

# Sky Talk Tariff Guide

Sky Pay As You Talk

Sky Talk Evenings & Weekends Extra

Sky Talk Anytime Extra

Sky Talk International Extra

Prices effective from 1 December 2015

Sky Talk is Sky's home telephony service.

This tariff guide allows Sky Pay As You Talk, Sky Talk Evenings & Weekends Extra, Sky Talk Anytime Extra and Sky Talk International Extra customers to find the rates for call destinations quickly and easily and outlines the features of the service.

If you have any further questions or if you are a customer on another tariff, please call us on 03442 410 499 for more information, including details of call rates.

## Sky Talk Line Rental

Sky Talk customers must take line rental from Sky (£17.40 per month). You will 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. See page 5 of this Tariff Guide.

## Package Overview (including UK call rates)

### Sky Pay As You Talk (Monthly Fee: £0)

	UK Calls <sup>1</sup>	0845 Numbers <sup>2</sup>	0870 Numbers <sup>2</sup>	09, 118 and other 084 & 087 Numbers	UK Mobile <sup>3</sup>	International
All Day Mon-Sun	11.5p per minute	11.5p per minute Access Charge plus Service Charge	11.5p per minute Access Charge plus Service Charge	11.5p per minute Access Charge plus Service Charge	11.5p per minute	See pages 14-19 of this Tariff Guide <sup>4</sup>

A 16.9p connection fee applies to all UK landline, mobile and international calls

1. UK calls are to numbers starting 01, 02 & 03. Subject to Acceptable Use Policy - see sky.com/talk. Calls from Northern Ireland to Republic of Ireland geographic numbers are charged at UK rates. UK rates apply for calls to the g21 charge band.

geographic numbers are charged at UK rates. UK rates apply for calls to the g21 charge band.

3. 070 Personal Numbering and 076 Paging charge-bands do not constitute UK Mobile - see pages 8-9 for call rates. Max price for 070 numbers is 50.88ppm, with a max connection fee of 51.17 pence.

4. International calls are not inclusive in this package

### Sky Talk Evenings & Weekends Extra (Monthly Fee: £4)

	UK Calls <sup>1</sup>	0845 Numbers <sup>2</sup>	0870 Numbers <sup>2</sup>	09, 118 and other 084 & 087 Numbers	UK Mobile <sup>3</sup>	International
Daytime Mon-Fri 7am to 7pm	11.5p per minute	11.5p per minute Access Charge plus Service Charge	11.5p per minute Access Charge plus Service Charge	11.5p per minute Access Charge plus Service Charge	11.5p per minute	See pages 14-19 of this Tariff Guide <sup>4</sup>
Evening Mon-Fri After 7pm & before 7am	Inclusive	Inclusive	Inclusive		Inclusive	
Weekend All day Sat and Sun						

A 16.9p connection fee applies to all international calls excluding unlimited calls to inclusive destinations on Sky Talk International Extra.

1. UK calls to 01, 02 & 03 numbers only (excludes Channel Islands, indirect access, dial-up internet and 070 numbers).

Inclusive UK landline calls last up to an hour, then charged at 11.5ppm at any time of day, or hang up and redial as often as you like. Acceptable Use Policy applies - see sky.com/talk. Calls from Northern Ireland to Republic of Ireland geographic numbers are charged at UK rates. UK rates apply for calls to the g21 charge band.

2. Inclusive calls to 0845 and 0870 numbers last up to an hour, after which Sky's Access Charge (11.5ppm) and the owning operator's Service Charge applies, or you can hang up and redial as often as you like. Subject to Acceptable Use Policy - see sky.com/talk. Max Service Charge for non-inclusive 08 numbers is 13ppm.

3. Inclusive calls to UK Mobile (07) numbers last up to an hour, then are charged at 11.5ppm at any time of day, or hang up and redial as often as you like.

Subject to Acceptable Use Policy - see sky.com/talk. 070 Personal Numbering and 076 Paging charge-bands do not constitute UK Mobile - see pages 8-9 for call rates. Max price for 070 numbers is 50.88ppm, with a connection fee of 51.17p.

4. International calls are not inclusive in this package

## Sky Talk Anytime Extra (Monthly Fee: £8)

	UK Calls <sup>1</sup>	0845 Numbers <sup>2</sup>	0870 Numbers <sup>2</sup>	09, 118 and other 084 & 087 Numbers	UK Mobile <sup>3</sup>	International
All Day Mon-Sun	Inclusive	Inclusive	Inclusive	11.5p per minute Access Charge plus Service Charge	Inclusive	2p per minute to 22 popular destinations <sup>4</sup>

1. UK calls to 01, 02 & 03 numbers only (excludes Channel Islands, indirect access, dial-up internet and 070 numbers).

Inclusive UK landline calls last up to an hour, then charged at 11.5ppm at any time of day, or hang up and redial as often as you like. Acceptable Use Policy applies - see sky.com/talk. Calls from Northern Ireland to Republic of Ireland geographic numbers are charged at UK rates. UK rates apply for calls to the g21 charge band.

2. Inclusive calls to 0845 and 0870 numbers last up to an hour, after which Sky's Access Charge (11.5ppm) and the owning operator's Service Charge applies, or you can hang up and redial as often as you like. Subject to Acceptable Use Policy - see sky.com/talk. Max Service Charge for non-inclusive 08 numbers is 13ppm.

3. Inclusive calls to UK Mobile (07) numbers last up to an hour, then are charged at 11.5ppm at any time of day, or hang up and redial as often as you like. Subject to Acceptable Use Policy - see sky.com/talk. 070 Personal Numbering and 076 Paging charge-bands do not constitute UK Mobile - see pages 8-9 for call rates. Max price for 070 numbers is 50.88ppm, with a max connection fee of 51.17p.

4. A flat charge of 2p per minute applies to 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 (inc Canary Islands), Sweden, Switzerland and calls to USA (also includes mobiles in Canada and USA) irrespective of the length of the call. A 15.9p connection fee applies to all international calls.

## Sky Talk International Extra (Monthly Fee: £12)

	UK Calls <sup>1</sup>	0845 Numbers <sup>2</sup>	0870 Numbers <sup>2</sup>	09, 118 and other 084 & 087 Numbers	UK Mobile <sup>3</sup>	International
All Day Mon-Sun	Inclusive	Inclusive	Inclusive	09, 118 and other 084 & 087 Numbers	Inclusive	Inclusive calls to 50 popular destinations <sup>4</sup>

1. UK calls to 01, 02 & 03 numbers only (excludes Channel Islands, indirect access, dial-up internet and 070 numbers).

Inclusive UK landline calls last up to an hour, then charged at 11.5ppm at any time of day, or hang up and redial as often as you like. Acceptable Use Policy applies - see sky.com/talk. Calls from Northern Ireland to Republic of Ireland geographic numbers are charged at UK rates. UK rates apply for calls to the g21 charge band.

2. Inclusive calls to 0845 and 0870 numbers last up to an hour, after which Sky's Access Charge (11.5ppm) and the owning operator's Service Charge applies, or you can hang up and redial as often as you like. Subject to Acceptable Use Policy - see sky.com/talk. Max Service Charge for non-inclusive 08 numbers is 13ppm.

3. Inclusive calls to UK Mobile (07) numbers last up to an hour, then are charged at 11.5ppm at any time of day, or hang up and redial as often as you like. Subject to Acceptable Use Policy - see sky.com/talk. 070 Personal Numbering and 076 Paging charge-bands do not constitute UK Mobile - see pages 8-9 for call rates. Max price for 070 numbers is 50.88ppm, with a max connection fee of 51.17p.

4. Inclusive 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). Inclusive 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. A 16.9p connection fee applies to all non-inclusive international calls.

## 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	You can press 3 to return the call after you discover which number dialled you last	20p per use - and any relevant call charges
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 <sup>3</sup>	Callers can leave you a message if you don't answer or if your line is engaged	£1.25 per month
1571 - Return Call	You can press 0 to return the call after you have listened to your voicemail message	20p per use - and any relevant call charges
Caller display	See who's calling before you answer. If the number is in your phonebook, you'll even see the name.	No extra charge (on request)
Anonymous Caller Reject	Reject calls from people who withheld their number	£4.00 per month
Call Diversion	Divert your calls to another landline or mobile number so you will 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 <sup>4</sup>	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.

3. New messages are stored for 30 days and 20 days once listened to.

4. Messages are stored for 30 days.

Sky Talk: 12 month minimum term applies to new Sky Talk customers and to existing customers taking up Sky Talk Line Rental, except when taken with Sky Fibre / Fibre Unlimited then 18 month minimum term applies to Sky Talk and Sky Line Rental. Sky Talk is only available to customers paying by Direct Debit / continuous card mandate. 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 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, charges may apply and vary by provider.

## Call Charge Details

### Time-bands

Calls fall within one of three time-bands:

- **Daytime** – Monday to Friday, 7am to 7pm
- **Evening** – Monday to Friday, after 7pm and before 7am
- **Weekend** – All day Saturday and Sunday

### Charge-bands

- A charge-band is assigned to a set of numbers which are charged the same rates.
- Charge-bands have codes designated to them, e.g. pn for personal number. Each charge-band is explained in more detail further in this guide.
- This Tariff Guide shows the calling rates assigned to the charge-bands. For a list showing 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

All calls will be rounded to the next whole minute, except service calls which will be rounded to the next whole second.

### 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 16.9p (inc. VAT) will be applied to all calls except:

- Free, inclusive or unlimited calls ( including those that commence within an uncharged period but end in a charged period)
- Fixed fee calls
- Calls charged by timed duration that start with a fixed fee
- Calls to service numbers (084, 087, 09 and 118 numbers)
- Calls to personal numbering chargeband pn7

## Calls to Service Numbers

The cost of calling service numbers (084, 087, 09 and 118 numbers) are broken into two parts:

An **access charge** of 11.5p per minute (inc. VAT) will be applied to all service calls except free, inclusive or unlimited calls.

A **service charge** is the rest of the call charge. The organisation you're calling decides how much this charge will be and will tell you this.

Both these charges will apply to any part of a service call that is made in a charged period or lasts more than 60 minutes (for example, the chargeable part of a call that commences within an uncharged period but ends in a charged period).

## Call Rates to Pager and Voice Messaging Services

Charge-band	Daytime	Evening	Weekend
R rate	8.07	4.02	3.01

A 16.9p connection fee applies to all calls.

All call rates are in pence per minute.

Charge-band	Daytime (pence per call)	Evening (pence per call)	Weekend (pence per call)
ff3	25.00	13.00	13.00
ff8	19.00	19.00	19.00
ff9	43.00	43.00	43.00
ff10	26.00	26.00	26.00

All call rates are in pence per call

## Call Rates to Personal Number 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 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



Charge-band	Daytime	Evening	Weekend
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
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

A 16.9p connection fee applies to all calls.

All call rates are in pence per minute.

Charge-band	Daytime	Evening	Weekend
pn7	4.03	1.02	1.02

A 51.17p connection fee applies to pn7 calls.

All call rates are in pence per minute.

## Call Rates to the Channel Islands

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

Daytime	Evening	Weekend
9.50	2.08	1.38

A 16.9p connection fee applies to all calls.

All call rates are in pence per minute.

## Call Rates to Service Numbers

Service numbers include calls to 084, 087, 09 and 118 numbers.

All calls for freephone numbers (which begin 0800, 0808 or 116) are free from both mobiles and landlines.

For all other service numbers, the cost of the call will be broken down into two parts:

An **access charge** - this part is what Sky charges you for these calls

Charge-band	Pence per minute
Access Charge	11.50

Applies to non-inclusive calls only

A **service charge** - this is the rest of the call charge. The organisation you are calling decides how much this charge will be and will tell you this.

There are four different categories of service calls:

1. Service calls charged by timed duration:

Charge-band	Pence per call	Pence per minute
Service Charge 1	0.00	0.00
Service Charge 2	0.00	1.00
Service Charge 3	0.00	2.00
Service Charge 4	0.00	3.00
Service Charge 5	0.00	4.00
Service Charge 6	0.00	5.00
Service Charge 7	0.00	6.00
Service Charge 8	0.00	7.00
Service Charge 9	0.00	8.00
Service Charge 10	0.00	9.00
Service Charge 11	0.00	10.00
Service Charge 12	0.00	11.00
Service Charge 13	0.00	12.00
Service Charge 14	0.00	13.00
Service Charge 15	0.00	15.00
Service Charge 16	0.00	20.00
Service Charge 17	0.00	25.00
Service Charge 18	0.00	30.00
Service Charge 19	0.00	35.00

Charge-band	Pence per call	Pence per minute
Service Charge 20	0.00	36.00
Service Charge 21	0.00	40.00
Service Charge 22	0.00	45.00
Service Charge 23	0.00	46.00
Service Charge 24	0.00	50.00
Service Charge 25	0.00	55.00
Service Charge 26	0.00	60.00
Service Charge 27	0.00	65.00
Service Charge 28	0.00	70.00
Service Charge 29	0.00	75.00
Service Charge 30	0.00	80.00
Service Charge 31	0.00	90.00
Service Charge 32	0.00	95.00
Service Charge 33	0.00	99.00
Service Charge 34	0.00	100.00
Service Charge 35	0.00	110.00
Service Charge 36	0.00	120.00
Service Charge 37	0.00	145.00
Service Charge 38	0.00	150.00
Service Charge 39	0.00	155.00
Service Charge 40	0.00	180.00
Service Charge 41	0.00	200.00
Service Charge 42	0.00	220.00
Service Charge 43	0.00	250.00
Service Charge 44	0.00	300.00
Service Charge 45	0.00	360.00

## 2. Service calls charged at fixed fee:

Charge-band	Pence per call	Pence per minute
Service Charge 46	5.00	0.00
Service Charge 47	10.00	0.00
Service Charge 48	15.00	0.00
Service Charge 49	25.00	0.00
Service Charge 50	30.00	0.00
Service Charge 51	35.00	0.00
Service Charge 52	40.00	0.00
Service Charge 53	48.00	0.00
Service Charge 54	50.00	0.00
Service Charge 55	70.00	0.00
Service Charge 56	75.00	0.00
Service Charge 57	100.00	0.00

Charge-band	Pence per call	Pence per minute
Service Charge 58	145.00	0.00
Service Charge 59	150.00	0.00
Service Charge 60	200.00	0.00
Service Charge 61	250.00	0.00
Service Charge 62	300.00	0.00
Service Charge 63	400.00	0.00
Service Charge 64	500.00	0.00
Service Charge 65	600.00	0.00

3. Service calls charged at fixed fee and timed duration (where the fixed fee and the duration charge apply from the start of the call)

Charge-band	Pence per call	Pence per minute
Service Charge 66	77.00	155.00
Service Charge 67	80.00	25.00
Service Charge 68	399.00	139.00
Service Charge 69	499.00	135.00

4. Service calls charged at fixed fee and timed duration (where the fixed fee is the charge for the first 60 seconds or part thereof and the duration charge applies following the first 60 seconds)

Charge-band	Pence per call	Pence per minute
Service Charge 70	550.00	275.00
Service Charge 71	574.00	299.00
Service Charge 72	698.00	349.00
Service Charge 73	0.00	250.00
Service Charge 74	5.00	5.00
Service Charge 75	10.00	10.00
Service Charge 76	40.00	40.00
Service Charge 77	70.00	70.00
Service Charge 78	150.00	150.00
Service Charge 79	200.00	200.00
Service Charge 80	445.00	257.00

## Call Rates to 101 (Police Non-Emergency)

Charge-band	Pence per call
ff31	15.00

## Call Rates to 123 (Speaking Clock)

Charge-band	Pence per call
Timeline	50.00

## Call Rates to Satellite 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
Inmarsat A	16.9p	6.06
Inmarsat B-Sat (incl BGAN)	16.9p	3.88
Inmarsat B-Sat High Speed Data	16.9p	9.70
Inmarsat M-Sat	16.9p	4.03
M4 High Speed Data PSTN/ISDN	16.9p	7.20
NA96	16.9p	7.20
Mobiq (Mini-M) / M4 Voice	16.9p	2.65
Skyphone	16.9p	5.82
Emsat	16.9p	2.23
Thuraya	£1.80	3.61
Navitas	£1.80	0.92
Iridium	£1.80	3.61

## International Call Rates

Calls to international destinations are split into 2 call types:

1. International geographic landline calls
2. International mobile and other special / higher rate calls

Numbers that are classified as International mobile and other special / higher rate are listed in the International Specialised Numbers Guide.

## Sky Talk Anytime Extra Customers

Calls to twenty two popular international landline destinations listed below (and in **blue bold** on the international rate tables that follow) are charged at 2p per minute (for the duration of the call) for customers on the Sky Talk Anytime Extra package. A 16.9p connection fee applies:

Australia	Austria	Belgium	Canada (inc mobile)	Cyprus	Czech Republic
Denmark	France	Germany	Greece	Hungary	Ireland
Italy	Luxembourg	Netherlands	New Zealand	Norway	Poland
Spain (inc Canary Islands)	Sweden	Switzerland	USA (inc mobile)		

## Sky Talk International Extra Customers:

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 International Extra package:

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

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. This is subject to our Acceptance Use Policy which is available at [www.sky.com/talk](http://www.sky.com/talk)

Standard international call rates apply to Sky Pay As You Talk and Sky Talk Evenings & Weekends Extra customers.



Destination	GEOGRAPHIC LANDLINE			MOBILE & 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 (incl. 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	50.55	45.34	45.34
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>	19.40	12.60	12.60
<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

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Destination	GEOGRAPHIC LANDLINE			MOBILE & OTHER SPECIAL HIGHER RATE		
	Daytime	Evening	Weekend	Daytime	Evening	Weekend
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 (including 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
<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>	13.99	9.60	9.60
<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

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Destination	GEOGRAPHIC LANDLINE			MOBILE & OTHER SPECIAL HIGHER RATE		
	Daytime	Evening	Weekend	Daytime	Evening	Weekend
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
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>	27.78	23.39	23.39
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	50.55	45.34	45.34
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

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Destination	GEOGRAPHIC LANDLINE			MOBILE & OTHER SPECIAL HIGHER RATE		
	Daytime	Evening	Weekend	Daytime	Evening	Weekend
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
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>	63.00	56.70	56.70
Rwandese Republic	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

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Destination	GEOGRAPHIC LANDLINE			MOBILE & OTHER SPECIAL HIGHER RATE		
	Daytime	Evening	Weekend	Daytime	Evening	Weekend
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	100.60	96.00	96.00
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
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>	18.30	12.60	12.60
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

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## 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 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 service charge and a charging rate. The cost of the call is dependent on the type of the line the call 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	Call Charge (pence per minute)
UK landline	£5.31	40.85 <sup>1</sup>
UK payphone	£5.31	255.32
UK mobile	£5.31	255.32

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

The time 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 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 the call depends on which country the call was made from and which charge-band that country is in.

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

Type of line - origin of call	Service Charge	Call Charge (pence per minute)
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 (inc. 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 time 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 the 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 in the following table. Customers cannot make Operator Calls to premium rate numbers. Customers who connect to directory enquiries via the 100 Operator will be charged as though they had made the call direct to the directory enquiry service.

Charge-band	Service Charge	Call Charge (pence per minute)
UK landline (01, 02), 03 and g21	£6.43	91.91
0870	£6.43	91.91
0845	£10.52	245.11
UK mobile	£10.52	357.45
g6	£10.52	561.70
084, '087	£10.52	561.70
Personal Numbers (070)	£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.

An Access Charge and Service Charge does not apply to Operator Connected Calls.

## 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. Please refer to the International Specialised Numbers Guide to see which charge-band a particular country is in.

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 at the same rate as a landline call.

Customers who connect to directory enquiries via the 155 International Operator will be charged as though they had made the call direct to the directory enquiries service.

For details of Operator Calls from Northern Ireland to the Republic of Ireland please see page 24.

Charge-band	Service Charge	Call Charge (pence per minute)	Mobile Call Rate (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 (inc 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.

\*Charges are for each minute or part thereof. 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 the 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 Pay As You Talk, Sky Talk Evenings & Weekends Extra, Sky Talk Anytime Extra, or Sky Talk International Extra.

Customers who connect to Directory Enquiries via the 198 Special Assistance Operator will be charged as though that had made the call direct to the directory enquiry service.

## Operator Charge for Alarm Calls

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

## Rebates 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 both 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	

Call Type	Rebate
Dial 18001 + number	60%
UK Mobile	20%
Directory Enquiries	0%
International Directory Enquiries	0%
International	0%
Premium Rate	0%
Personal Numbers	0%
All other calls	0%
Calls charged through a third party will be charged by the third party	0%
Non-geographic national calls (other than 0870 numbers)	0%

## Calls Between the Republic of Ireland and Northern Ireland

Calls between the three countries in mainland UK (England, Scotland and Wales) to the Republic of Ireland are categorised as international calls. Please see pages 14-19 for international rates.

Calls made from Northern Ireland to Republic of Ireland geographic numbers are charged at national rates. Please see pages 3-4 for standard UK rates.

### Reverse Charge Calls

Reverse Charge calls to a landline telephone in Northern Ireland from landline telephones in the Republic of Ireland are charged as if they were a Reverse Charge call in the mainland UK.

### Operator Connected Calls

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

Operator Connected Calls from Northern Ireland to mobile phones registered in the Republic of Ireland will be charged at the same rate as Operator Connected Calls from the mainland UK 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 landline telephone in the Republic of Ireland are charged as if they were a mainland 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 mainland UK to mobile telephones registered in the Republic of Ireland.

