

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 April 2019



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 please call us on **03442 410 499** for more information

Package Overview (including UK call rates)

| | | | UK Calls ¹ | UK Mobile ² | 0845 & 0870 Numbers ³ | 09, 118 and other 084 & 087 Numbers | International |
|------------------------------------|---------------|---|-----------------------|------------------------|--|---|--------------------------------------|
| Sky Pay As You Talk | £0 per month | Daytime Mon-Fri 7am to 7pm | 14.65p per minute | 19.35p per minute | 13p per minute Access Charge plus Service Charge | | See pages 12-17 of this Tariff Guide |
| | | Evening Mon-Fri After 7pm & before 7am | | 17p per minute | | | |
| | | Weekend All day Sat & Sun | | 14.25p per minute | | | |
| Sky Talk Evenings & Weekends Extra | £5 per month | Daytime Mon-Fri 7am to 7pm | 14.65p per minute | 19.35p per minute | 13p per minute Access Charge plus Service Charge | 13p per minute Access Charge plus Service Charge | See pages 12-17 of this Tariff Guide |
| | | Evening Mon-Fri After 7pm & before 7am | | Inclusive | | | |
| | | Weekend All day Sat & Sun | | Inclusive | | | |
| Sky Talk Anytime Extra | £10 per month | All Day Mon-Sun | Inclusive | | 13p per minute Access Charge plus Service Charge | 2p per minute to 22 popular destinations ⁴ | |
| Sky Talk International Extra | £12 per month | All Day Mon-Sun | Inclusive | | 13p per minute Access Charge plus Service Charge | Inclusive calls to 50 popular destinations ⁵ | |

A 22p connection fee applies to all non-inclusive UK landline, UK mobile calls and international calls

1. UK calls to 01, 02, 03 and Isle of Man numbers only (excludes Channel Islands, indirect access, dial-up internet and 070 numbers). Inclusive UK calls last up to an hour, then charged at 14.65ppm 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 chargeband

2. Inclusive calls to UK Mobile (07) numbers last up to an hour, then are charged at 19.35ppm during the day, 17ppm at evening and 14.25ppm at weekend, or hang up and redial as often as you like.

Daytime calls: Mon - Fri 7am to 7pm. Evening calls: Mon - Fri 7pm to 7am. Weekend calls: all day Sat and Sun. Subject to Acceptable Use Policy - see sky.com/talk.

070 Personal Numbering, 076 Paging and Isle of Man Mobile numbers do not constitute UK Mobile - see pages 6-7 for call rates.

3. Inclusive calls to 0845 and 0870 numbers last up to an hour, after which Sky's Access Charge (13ppm) and the owning operator's Service Charge applies, or you can hang up and redial as often as you like.

For all 0845 and 0870 numbers, an inclusive cap will be applied for 1000 minutes per period / 150 calls per period, after which Sky's Access Charge (13ppm) and the owning operator's Service Charge applies.

A 13ppm Access Charge applies to all non-inclusive calls to 084, 087, 09 and 118 numbers for the duration of the call.

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 22p connection fee applies to all international calls.

5. 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.

Sky Talk Line Rental

Sky Talk customers must take line rental from Sky (£18.99 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.

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 ³ | Callers can leave you a message if you don't answer or if your line is engaged | £2.00 per month |
| 1571 - Return Call | You can press 0 to return the call after you have listened to your voicemail message | 20p per use - 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 |
| 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 ¹ | £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 ² | 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 ² | 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 ⁴ | 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 to all Sky customers.

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. 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

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 22p (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 13p 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 22p 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 |
| ff6 | 36.00 | 36.00 | 36.00 |
| 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 |
| pn19 | 9.70 | 9.70 | 9.70 |



| Charge-band | Daytime | Evening | Weekend |
|-------------|---------|---------|---------|
| pn20 | 23.29 | 23.29 | 23.29 |
| pn21 | 39.90 | 39.90 | 39.90 |
| pn22 | 10.10 | 10.10 | 10.10 |

A 22p 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.

| Destination | Daytime | Evening | Weekend |
|---------------------|---------|---------|---------|
| The Channel Islands | 9.50 | 2.08 | 1.38 |

A 22p connection fee applies to all calls.
All call rates are in pence per minute.

Call Rates to Isle of Man Mobiles

Calls to Isle of Man Mobiles are charged at separate rates to UK Mobiles.

| Charge-band | Daytime | Evening | Weekend |
|-----------------|---------|---------|---------|
| Isle of Man Mob | 55.00 | 55.00 | 55.00 |

A 22p connection fee applies to all calls.
All call rates are in pence per minute.

Call Rates to 055 Corporate and 056 VOIP Numbers

055 numbers are in use by some large corporate organisations, 056 numbers are used by some 'voice over internet protocol' telephony providers

| Charge-band | Daytime | Evening | Weekend |
|------------------|---------|---------|---------|
| g6 | 7.62 | 7.62 | 7.62 |
| g21 ¹ | 14.65 | 14.65 | 14.65 |

1. Calls to numbers with the g21 charge-band are treated the same as UK calls for inclusive Talk packages (see Package Overview on page 2 for details)
A 22p connection fee applies to all non-inclusive 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 0500, 0800, 08000, 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 | 13.00 |

Applies to non-inclusive calls only

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 |



| Charge-band | Pence per call | Pence per minute |
|-------------------|----------------|------------------|
| Service Charge 19 | 0.00 | 35.00 |
| 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 |
| Service Charge 81 | 0.00 | 18.00 |
| Service Charge 82 | 0.00 | 22.00 |
| Service Charge 83 | 0.00 | 350.00 |

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 |
| Service Charge 84 | 250.00 | 75.00 |
| Service Charge 85 | 260.00 | 99.00 |
| Service Charge 86 | 275.00 | 78.00 |

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 |
| Service Charge 87 | 898.00 | 449.00 |
| Service Charge 88 | 998.00 | 499.00 |
| Service Charge 89 | 1,198.00 | 599.00 |
| Service Charge 90 | 1,398.00 | 699.00 |
| Service Charge 91 | 1,598.00 | 799.00 |
| Service Charge 92 | 7.00 | 7.00 |
| Service Charge 93 | 13.00 | 13.00 |
| Service Charge 94 | 80.00 | 80.00 |
| Service Charge 95 | 100.00 | 100.00 |
| Service Charge 96 | 300.00 | 300.00 |



| Charge-band | Pence per call | Pence per minute |
|--------------------|----------------|------------------|
| Service Charge 97 | 360.00 | 50.00 |
| Service Charge 98 | 360.00 | 150.00 |
| Service Charge 99 | 360.00 | 200.00 |
| Service Charge 100 | 360.00 | 360.00 |

Call Rates to 101 (Police Non-Emergency)

| Charge-band | Pence per call |
|----------------------|----------------|
| Non Emergency Police | 15.00 |

Call Rates to 105 (Electricity Helpline)

| Charge-band | Pence per call |
|----------------------|----------------|
| Electricity Helpline | Free |

Call Rates to 123 (Speaking Clock)

| Charge-band | Pence per call |
|----------------|----------------|
| Speaking Clock | 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 | 22p | 6.06 |
| Inmarsat B-Sat (incl BGAN) | 22p | 3.88 |
| Inmarsat B-Sat High Speed Data | 22p | 9.70 |
| Inmarsat M-Sat | 22p | 4.03 |
| M4 High Speed Data PSTN/ISDN | 22p | 7.20 |
| NA96 | 22p | 7.20 |
| Mobiq (Mini-M) / M4 Voice | 22p | 2.65 |
| Skyphone | 22p | 5.82 |
| Emsat | 22p | 2.23 |
| Thuraya | 180p | 3.61 |
| Navitas | 180p | 0.92 |
| Iridium | 180p | 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 22p 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 inclusive 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) |

Inclusive 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 Acceptable Use Policy which is available at 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 |
| Australia (incl. Christmas Is. & Cocos Is.) | 28.80 | 12.60 | 12.60 | 59.40 | 43.20 | 43.20 |
| Austria | 32.50 | 28.80 | 28.80 | 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 |
| Bangladesh | 28.60 | 25.02 | 25.02 | 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 |
| Belgium | 22.00 | 12.60 | 12.60 | 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 |
| Brazil | 101.80 | 82.40 | 82.40 | 132.40 | 113.00 | 113.00 |
| Brunei Darussalam | 80.78 | 76.09 | 76.09 | 111.38 | 106.69 | 106.69 |
| Bulgaria | 50.55 | 45.34 | 45.34 | 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 | 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 |
| Canada | 19.40 | 12.60 | 12.60 | 19.40 | 12.60 | 12.60 |
| Canary Islands | 28.80 | 24.10 | 24.10 | 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 |
| China | 26.76 | 24.20 | 24.20 | 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 |

All call rates are in pence per minute.

A 22p connection fee applies to all international calls excluding calls to inclusive destinations on Sky Talk International Extra.



| 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 |
| Croatia | 50.55 | 45.34 | 45.34 | 81.15 | 75.94 | 75.94 |
| Cuba | 133.48 | 127.25 | 127.25 | 164.08 | 157.85 | 157.85 |
| Cyprus (including the north of Cyprus) | 28.80 | 24.10 | 24.10 | 59.40 | 54.70 | 54.70 |
| Czech Republic | 31.25 | 27.78 | 27.78 | 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 |
| Denmark | 23.60 | 12.60 | 12.60 | 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 |
| Estonia | 60.46 | 54.23 | 54.23 | 91.06 | 84.83 | 84.83 |
| Ethiopia | 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 |
| Finland | 31.25 | 27.78 | 27.78 | 61.85 | 58.38 | 58.38 |
| France | 22.00 | 12.60 | 12.60 | 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 |
| Germany | 22.00 | 12.60 | 12.60 | 52.60 | 43.20 | 43.20 |
| Ghana | 101.80 | 82.40 | 82.40 | 132.40 | 113.00 | 113.00 |
| Gibraltar | 27.78 | 23.39 | 23.39 | 58.38 | 53.99 | 53.99 |
| Greece | 16.80 | 12.60 | 12.60 | 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 |
| Hong Kong | 13.99 | 9.60 | 9.60 | 13.99 | 9.60 | 9.60 |
| Hungary | 31.25 | 27.78 | 27.78 | 61.85 | 58.38 | 58.38 |
| Iceland | 50.55 | 45.34 | 45.34 | 81.15 | 75.94 | 75.94 |
| India | 29.90 | 26.20 | 26.20 | 60.50 | 56.80 | 56.80 |
| Indonesia | 78.74 | 76.09 | 76.09 | 109.34 | 106.69 | 106.69 |

All call rates are in pence per minute.

A 22p connection fee applies to all international calls excluding calls to inclusive destinations on Sky Talk International Extra.



| 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 |
| Ireland | 18.30 | 12.60 | 12.60 | 48.90 | 43.20 | 43.20 |
| Israel | 63.00 | 56.70 | 56.70 | 93.60 | 87.30 | 87.30 |
| Italy (inc. Vatican City) | 26.20 | 12.60 | 12.60 | 56.80 | 43.20 | 43.20 |
| Jamaica | 27.80 | 25.20 | 25.20 | 58.40 | 55.80 | 55.80 |
| Japan | 11.44 | 7.76 | 7.76 | 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 |
| Latvia | 60.46 | 54.23 | 54.23 | 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 |
| Lithuania | 60.46 | 54.23 | 54.23 | 91.06 | 84.83 | 84.83 |
| Luxembourg | 22.90 | 21.40 | 21.40 | 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 |
| Madeira | 27.78 | 23.39 | 23.39 | 58.40 | 53.70 | 53.70 |
| Malawi | 97.02 | 78.74 | 78.74 | 127.62 | 109.34 | 109.34 |
| Malaysia | 48.51 | 45.34 | 45.34 | 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 |

All call rates are in pence per minute.

A 22p connection fee applies to all international calls excluding calls to inclusive destinations on Sky Talk International Extra.



| 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 |
| Netherlands | 22.00 | 12.60 | 12.60 | 52.60 | 43.20 | 43.20 |
| New Caledonia | 204.97 | 199.25 | 199.25 | 235.57 | 229.85 | 229.85 |
| New Zealand (inc Chatham Islands) | 37.20 | 27.80 | 27.80 | 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 |
| Norway | 28.80 | 12.60 | 12.60 | 59.40 | 43.20 | 43.20 |
| Oman | 100.59 | 82.42 | 82.42 | 131.19 | 113.02 | 113.02 |
| Pakistan | 29.90 | 26.20 | 26.20 | 60.50 | 56.80 | 56.80 |
| Palau | 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 |
| Poland | 32.50 | 28.80 | 28.80 | 63.10 | 59.40 | 59.40 |
| Portugal | 27.80 | 23.10 | 23.10 | 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 |
| Romania | 60.46 | 54.23 | 54.23 | 91.06 | 84.83 | 84.83 |
| Ross Island | 77.72 | 66.18 | 66.18 | 77.72 | 66.18 | 66.18 |
| Russian Federation (inc Nakhodka) | 63.00 | 56.70 | 56.70 | 93.60 | 87.30 | 87.30 |
| 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 |
| Singapore | 22.37 | 17.67 | 17.67 | 52.97 | 48.27 | 48.27 |
| Sint Maarten | 76.09 | 61.48 | 61.48 | 106.69 | 92.08 | 92.08 |
| Slovak Republic | 31.25 | 27.78 | 27.78 | 61.85 | 58.38 | 58.38 |
| Slovenia | 50.55 | 45.34 | 45.34 | 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 |
| South Africa | 63.00 | 55.60 | 55.60 | 93.60 | 86.20 | 86.20 |
| South Sudan | 97.02 | 78.74 | 78.74 | 127.62 | 109.34 | 109.34 |
| Spain (inc the Balearic Islands) | 26.20 | 12.60 | 12.60 | 56.80 | 43.20 | 43.20 |

All call rates are in pence per minute.

A 22p connection fee applies to all international calls excluding calls to inclusive destinations on Sky Talk International Extra.



| 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 |
| Sweden | 22.00 | 19.90 | 19.90 | 52.60 | 50.50 | 50.50 |
| Switzerland | 22.00 | 12.60 | 12.60 | 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 |
| Thailand | 82.40 | 79.80 | 79.80 | 113.00 | 110.40 | 110.40 |
| Togolese Republic | 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 |
| Turkey | 28.80 | 24.10 | 24.10 | 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 |
| USA | 18.30 | 12.60 | 12.60 | 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 |

All call rates are in pence per minute.

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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 ¹ |
| 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 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 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.

| 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.