41	140.00	140.00	140.00
ff42	40.00	40.00	40.00
ff43	30.00	30.00	30.00
ff44	80.00	80.00	80.00

All call rates are in pence per call.

## Call Rates to Multimedia Services

Charge-band	Connection fee	Daytime	Evening	Weekend
g3	15.9	5.03	2.52	2.02
mm1	15.32	5.36	5.36	5.36
mm2	25.54	4.03	1.52	1.02
mm3	51.06	4.03	1.52	1.02
mm4	15.32	4.03	1.52	1.02
mm5	20.44	4.03	1.52	1.02
mm6	25.53	4.09	4.09	4.09
mm7	25.53	5.06	2.54	2.04

All call rates are in pence per minute (with the exception of connection fees).

## Call Rates to Directory Enquiries

There are four different call types to Directory Enquiries:

1. Calls charged by timed duration;
2. Fixed Fee Calls;
3. Calls charged by a connection fee and by timed duration, where the connection fee and the duration charge apply from the start of the call;
4. Calls charged by a connection fee and by timed duration, where the connection fee is the charge for the first 60 seconds of the call, or by part thereof, and the duration charge applies following the first 60 seconds.

1. Calls to the charge-bands below are charged by timed duration.

Charge-band	Daytime	Evening	Weekend
dq1	28.09	28.09	28.09
dq2	39.32	39.32	39.32
dq3	44.94	44.94	44.94
dq4	50.56	50.56	50.56
dq5	56.18	56.18	56.18
dq6	61.79	61.79	61.79
dq7	78.64	78.64	78.64
dq8	89.87	89.87	89.87
dq9	112.34	112.34	112.34
dq10	134.81	134.81	134.81
dq11	140.43	140.43	140.43
dq12	168.51	168.51	168.51
dq13	179.75	179.75	179.75
dq39	84.26	84.26	84.26
dq43	22.47	22.47	22.47
dq61	83.15	83.15	83.15
dq89	67.41	67.41	67.41
dq101	1.53	1.53	1.53

All call rates are in pence per minute.  
A connection fee of 15.9p applies to all calls.

2. Calls to the charge-bands below are charged at a fixed fee per call, which is the same at any time of day irrespective of the duration of the call.

Charge-band	Pence Per Call
dq14	30.34
dq15	33.71
dq16	39.32
dq17	44.94
dq18	157.28
dq19	168.51
dq20	169.64
dq21	190.98
dq22	224.68
dq50	35.62
dq57	32.58
dq58	121.52
dq59	219.12
dq62	180.2
dq66	32.61
dq79	70.47
dq88	112.35
dq99	61.38
dq110	45.92
dq117	51.06
dq118	111.21
dq123	55.00
dq137	164.00
dq142	82.00

All call rates are in pence per minute.

3. Calls to the charge-bands below are charged by a connection fee and by timed duration, where the connection fee and the duration charge apply from the start of the call.

Charge-band	Connection fee	Daytime	Evening	Weekend
dq23	22.45	44.94	44.94	44.94
dq24	22.45	140.43	140.43	140.43
dq25	28.09	22.47	22.47	22.47
dq26	28.09	33.70	33.70	33.70
dq27	39.21	11.24	11.24	11.24
dq28	55.05	10.11	10.11	10.11
dq29	112.33	67.41	67.41	67.41
dq30	168.40	33.70	33.70	33.70
dq36	14.00	16.85	16.85	16.85
dq37	27.99	20.22	20.22	20.22
dq38	111.15	66.28	66.28	66.28
dq41	44.94	89.88	89.88	89.88
dq42	66.27	8.99	8.99	8.99
dq44	32.34	33.71	33.71	33.71
dq45	39.34	5.62	5.62	5.62
dq46	43.82	10.11	10.11	10.11
dq47	56.17	89.87	89.87	89.87
dq52	32.58	32.58	32.58	32.58
dq53	43.82	21.35	21.35	21.35
dq54	33.71	5.62	5.62	5.62
dq56	29.62	21.34	21.34	21.34
dq60	22.45	22.47	22.47	22.47
dq64	44.89	16.86	16.86	16.86
dq65	224.80	11.24	11.24	11.24
dq68	55.05	15.73	15.73	15.73
dq69	168.44	84.26	84.26	84.26
dq70	44.88	25.84	25.84	25.84
dq71	44.88	15.73	15.73	15.73
dq72	66.29	15.73	15.73	15.73
dq73	66.29	25.84	25.84	25.84
dq74	66.28	21.35	21.35	21.35
dq75	55.05	26.97	26.97	26.97
dq76	84.23	168.52	168.52	168.52
dq77	66.29	30.34	30.34	30.34
dq78	66.29	34.83	34.83	34.83
dq80	50.56	11.24	11.24	11.24
dq81	50.56	13.48	13.48	13.48
dq82	50.56	33.71	33.71	33.71
dq83	89.88	89.87	89.87	89.87
dq84	77.52	15.73	15.73	15.73
dq85	168.52	134.81	134.81	134.81
dq86	77.52	21.35	21.35	21.35
dq87	26.97	47.19	47.19	47.19
dq90	26.97	47.19	47.19	47.19
dq91	88.44	15.00	15.00	15.00
dq92	88.75	21.35	21.35	21.35
dq93	77.51	28.08	28.08	28.08
dq94	88.75	28.08	28.08	28.08
dq95	32.58	55.05	55.05	55.05
dq96	66.29	44.94	44.94	44.94
dq97	99.00	349.00	349.00	349.00
dq98	243.27	298.43	298.43	298.43
dq100	153.19	183.83	183.83	183.83
dq103	93.96	128.69	128.69	128.69
dq104	77.51	130.72	130.72	130.72
dq105	70.47	61.27	61.27	61.27
dq106	132.00	229.00	229.00	229.00
dq107	116.60	158.40	158.40	158.40
dq108	113.64	56.25	56.25	56.25
dq109	90.68	33.29	33.29	33.29
dq111	206.61	206.61	206.61	206.61
dq112	96.00	39.83	39.83	39.83
dq113	44.94	111.32	111.32	111.32

All call rates are in pence per minute (with the exception of connection fees).

Charge-band	Connection fee	Daytime	Evening	Weekend
dq114	223.56	206.61	206.61	206.61
dq115	152.18	39.83	39.83	39.83
dq116	56.18	111.32	111.32	111.32
dq119	253.20	301.23	301.23	301.23
dq120	150.00	55.00	55.00	55.00
dq121	60.00	109.00	109.00	109.00
dq122	219.00	205.00	205.00	205.00
dq124	65.00	141.00	141.00	141.00
dq125	55.00	150.00	150.00	150.00
dq127	99.00	49.00	49.00	49.00
dq129	129.00	177.00	177.00	177.00
dq133	137.00	170.00	170.00	170.00
dq138	164.75	76.50	76.50	76.50
dq139	77.00	65.00	65.00	65.00
dq140	119.00	257.00	257.00	257.00
dq141	290.00	402.00	402.00	402.00
dq147	270.00	21.60	21.60	21.60
dq148	99.96	99.96	99.96	99.96
dq149	68.00	70.00	70.00	70.00

All call rates are in pence per minute (with the exception of connection fees).

4. Calls to the charge-bands below are charged by a fixed fee and by timed duration, where the fixed fee is the charge for the first 60 seconds of the call, or part thereof, and the duration charge applies following the first 60 seconds.

Charge-band	Connection fee	Daytime	Evening	Weekend
dq31	39.32	11.24	11.24	11.24
dq32	43.82	10.11	10.11	10.11
dq33	55.05	22.47	22.47	22.47
dq34	56.18	11.24	11.24	11.24
dq35	67.41	11.24	11.24	11.24
dq40	22.47	22.47	22.47	22.47
dq48	56.17	22.47	22.47	22.47
dq49	56.17	56.17	56.17	56.17
dq51	168.51	168.51	168.51	168.51
dq55	21.35	21.35	21.35	21.35
dq67	44.94	44.94	44.94	44.94
dq102	61.28	61.28	61.28	61.28
dq126	205.00	150.00	150.00	150.00
dq128	225.00	150.00	150.00	150.00
dq130	274.00	274.00	274.00	274.00
dq131	234.00	180.00	180.00	180.00
dq132	163.00	54.00	54.00	54.00
dq134	86.50	86.00	86.00	86.00
dq135	217.00	185.00	185.00	185.00
dq136	437.00	328.00	328.00	328.00
dq143	306.00	196.00	196.00	196.00
dq144	258.00	199.00	199.00	199.00
dq145	99.00	99.00	99.00	99.00
dq146	358.00	199.00	199.00	199.00
dq150	297.96	239.00	239.00	239.00
dq151	445.00	257.00	257.00	257.00

All call rates are in pence per minute (with the exception of connection fees).

## Call Rates to Other UK Mobile Networks

Charge-band	Daytime	Evening
fm1	12.7	12.7
fm2	12.7	12.7
fm3	12.7	12.7
fm4	12.7	12.7
fm5	12.7	12.7
fm6	12.7	12.7
fm7	12.7	12.7
fm8	12.7	12.7
fm9	12.7	12.7

A 15.9p connection fee applies to all calls. Call rates are in pence per minute.

Charge-band	Daytime	Evening	Weekend
fm10	12.7	12.7	12.7
fm11	12.7	12.7	12.7
fm12	12.7	12.7	12.7
fm13	12.7	12.7	12.7
fm14	12.7	12.7	12.7
fm15	12.7	12.7	12.7
fm16	12.7	12.7	12.7
fm17	12.7	12.7	12.7

A 15.9p connection fee applies to all calls. Call rates are in pence per minute.

## Calls to 101-Police Non Emergency Number

Origin of call	Pence per call
101	15

## Reverse Charge Calls

This section only applies to customers who take Line Rental from Sky. Customers who pay BT for their Line Rental will be charged BT's Reverse Charge Call rates and these charges will appear on their BT bill.

A Reverse Charge Call is made when somebody phones you at home and requests that you pay the cost of the call.

Reverse Charge Calls can be made from landlines, mobiles and payphones both in the UK and abroad and you will be charged different rates depending on where the call is made from.

## UK Reverse Charge Calls

The cost of a UK Reverse Charge Call is divided into two parts, a connection fee and a charging rate. The cost of the call is dependent on the type of call the line was made from.

These charges are also applied when a customer receives a call from somebody using the 0800 REVERSE service.

Type of line – origin of call	Service Charge in £	Call Charge in pence per minute (anytime)
UK landline	£5.31	40.85 <sup>1</sup>
UK payphone	£5.31	255.32 <sup>2</sup>
UK mobile	£5.31	255.32 <sup>2</sup>

1. Charges are for each minute or part thereof. The minimum charge is for 5 minutes.

2. Charges are for each 5 minute or part thereof. The minimum charge is for 5 minutes

The times duration of a call includes the time element for setting up and disconnecting the call on the BT network.

## International Reverse Charge Calls

International Reverse Charge Calls are also sometimes known as Collect Calls.

The cost of an International Reverse Charge Call is divided into two parts, a service charge and a pence per minute charged rate. The cost of the call depends on which country the call was made from and which charge-band that country is in.

The table below shows the International Call Bands and the cost incurred for accepting a Reverse Charge Call from each of those call bands, To see which charge-band a country is in, please see the Specialised Numbers Guide.

Charge-band	Service Charge in £	Call Charge in pence per minute (anytime)
IR	£6.43	91.91
A	£10.52	245.11
B	£10.52	357.45
C	£10.52	561.70
D	£10.52	612.77
BT B-Sat (incl. BGAN)	£10.52	776.17
BT M-Sat	£10.52	776.17
Navitas	£10.52	561.70

Only applies to customers who take Line Rental from Sky.

Charges are for each minute or part thereof. The minimum charge is for 5 minutes.

Call durations are rounded up to the next whole minute and the call charge is rounded up to the nearest penny.

The times duration of a call includes the time element for setting up and disconnecting the call on the BT network.

## Operator Connected Calls

Customers may use an operator to connect calls to many destinations in the UK and abroad. Customers should be aware that the costs of making calls through an operator are often higher than making calls direct, so customers should try to make direct calls whenever possible (this is not the case for the Special Assistance Operator).

The different operators available to call are:

Operator Type	Number
UK	100
International	155
Special Assistance	198/195

There is no charge for making a call to an operator. Charges only apply if the operator then connects your call to a subsequent destination.

Charges for these calls generally have two parts: an Operator Service Charge for connecting the call, which is a fixed amount for each call, and a Call Charge based on the type and duration of the call.

## Operator Connected Calls to UK numbers

Customers can easily make calls via an operator in the UK to the destinations below. Customers cannot make Operator Calls to Premium Rate Numbers. Customers who connect to Directory Enquiries (DQ) via the 100 Operator will be charged as though they had made the call direct to DQ.

For details of Operator Calls from Northern Ireland to the Republic of Ireland, please see page 25

Charge-band	Service Charge in £	Call Charge in pence per minute (anytime)
UK landline/0870	£6.43	91.91
0845	£10.52	245.11
UK mobile	£10.52	357.45
g4-g23, g26-g28, i1-i5, i8-i27, i30-i33	£10.52	561.70
Personal Numbering costbands	£10.52	612.77

Only applies to customers who take Line Rental from Sky.

Charges are for each minute or part thereof. The minimum charge is for 5 minutes.

Call durations are rounded up to the next whole minute and the call charge is rounded up to the nearest penny.

## Operator Connected Calls to International Numbers

The cost of an International Operator Connected Call depends on which charge-band the destination country is in. Please see the table below for a list of the international charge bands and rates. To see which charge-band a particular country is in please see the Specialised Numbers Guide.

Operator Connected Calls to most international mobile telephones will be charged at 25p per minute more than the landline rate. Operator Connected Calls to some international mobile destinations (e.g. USA, Canada, Hong Kong) are charged the same rate as a landline call.

Customers who connect to Directory Enquiries (DQ) via the 155 International Operator will be charged as though they had made the call direct to DQ.

For details of Operator Calls from Northern Ireland to the Republic of Ireland please see page 25

Charge-band	Operator Service Charge in £	Call Charge in pence per minute (anytime)	Mobile call rate in pence per minute
IR	£6.43	81.70	107.23
A	£6.43	81.70	107.23
B	£6.43	117.45	142.98
C	£6.43	158.30	183.83
D	£6.43	311.49	337.02
E	£6.43	204.26	229.79
B-Sat (incl BGAN)	£6.43	837.45	N/A
M-Sat	£6.43	837.45	N/A
Mobiq (Mini-M) / M4 Voice	£6.43	837.45	N/A
Skyphone	£6.43	837.45	N/A
Navitas	£6.43	158.30	N/A
Emsat	£6.43	837.45	N/A
Iridium	£6.43	837.45	N/A
Thuraya	£6.43	837.45	N/A

Only applies to customers who take Line Rental from Sky.  
Call durations are rounded up to the next whole minute and the call charge is rounded up to the nearest penny. The minimum charge is for 5 minutes.

## Special Assistance Operator Connected Calls

Customers that require special assistance may dial 198 (or 195 Blind and Disabled) to connect to many destinations via an Operator. There is no charge for making a call to the 198 (195) Special Assistance Operator. Customers will be charged standard Sky Talk rates for these calls depending on whether they are on Sky Talk Weekends, Freetime, Anytime, Anytime UK or Anytime International.

Customers who connect to Directory Enquiries (DQ) via the 198 Special Assistance Operator will be charged as though they had made the call direct to DQ.

## Operator Charge for Alarm Calls

Origin of call	Operator Service Charge inc VAT £
Alarm Call Operator Service for booking each call	£8.50



## Charges for Text Relay

The cost of a text relay call will be no more than the equivalent price had the call been made directly without the use of a relay service. A rebate is applied to the text element of calls originating via 18001 or 18002, when either or both ends are in text mode. The rebate will only apply to parts of the call which are in excess of the minimum charge.

Making a call from a textphone	Making a call from a telephone
Dial 18001 + number	Dial 18002 + number
Dial 18000 for EMERGENCY calls	

Rebates	
Dial 18001 + number	60% rebate
UK mobile	20% rebate
Directory Enquiries	0% rebate
International Directory Enquiries	0% rebate
International	0% rebate
Premium Rate	0% rebate
Personal Numbers	0% rebate
All other calls	0% rebate
Calls charged through a third part will be charged by the third party	0% rebate
Non Geographical National Calls (other than 0870 numbers)	0% rebate

## Calls between the Republic of Ireland and Northern Ireland

Calls between the three countries in mainland UK (England, Wales and Scotland) to the Republic of Ireland are categorized as international calls and the charges for these countries are outlined previously.

Calls made from Northern Ireland to Republic of Ireland geographic numbers are charged at National Rates. Please see page 2 for standard UK call rates.

### Reverse Charge Calls

Reverse Charge Calls to a Sky Talk phone in Northern Ireland from fixed telephones in the Republic of Ireland are charged as if they were a Reverse Charge Call in the UK.

### Operator Connected Calls

Operator Connected Calls made from a Sky Talk phone in Northern Ireland to the Republic of Ireland are charged as if they were UK Operator Connected Call.

Operator Connected Calls from Northern Ireland to mobile telephones registered in the Republic of Ireland will be charged at the same rate as Operator Connected Calls from the rest of the United Kingdom to mobile telephones registered in the Republic of Ireland.

### Special Assistance Operator Connected Calls

Special Assistance Operator Connected Calls from a Sky Talk phone in Northern Ireland to a fixed line in the Republic of Ireland are charged as if they were a UK Special Assistance Operator Connected Call/

Special Assistance Operator Connected Calls from Northern Ireland to mobile telephones registered in the Republic of Ireland will be charged at the same rate as Special Assistance Operator Connected Calls from the rest of the United Kingdom to mobile telephones registered in the Republic of Ireland.