

# Sky Talk Super Unlimited Tariff Guide

Prices effective from 1 July 2015



Sky Talk is Sky's home telephony service.

This tariff guide allows Sky Talk Super Unlimited customers to find the rates for all call destinations quickly and easily and outlines certain 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.

## Package Overview (including UK call rates)

	Sky Talk Super Unlimited
Monthly Fee	£15
UK Calls <sup>1</sup> Mon-Sun All day	Inclusive
UK Mobile <sup>2</sup>	
0845 Numbers	
0870 Numbers	
09, 118 and other 084 & 087 Numbers	9.5p per minute Access Charge plus Service Charge
International	Inclusive calls to 31 popular destinations <sup>3</sup>

A 7p connection fee applies to all non-inclusive international calls

1. UK calls to 01, 02 & 03 numbers only (excludes calls to Channel Islands, indirect access numbers, dial-up internet numbers and 070 numbers). 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. 070 Personal Numbering and 076 Paging charge-bands do not constitute UK Mobile - see pages 7-8 for call rates. Max price for 07 is 47.5ppm, with a connection fee of 50.10p.

3. Inclusive international landline calls to Australia, Austria, Belgium, Canada\*, Canary Islands, Czech Republic, Denmark, Finland, France, Germany, Greece, Hong Kong\*, Hungary, Iceland, Ireland (Republic of), Israel, Italy, Japan, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Poland, Portugal, Singapore, Slovak Republic, Spain, Sweden, Switzerland and USA\*.

Subject to Acceptable Use Policy - see [sky.com/skytalk](http://sky.com/skytalk)

\* includes calls to mobiles

## 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	You can press 3 to return the call after you discover which number dialled you last	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 <sup>3</sup>	Callers can leave you a message if you don't answer or if your line is engaged	£1.00 per month
1571 - Return Call	You can press 0 to return the call after you have listened to your voicemail message	20p per use
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. 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 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

### Time-bands

Calls to service numbers (084, 087, 09 and 118 numbers) fall within one time band:

- **All Day** - Monday to Sunday

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

- **Daytime** - Monday to Sunday, 6am to 6pm
- **Evening** - Monday to Sunday, after 6pm and before 6am

All other calls fall within one of three time bands:

- **Daytime** - Monday to Friday, 6am to 6pm
- **Evening** - Monday to Friday, after 6pm and before 6am
- **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 the service charge element of 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 7p (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 services (070 numbers) and paging services (076 numbers)

### 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 9.5p 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 UK Mobile

Charge-band	Daytime	Evening
EE	Unlimited	
O2		
Three		
Vodafone		
fm1 - fm17		
fw1 - fw12		

Excludes calls to paging services (076) and personal numbering services (070)

## Call Rates to Pager and Voice Messaging Services

Charge-band	Daytime	Evening	Weekend
r	7.90	3.94	2.95

A 5.5p connection fee applies to all calls.

All call rates are in pence per minute.

## 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	12.57	7.28	3.84
d	15.87	9.36	9.36
e	4.69	4.69	4.69
f	28.50	19.00	9.50
j	30.40	20.90	9.97
k	35.62	23.74	11.87
pn1	22.80	15.20	7.60
pn2	47.50	47.50	47.50
pn3	46.55	37.05	37.05
pn4	24.70	24.70	24.70
pn5	16.15	16.15	16.15
pn6	19.00	19.00	19.00
pn8	18.98	18.98	18.98
pn9	22.33	22.33	22.33
pn10	33.25	33.25	33.25
pn11	37.05	27.55	27.55
pn12	25.65	25.65	25.65

Charge-band	Daytime	Evening	Weekend
pn13	37.05	37.05	37.05
pn14	28.03	28.03	28.03
pn15	12.35	12.35	12.35
pn16	13.30	13.30	13.30
pn17	14.25	14.25	14.25
pn18	15.20	15.20	15.20
pn19	9.50	9.50	9.50
pn20	22.80	22.80	22.80
pn21	39.07	39.07	39.07
pn22	9.80	6.31	5.34

A 9p connection fee applies to all calls, except charge-band c whereby a 5.5p connection fee applies.

All call rates are in pence per minute.

Charge-band	Daytime	Evening	Weekend
pn7	3.95	1.00	1.00

A 50.1p connection fee applies to pn7 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	18.00	18.00	18.00
ff9	42.00	42.00	42.00
ff10	25.00	25.00	25.00

All call rates are in pence per call

## 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
7.95	2.08	1.38

A 13.1p 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	9.50

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
Service Charge 20	0.00	36.00



Charge-band	Pence per call	Pence per minute
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
Service Charge 58	145.00	0.00

Charge-band	Pence per call	Pence per minute
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	30.00

## 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	9p	5.93
Inmarsat B-Sat (incl BGAN)	9p	3.80
Inmarsat B-Sat High Speed Data	9p	9.50
Inmarsat M-Sat	9p	3.95
M4 High Speed Data PSTN/ISDN	9p	7.05
NA96	9p	7.05
Mobiq (Mini-M) / M4 Voice	9p	2.59
Skyphone	9p	5.70
Emsat	9p	2.18
Thuraya	£1.76	3.53
Navitas	£1.76	0.90
Iridium	£1.76	3.53

## International Call Rates

Calls to 31 popular international landline destinations listed below and in bold on the international rate tables that follow) are unlimited for customers on the Sky Talk Super Unlimited package.

Unlimited International Destinations:

Australia	Austria	Belgium
Canada*	Canary Islands	Czech Republic
Denmark	Finland	France
Germany	Greece	Hong Kong*
Hungary	Iceland	Ireland (Republic of)
Israel	Italy (inc Vatican City)	Japan
Luxembourg	Malaysia	Netherlands
New Zealand (inc Chatham Islands)	Norway	Poland
Portugal	Singapore	Slovak Republic
Spain (inc Balearic Islands)	Sweden	Switzerland
USA*		

\* includes calls to mobiles

Subject to our Acceptable Use Policy which is available at [sky.com/skytalk](http://sky.com/skytalk)

Calls to international destinations are split into 2 call types:

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

Destination	GEOGRAPHIC LANDLINE			MOBILE & OTHER SPECIAL HIGHER RATE		
	Daytime	Evening	Weekend	Daytime	Evening	Weekend
Afghanistan	109.25	104.50	104.50	133.00	128.25	128.25
Albania	41.80	37.05	37.05	65.55	60.80	60.80
Algeria	41.80	37.05	37.05	65.55	60.80	60.80
Andorra	35.72	28.50	28.50	59.47	52.25	52.25
Angola	82.65	78.85	78.85	106.40	102.60	102.60
Anguilla	63.65	54.15	54.15	63.65	54.15	54.15
Antarctica Australian Territory	130.44	124.74	124.74	130.44	124.74	124.74
Antigua & Barbuda	21.85	19.95	19.95	45.60	43.70	43.70
Antilles (Netherlands)	62.70	50.35	50.35	86.45	74.10	74.10
Argentina	79.80	64.60	64.60	103.55	88.35	88.35
Armenia	82.65	67.45	67.45	106.40	91.20	91.20
Aruba	62.70	50.35	50.35	86.45	74.10	74.10
Ascension Island	82.65	78.85	78.85	82.65	78.85	78.85
<b>Australia (incl. Christmas Is. &amp; Cocos Is.)</b>	<b>Inclusive</b>			46.55	33.25	33.25
<b>Austria</b>	<b>Inclusive</b>			49.40	46.55	46.55
Azerbaijani Republic	49.40	44.65	44.65	73.15	68.40	68.40
Azores	21.85	18.05	18.05	45.60	41.80	41.80
Bahamas	63.65	54.15	54.15	63.65	54.15	54.15
Bahrain	82.65	67.45	67.45	106.40	91.20	91.20
Bangladesh	23.75	20.90	20.90	47.50	44.65	44.65
Barbados	21.85	19.95	19.95	45.60	43.70	43.70
Belarus	49.40	44.65	44.65	73.15	68.40	68.40
<b>Belgium</b>	<b>Inclusive</b>			41.33	33.25	33.25
Belize	82.65	67.45	67.45	106.40	91.20	91.20
Benin	79.80	64.60	64.60	103.55	88.35	88.35
Bermuda	21.85	19.95	19.95	45.60	43.70	43.70
Bhutan	66.50	62.70	62.70	90.25	86.45	86.45
Bolivia	82.65	78.85	78.85	106.40	102.60	102.60
Bosnia-Herzegovina	41.80	37.05	37.05	41.80	37.05	37.05
Botswana	79.80	64.60	64.60	103.55	88.35	88.35
Brazil	79.80	64.60	64.60	103.55	88.35	88.35
Brunei Darussalam	66.50	62.70	62.70	90.25	86.45	86.45
Bulgaria	41.80	37.05	37.05	65.55	60.80	60.80
Burkina Faso	82.65	78.85	78.85	106.40	102.60	102.60
Burundi	82.65	78.85	78.85	106.40	102.60	102.60
Cambodia (Kingdom of)	190.00	185.24	185.24	213.75	208.99	208.99
Cameroon	79.80	64.60	64.60	95.49	77.49	77.49
<b>Canada</b>	<b>Inclusive</b>			<b>Inclusive</b>		
<b>Canary Islands</b>	<b>Inclusive</b>			44.65	33.25	33.25
Cape Verde	82.65	78.85	78.85	106.40	102.60	102.60
Cayman Islands	63.65	54.15	54.15	87.40	77.90	77.90
Central African Republic	128.46	122.77	122.77	128.46	122.77	122.77
Chad	130.44	124.74	124.74	130.44	124.74	124.74
Chile	79.80	64.60	64.60	103.55	88.35	88.35
China	21.85	19.95	19.95	45.60	43.70	43.70
Colombia	82.65	78.85	78.85	106.40	102.60	102.60
Comoros	109.25	104.50	104.50	133.00	128.25	128.25
Congo	109.25	104.50	104.50	133.00	128.25	128.25
Cook Islands	130.44	124.74	124.74	130.44	124.74	124.74
Costa Rica	79.80	64.60	64.60	103.55	88.35	88.35
Cote d'Ivoire	105.45	85.50	85.50	129.20	109.25	109.25
Croatia	41.80	37.05	37.05	65.55	60.80	60.80

All call rates are in pence per minute.

A 7p connection fee applies to all non-inclusive international calls



Destination	GEOGRAPHIC LANDLINE			MOBILE & OTHER SPECIAL HIGHER RATE		
	Daytime	Evening	Weekend	Daytime	Evening	Weekend
Cuba	109.25	104.50	104.50	133.00	128.25	128.25
Cyprus (including the north of Cyprus)	22.80	19.00	19.00	46.55	42.75	42.75
<b>Czech Republic</b>	<b>Inclusive</b>			49.40	46.55	46.55
Democratic Republic of the Congo (formerly Zaire)	82.65	78.85	78.85	106.40	102.60	102.60
<b>Denmark</b>	<b>Inclusive</b>			42.28	33.25	33.25
Diego Garcia	168.15	163.40	163.40	168.15	163.40	163.40
Djibouti	82.65	78.85	78.85	106.40	102.60	102.60
Dominica	74.07	62.51	62.51	97.82	86.26	86.26
Dominican Republic	63.65	54.15	54.15	87.40	77.90	77.90
East Timor	190.00	185.24	185.24	213.75	208.99	208.99
Ecuador	82.65	78.85	78.85	106.40	102.60	102.60
Egypt	77.90	67.45	67.45	101.65	91.20	91.20
El Salvador	105.45	85.50	85.50	129.20	109.25	109.25
Equatorial Guinea	109.25	104.50	104.50	133.00	128.25	128.25
Eritrea	105.45	85.50	85.50	129.20	109.25	109.25
Estonia	49.40	44.65	44.65	73.15	68.40	68.40
Ethiopia (Federal Democratic Republic of)	105.45	85.50	85.50	129.20	109.25	109.25
Falkland Islands	82.65	78.85	78.85	82.65	78.85	78.85
Faroe Islands	35.72	28.50	28.50	59.47	52.25	52.25
Fiji	82.65	78.85	78.85	106.40	102.60	102.60
<b>Finland</b>	<b>Inclusive</b>			49.40	46.55	46.55
<b>France</b>	<b>Inclusive</b>			41.33	33.25	33.25
French Guiana	109.25	104.50	104.50	133.00	128.25	128.25
French Polynesia	168.15	163.40	163.40	191.90	187.15	187.15
Gabon	79.80	64.60	64.60	103.55	88.35	88.35
Gambia	79.80	64.60	64.60	103.55	88.35	88.35
Georgia	62.70	50.35	50.35	86.45	74.10	74.10
<b>Germany</b>	<b>Inclusive</b>			41.33	33.25	33.25
Ghana	79.80	64.60	64.60	103.55	88.35	88.35
Gibraltar	22.80	19.00	19.00	46.55	42.75	42.75
<b>Greece</b>	<b>Inclusive</b>			37.05	33.25	33.25
Greenland	82.65	78.85	78.85	106.40	102.60	102.60
Grenada (inc Carriacou)	21.85	19.95	19.95	45.60	43.70	43.70
Guadeloupe	82.65	67.45	67.45	106.40	91.20	91.20
Guam	109.25	104.50	104.50	109.25	104.50	104.50
Guatemala	79.80	64.60	64.60	79.80	64.60	64.60
Guinea	82.65	78.85	78.85	106.40	102.60	102.60
Guinea Bissau	130.44	124.74	124.74	130.44	124.74	124.74
Guyana	105.45	85.50	85.50	129.20	109.25	109.25
Haiti	98.52	79.42	79.42	122.27	103.17	103.17
Honduras	79.80	64.60	64.60	103.55	88.35	88.35
<b>Hong Kong</b>	<b>Inclusive</b>			<b>Inclusive</b>		
<b>Hungary</b>	<b>Inclusive</b>			49.40	46.55	46.55
<b>Iceland</b>	<b>Inclusive</b>			65.55	60.80	60.80
India	23.75	20.90	20.90	47.50	44.65	44.65
Indonesia	64.60	62.70	62.70	88.35	86.45	86.45
Iran	105.45	85.50	85.50	129.20	109.25	109.25
Iraq	105.45	85.50	85.50	105.45	85.50	85.50
<b>Ireland (Republic of)</b>	<b>Inclusive</b>			38.00	33.25	33.25
<b>Israel</b>	<b>Inclusive</b>			73.15	68.40	68.40
<b>Italy (inc. Vatican City)</b>	<b>Inclusive</b>			44.65	33.25	33.25
Jamaica	21.85	19.95	19.95	45.60	43.70	43.70

All call rates are in pence per minute.

A 7p connection fee applies to all non-inclusive international calls



Destination	GEOGRAPHIC LANDLINE			MOBILE & OTHER SPECIAL HIGHER RATE		
	Daytime	Evening	Weekend	Daytime	Evening	Weekend
<b>Japan</b>	<b>Inclusive</b>			33.25	30.40	30.40
Jordan	102.60	88.35	88.35	126.35	112.10	112.10
Kazakhstan	64.60	60.80	60.80	88.35	84.55	84.55
Kenya	79.80	64.60	64.60	103.55	88.35	88.35
Kiribati	130.44	124.74	124.74	130.44	124.74	124.74
Latvia	49.40	44.65	44.65	73.15	68.40	68.40
Lebanon	102.60	88.35	88.35	126.35	112.10	112.10
Lesotho	79.80	64.60	64.60	103.55	88.35	88.35
Liberia	79.80	64.60	64.60	103.55	88.35	88.35
Libya	41.80	37.05	37.05	65.55	60.80	60.80
Liechtenstein	18.81	17.76	17.76	42.56	41.51	41.51
Lithuania	49.40	44.65	44.65	73.15	68.40	68.40
<b>Luxembourg</b>	<b>Inclusive</b>			42.28	41.33	41.33
Macao	66.50	62.70	62.70	90.25	86.45	86.45
Macedonia	41.80	37.05	37.05	65.55	60.80	60.80
Madagascar	82.65	78.85	78.85	106.40	102.60	102.60
Madeira (Mapped to Portugal)	21.85	18.05	18.05	21.85	18.05	18.05
Malawi (The Republic of)	79.80	64.60	64.60	103.55	88.35	88.35
<b>Malaysia</b>	<b>Inclusive</b>			63.65	60.80	60.80
Maldives	82.65	78.85	78.85	106.40	102.60	102.60
Mali	82.65	78.85	78.85	106.40	102.60	102.60
Malta	25.65	22.80	22.80	49.40	46.55	46.55
Marshall Island	130.44	124.74	124.74	130.44	124.74	124.74
Martinique	82.65	67.45	67.45	106.40	91.20	91.20
Mauritania	109.25	104.50	104.50	133.00	128.25	128.25
Mauritius	105.45	85.50	85.50	129.20	109.25	109.25
Mayotte	105.45	85.50	85.50	129.20	109.25	109.25
Mexico	66.50	62.70	62.70	66.50	62.70	62.70
Micronesia	130.44	124.74	124.74	130.44	124.74	124.74
Moldova	62.70	50.35	50.35	86.45	74.10	74.10
Monaco	33.76	26.60	26.60	57.51	50.35	50.35
Mongolia	128.46	122.77	122.77	152.21	146.52	146.52
Montenegro	41.80	37.05	37.05	41.80	37.05	37.05
Montserrat	74.07	62.51	62.51	97.82	86.26	86.26
Morocco	41.80	37.05	37.05	65.55	60.80	60.80
Mozambique	82.65	78.85	78.85	106.40	102.60	102.60
Myanmar (formerly Burma)	109.25	104.50	104.50	133.00	128.25	128.25
Namibia	79.80	64.60	64.60	103.55	88.35	88.35
Nauru	130.44	124.74	124.74	130.44	124.74	124.74
Nepal	66.50	62.70	62.70	90.25	86.45	86.45
<b>Netherlands</b>	<b>Inclusive</b>			41.33	33.25	33.25
New Caledonia	168.15	163.40	163.40	191.90	187.15	187.15
<b>New Zealand (inc Chatham Islands)</b>	<b>Inclusive</b>			53.20	45.60	45.60
Nicaragua	105.45	85.50	85.50	129.20	109.25	109.25
Niger	82.65	78.85	78.85	106.40	102.60	102.60
Nigeria	64.60	60.80	60.80	88.35	84.55	84.55
Niue	128.46	122.77	122.77	128.46	122.77	122.77



Destination	Daytime	Evening	Weekend	Daytime	Evening	Weekend
Norfolk Island	109.25	104.50	104.50	109.25	104.50	104.50
Northern Marianas	105.45	85.50	85.50	105.45	85.50	85.50
<b>Norway</b>	<b>Inclusive</b>			46.55	33.25	33.25
Oman	82.65	67.45	67.45	106.40	91.20	91.20
Pakistan	23.75	20.90	20.90	47.50	44.65	44.65
Palau (The Republic of)	130.44	124.74	124.74	130.44	124.74	124.74
Palestinian National Authority	49.39	44.41	44.41	70.14	65.16	65.16
Panama	79.80	64.60	64.60	103.55	88.35	88.35
Papua New Guinea	82.65	78.85	78.85	106.40	102.60	102.60
Paraguay	79.80	64.60	64.60	103.55	88.35	88.35
Peru	79.80	64.60	64.60	103.55	88.35	88.35
Philippines	66.50	62.70	62.70	90.25	86.45	86.45
<b>Poland</b>	<b>Inclusive</b>			49.40	46.55	46.55
<b>Portugal</b>	<b>Inclusive</b>			45.60	41.80	41.80
Puerto Rico	48.45	41.80	41.80	48.45	41.80	41.80
Qatar	82.65	67.45	67.45	106.40	91.20	91.20
Reunion	82.65	78.85	78.85	106.40	102.60	102.60
Rodriguez Islands	109.25	104.50	104.50	109.25	104.50	104.50
Romania	49.40	44.65	44.65	73.15	68.40	68.40
Ross Island	63.65	54.15	54.15	63.65	54.15	54.15
Russian Federation (inc Nakhodka)	49.40	44.65	44.65	49.40	44.65	44.65
Rwandese Republic	82.65	78.85	78.85	82.65	78.85	78.85
Samoa (US)	130.44	124.74	124.74	130.44	124.74	124.74
Samoa (Western)	168.15	163.40	163.40	191.90	187.15	187.15
San Marino	41.80	37.05	37.05	41.80	37.05	37.05
Sao Tome & Principe	130.44	124.74	124.74	154.19	148.49	148.49
Saudi Arabia	62.70	50.35	50.35	86.45	74.10	74.10
Senegal	105.45	85.50	85.50	129.20	109.25	109.25
Serbia	41.80	37.05	37.05	65.55	60.80	60.80
Seychelles	105.45	85.50	85.50	129.20	109.25	109.25
Sierra Leone	79.80	64.60	64.60	103.55	88.35	88.35
<b>Singapore</b>	<b>Inclusive</b>			41.80	38.00	38.00
Sint Maarten	62.70	50.35	50.35	86.45	74.10	74.10
<b>Slovak Republic</b>	<b>Inclusive</b>			49.40	46.55	46.55
Slovenia	41.80	37.05	37.05	65.55	60.80	60.80
Solomon Islands	130.44	124.74	124.74	130.44	124.74	124.74
Somalia	130.44	124.74	124.74	154.19	148.49	148.49
South Africa	49.40	43.70	43.70	73.15	67.45	67.45
South Sudan	79.80	64.60	64.60	103.55	88.35	88.35
<b>Spain (inc the Balearic Islands)</b>	<b>Inclusive</b>			44.65	33.25	33.25
St Kitts & Nevis (formerly St Christopher)	63.65	54.15	54.15	87.40	77.90	77.90
St Lucia	21.85	19.95	19.95	45.60	43.70	43.70
St Pierre & Miquelon	63.65	54.15	54.15	63.65	54.15	54.15
St Vincent & the Grenadines	63.65	54.15	54.15	87.40	77.90	77.90
Sudan	79.80	64.60	64.60	103.55	88.35	88.35
Suriname	124.63	99.75	99.75	148.38	123.50	123.50
Swaziland	79.80	64.60	64.60	103.55	88.35	88.35
<b>Sweden</b>	<b>Inclusive</b>			41.33	39.43	39.43
<b>Switzerland</b>	<b>Inclusive</b>			41.33	33.25	33.25
Syria	102.60	88.35	88.35	126.35	112.10	112.10

All call rates are in pence per minute.

A 7p connection fee applies to all non-inclusive international calls





Taiwan	66.50	62.70	62.70	90.25	86.45	86.45
Tajikstan	82.65	78.85	78.85	82.65	78.85	78.85
Tanzania	79.80	64.60	64.60	103.55	88.35	88.35
Thailand	64.60	62.70	62.70	88.35	86.45	86.45
Togolese Republic (The)	105.45	85.50	85.50	129.20	109.25	109.25
Tokelau	168.15	163.40	163.40	168.15	163.40	163.40
Tonga	128.46	122.77	122.77	152.21	146.52	146.52
Trinidad & Tobago	21.85	19.95	19.95	45.60	43.70	43.70
Tristan Da Cunha	226.80	221.20	221.20	226.80	221.20	221.20
Tunisia	41.80	37.05	37.05	65.55	60.80	60.80
Turkey	22.80	19.00	19.00	46.55	42.75	42.75
Turkmenistan	77.43	71.63	71.63	101.18	95.38	95.38
Turks & Caicos Is	74.07	62.51	62.51	97.82	86.26	86.26
Tuvalu	130.44	124.74	124.74	130.44	124.74	124.74
Uganda	79.80	64.60	64.60	103.55	88.35	88.35
Ukraine	49.40	44.65	44.65	73.15	68.40	68.40
United Arab Emirates	62.70	50.35	50.35	86.45	74.10	74.10
Uruguay	79.80	64.60	64.60	103.55	88.35	88.35
<b>USA</b>		<b>Inclusive</b>			<b>Inclusive</b>	
Uzbekistan	64.60	60.80	60.80	88.35	84.55	84.55
Vanuatu	130.44	124.74	124.74	154.19	148.49	148.49
Venezuela	79.80	64.60	64.60	103.55	88.35	88.35
Vietnam	128.46	122.77	122.77	152.21	146.52	146.52
Virgin Islands (UK)	63.65	54.15	54.15	87.40	77.90	77.90
Virgin Islands (US)	63.65	54.15	54.15	63.65	54.15	54.15
Wallis and Futuna	166.00	157.70	157.70	166.00	157.70	157.70
Yemen (formerly Yemen AR and Yemen PDR)	105.45	85.50	85.50	129.20	109.25	109.25
Zambia	79.80	64.60	64.60	103.55	88.35	88.35
Zimbabwe	79.80	64.60	64.60	103.55	88.35	88.35

All call rates are in pence per minute.

A 7p connection fee applies to all non-inclusive international calls



## 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 <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 period 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.

For details of Operator Calls from Northern Ireland to the Republic of Ireland, please see page 22.



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 22.

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 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 12-17 for international rates.

Calls made from Northern Ireland to Republic of Ireland geographic numbers are charged at national rates. Please see page 2 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.