

# Sky Mobile Tariff Guide

Plan

Add Ons

Usage Charges

Prices effective from 14 October 2017

Sky Mobile is Sky's consumer mobile phone service.

This tariff guide gives you detailed pricing information for Sky Mobile usage both within and outside of your plan, including data, calls and texts, in the UK and while roaming.

If you have any further questions please call us on **03442 414141** for more information.

## Plan

### Data Plan

		Monthly allowance
<b>500MB</b>	<b>£5</b> per month	Includes 500MB of data usage within the UK
<b>1GB</b>	<b>£10</b> per month	Includes 1GB of data usage within the UK
<b>5GB</b>	<b>£15</b> per month	Includes 5GB of data usage within the UK
<b>10GB</b>	<b>£20</b> per month	Includes 10GB of data usage within the UK

### Calls and texts

		Monthly allowance
<b>Unlimited Calls and Texts</b>	<b>Free</b> for customers with Sky TV <sup>1</sup>	Includes calls and texts to UK landline and mobile numbers <sup>2</sup>
	<b>£10</b> per month for customers without Sky TV	
<b>Pay As You Use</b>	<b>£0.10</b> per minute and per text	Pay As You Use - no monthly allowance. Calls and texts to UK landlines and mobiles are charged at 10p per minute and per text. Refer to Usage Charges section for full details. <sup>3</sup>

Pay As You Use will be part of your plan by default unless you choose to add Unlimited Calls and Texts. Unlimited Calls and Texts will remain part of your plan every month until you remove it, which you can request at any time.

### International Saver

		Monthly allowance
<b>International Saver</b>	<b>£3</b> per month	Gets you discounted charges on calls and texts from the UK to over 60 international landline and mobile destinations (5p per minute, 10p per text) <sup>4</sup>

International Saver will remain part of your plan every month until you remove it, which you can request at any time.

## Add Ons

		Allowance
<b>1GB Add On</b>	<b>£10</b> one-off charge	Includes 1GB of data usage within the UK

Calls to Sky 03 numbers are inclusive using Sky Mobile, otherwise they cost the same as 01 and 02 numbers or may be included in your calls package (check your provider's tariff guide for charges).

- Free calls and texts will end on cancellation of TV subscription and standard published prices will apply. If you are already a Sky Mobile customer when you join as a new Sky TV customer, you'll need to let us know so that you can benefit from this saving.
- Inclusive calls and texts to UK Mobile numbers (07) and calls to UK landline numbers (01, 02 and 03) only. Excludes Channel Islands, Isle of Man, indirect access and 070/076 numbers. Calls and texts to other UK numbers (other than freephone) and all numbers outside of the UK are chargeable (including to international destinations and when roaming). Subject to Acceptable Use Policy - see [sky.com/mobileterms](http://sky.com/mobileterms).
- Excludes Channel Islands and Isle of Man.
- See 'International Charges' section of this guide.

## Usage Charges

These charges apply to any usage outside of your plan allowances when in the UK.

### Calls to UK mobiles and UK geographic landlines

Call type	£ per minute
Calls to UK mobiles starting 07 <sup>1</sup>	0.10
Calls to UK landlines starting 01, 02, 03	0.10
Calls to Sky voicemail (759)	0.10

The above calls are all included in Unlimited Calls and Texts.

### Messages

Message type	£ per message
Texts to UK mobiles <sup>1</sup>	0.10
Picture messages to UK mobiles <sup>1</sup>	0.40

Text messages to UK mobile numbers are included in Unlimited Calls and Texts<sup>1</sup>

### Non-geographic, pager and personal numbers

Call type	£ per minute
Non-geographic numbers starting 055 or 056	0.45
Non-geographic numbers starting 0500, 0800, 0808 or 116	Free
Radio-paging services starting 076	0.45
Personal numbering services starting 070	1.10

### Sky Customer Service

Call type	£ per minute
All Sky Customer Service numbers	Inclusive

### Emergency services

Call type	£ per call
999, 112	Free
111	Free

1. Excludes personal and pager numbers (070 and 076). To check exactly which numbers are personal numbering and radio paging services, please refer to the Specialised Numbers Guide at [sky.com/specialisednumbers](https://www.sky.com/specialisednumbers).

## Non-Emergency Services

Call type	£ per call
101 (Police Services)	0.15
105 (Electricity Helpline)	Free

## Speaking Clock

Call type	£ per minute
123	0.45

## Text Relay

Call type	£ per minute
18000 (Emergency calls)	Free
18001/18002 + number	Free

## Call Forwarding

You can set your phone up to forward calls to another UK mobile (07)<sup>1</sup> or UK landline (01, 02, 03) number. The charge for a forwarded call is the same as if you made the call yourself from your Sky Mobile to the forwarded number. For details of charges for calling a UK mobile or landline while abroad, see the Roaming section.

1. Excludes personal and pager numbers (070 and 076). To check exactly which numbers are personal numbering and radio paging services, please refer to the Specialised Numbers Guide at [sky.com/specialisednumbers](https://www.sky.com/specialisednumbers).

## UK Service Numbers

For calls to chargeable service numbers (starting 084, 087, 09 and 118), 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.

	£ per minute
Access Charge	0.45

A **Service Charge** - this 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 the Access and Service charges make up the total cost of any call to a chargeable service number.

There are four different ways the Service Charge can be calculated. The service number you are calling will fall into a 'charge-band' with a corresponding rate (set out in the tables below).

### 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. 'Service Charge 1'. Each charge-band is explained in more detail below.

This Tariff Guide shows the calling charges 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 [sky.com/specialisednumbers](http://sky.com/specialisednumbers). Use that document in conjunction with this Tariff Guide to find out the cost of a particular call.

### 1. Service calls charged by timed duration:

Charge-band	£ per call	£ per minute
Service Charge 1	0.00	0.00
Service Charge 2	0.00	0.01
Service Charge 3	0.00	0.02
Service Charge 4	0.00	0.03
Service Charge 5	0.00	0.04
Service Charge 6	0.00	0.05
Service Charge 7	0.00	0.06
Service Charge 8	0.00	0.07
Service Charge 9	0.00	0.08
Service Charge 10	0.00	0.09
Service Charge 11	0.00	0.10
Service Charge 12	0.00	0.11
Service Charge 13	0.00	0.12
Service Charge 14	0.00	0.13
Service Charge 15	0.00	0.15

Charge-band	£ per call	£ per minute
Service Charge 16	0.00	0.20
Service Charge 17	0.00	0.25
Service Charge 18	0.00	0.30
Service Charge 19	0.00	0.35
Service Charge 20	0.00	0.36
Service Charge 21	0.00	0.40
Service Charge 22	0.00	0.45
Service Charge 23	0.00	0.46
Service Charge 24	0.00	0.50
Service Charge 25	0.00	0.55
Service Charge 26	0.00	0.60
Service Charge 27	0.00	0.65
Service Charge 28	0.00	0.70
Service Charge 29	0.00	0.75
Service Charge 30	0.00	0.80
Service Charge 31	0.00	0.90
Service Charge 32	0.00	0.95
Service Charge 33	0.00	0.99
Service Charge 34	0.00	1.00
Service Charge 35	0.00	1.10
Service Charge 36	0.00	1.20
Service Charge 37	0.00	1.45
Service Charge 38	0.00	1.50
Service Charge 39	0.00	1.55
Service Charge 40	0.00	1.80
Service Charge 41	0.00	2.00
Service Charge 42	0.00	2.20
Service Charge 43	0.00	2.50
Service Charge 44	0.00	3.00
Service Charge 45	0.00	3.60
Service Charge 81	0.00	0.18
Service Charge 82	0.00	0.22
Service Charge 83	0.00	3.50

## 2. Service calls charged at a fixed fee:

Charge-band	£ per call	£ per minute
Service Charge 46	0.05	0.00
Service Charge 47	0.10	0.00
Service Charge 48	0.15	0.00
Service Charge 49	0.25	0.00
Service Charge 50	0.30	0.00
Service Charge 51	0.35	0.00
Service Charge 52	0.40	0.00

Charge-band	£ per call	£ per minute
Service Charge 53	0.48	0.00
Service Charge 54	0.50	0.00
Service Charge 55	0.70	0.00
Service Charge 56	0.75	0.00
Service Charge 57	1.00	0.00
Service Charge 58	1.45	0.00
Service Charge 59	1.50	0.00
Service Charge 60	2.00	0.00
Service Charge 61	2.50	0.00
Service Charge 62	3.00	0.00
Service Charge 63	4.00	0.00
Service Charge 64	5.00	0.00
Service Charge 65	6.00	0.00

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

Charge-band	£ per call	£ per minute
Service Charge 66	0.77	1.55
Service Charge 67	0.80	0.25
Service Charge 68	3.99	1.39
Service Charge 69	4.99	1.35
Service Charge 84	2.50	0.75
Service Charge 85	2.60	0.99
Service Charge 86	2.75	0.78

### 4. Service calls charged at a fixed fee and timed duration (where the fixed fee is a minimum charge of 60 seconds and the duration charge applies after the first 60 seconds)

Charge-band	£ per call	£ per minute
Service Charge 70	5.50	2.75
Service Charge 71	5.74	2.99
Service Charge 72	6.98	3.49
Service Charge 73	0.00	2.50
Service Charge 74	0.05	0.05
Service Charge 75	0.10	0.10
Service Charge 76	0.40	0.40
Service Charge 77	0.70	0.70
Service Charge 78	1.50	1.50
Service Charge 79	2.00	2.00
Service Charge 80	4.45	2.57
Service Charge 87	8.98	4.49
Service Charge 88	9.98	4.99

Charge-band	£ per call	£ per minute
Service Charge 89	11.98	5.99
Service Charge 90	13.98	6.99
Service Charge 91	15.98	7.99
Service Charge 92	0.07	0.07
Service Charge 93	0.13	0.13
Service Charge 94	0.80	0.80
Service Charge 95	1.00	1.00
Service Charge 96	3.00	3.00
Service Charge 97	3.60	0.50
Service Charge 98	3.60	1.50
Service Charge 99	3.60	2.00
Service Charge 100	3.60	3.60



## Voice Shortcodes

Voice Short Code calls (used for voting on TV shows such as X-Factor or Strictly Come Dancing) are charged per connected call and the charge is set by the organisation you are calling and they will explain the cost when promoting the number. A charge band is assigned to these short codes which are charged at the same rates.

Charge-bands have codes designated to them e.g. 'Voice Shortcode Chargeband 1'. Each charge-band is explained in more detail below.

This Tariff Guide shows the calling charges 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 [sky.com/specialisednumbers](http://sky.com/specialisednumbers). Use that document in conjunction with this Tariff Guide to find out the cost of a particular call.

Charge-band	£ per call
Voice Shortcode Chargeband 15	0.15
Voice Shortcode Chargeband 35	0.35
Voice Shortcode Chargeband 50	0.50

## Roaming Charges

When you travel abroad we'll text you information about the roaming charges in the destination you're visiting.

We've also set up a worldwide data roaming spend cap of £42 per month for each SIM so you'll never spend more than you want to on data. If you prefer, you can remove this cap at [sky.com/settings](https://sky.com/settings).

Calls made to your Sky voicemail from abroad (+44 7488 222000) will be charged at the same rate as calls to UK landlines from abroad.

Calls made to Sky Mobile Customer Service from abroad are inclusive only when calling: +44 131 2783778.

Picture messages can only be sent to UK mobile numbers.

### Roaming Passport (within the EU/EEA)

You're now able to use your phone in more than 30 EU and EEA destinations at no additional cost. Any mobile data used will come out of your UK data plan. You can also use data from your Sky Piggybank whenever you need it or if you need more just mix up your plan at My Sky.

If you have Unlimited Calls and Texts whilst you are roaming in the EU/EEA, calls and texts to standard EU/EEA mobiles and landlines will be inclusive (and it won't cost anything extra to receive calls either).

If you're a Pay As You Use customer whilst you are roaming in the EU/EEA, the cost to make a call or send a text message to standard EU/EEA mobiles and landlines is 10p per minute or per text (and it won't cost anything extra to receive calls either).

The cost to send a picture message is the same as if you were sending it from the UK (40p per message).

You'll find the complete list of EU/EEA destinations where you can roam at no extra cost below.

Austria	Germany	Malta
Azores	Gibraltar	Netherlands
Belgium	Guadeloupe	Norway
Bulgaria	Greece	Poland
Canary Islands	Hungary	Portugal
Croatia	Iceland	Reunion
Cyprus (Northern)	Ireland (Republic of)	Romania
Cyprus	Italy	Slovakia
Czech Republic	Latvia	Slovenia
Denmark	Liechtenstein	Spain
Estonia	Lithuania	Sweden
Finland	Luxembourg	
France	Madeira	

Roaming Passport applies when using data or making/receiving a call or sending a message to standard mobile and landline numbers in the EU/EEA. Calls and messages made or sent from the UK to EU/EEA numbers are excluded as they are not roaming calls/texts (please see "International Charges" for more information on how these calls and messages are charged).

Calls and messages made or sent whilst roaming in the EU/EEA to numbers in destinations outside the EU/EEA will be charged as follows:

- Unlimited Calls and Texts customers – you'll pay the charge set out in the International Charges section below.
- Pay As You Use customers – you'll pay £0.10p per minute/text plus the charge set out in the International Charges section below.

### Roaming Passport Plus (outside of the EU/EEA)

Roaming Passport Plus is a data only proposition which gives you access to your **UK data plan** in 10 popular roaming destinations outside the European Union. It will be **automatically** activated and added to your account when you use mobile data in these destinations. **You will still be charged out of bundle rates for voice and texts** as displayed in the table below.

Roaming destination	Data	Calls to local or UK mobile and landline numbers	Receiving calls	Texts to local mobile numbers or to UK mobiles	Picture messages to UK mobiles
		£ per minute		£ per message	
Australia	£5 a day (24 hours) for UK plan allowance	0.80	0.80	0.35	0.40
Canada		0.80	0.80	0.35	0.40
Hong Kong		0.80	0.80	0.35	0.40
New Zealand		0.80	0.80	0.35	0.40
Qatar		1.50	1.25	0.35	0.40
South Africa		0.80	0.80	0.35	0.40
Switzerland		0.35	0.06	0.06	0.40
Thailand		0.80	0.80	0.35	0.40
Turkey		0.25	0.07	0.07	0.40
USA		0.80	0.80	0.35	0.40

Roaming Passport Plus is automatically activated when you use mobile data and grants you 24 hour access to your UK data plan whilst abroad in one of the countries listed in the table above. 24 hours start when data is used for the first time whilst abroad (rather than midnight to midnight). After this a new Roaming Passport Plus is activated for each 24 hour period when you use mobile data.

## Roaming outside of the EU/EEA

When roaming outside of the EU/EEA, you will incur charges for any calls, texts and data that you use. The table below details the charges for each destination where you are able to roam.

Roaming destination	Data	Calls to local or UK mobile and landline numbers	Receiving calls	Texts to local mobile numbers or to UK mobiles	Picture messages to UK mobiles
	£ per MB	£ per minute		£ per message	
Afghanistan	1.50	1.50	1.25	0.35	0.40
Albania	1.50	1.50	1.25	0.35	0.40
Algeria	3.00	2.50	1.25	0.55	0.75
Andorra	No roaming	5.00	2.25	0.75	No roaming
Angola	10.00	2.75	1.50	0.55	2.75
Anguilla	1.50	1.50	1.25	0.35	0.40
Antigua and Barbuda	1.50	1.50	1.25	0.35	0.40
Argentina	1.50	1.50	1.25	0.35	0.40
Armenia	1.50	1.50	1.25	0.35	0.40
Azerbaijan	1.50	1.50	1.25	0.35	0.40
Bahamas	No roaming	5.00	2.25	0.75	No roaming
Bahrain	1.50	1.50	1.25	0.35	0.40
Bangladesh	1.50	1.50	1.25	0.35	0.40
Barbados	1.50	1.50	1.25	0.35	0.40
Belarus	1.50	1.50	1.25	0.35	0.40
Benin	No roaming	4.50	1.25	1.00	No roaming
Bermuda	1.50	1.50	1.25	0.35	0.40
Bhutan	10.00	2.75	1.50	0.55	2.75
Bolivia	1.50	1.50	1.25	0.35	0.40
Bosnia and Herzegovina	1.50	1.50	1.25	0.35	0.40
Botswana	No roaming	2.50	1.25	0.50	No roaming
Brazil	1.50	1.50	1.25	0.35	0.40
British Virgin Islands	1.50	1.50	1.25	0.35	0.40
Brunei	3.00	2.50	1.25	0.55	0.75
Burkina Faso	1.50	1.50	1.25	0.35	0.40
Burundi	No roaming	2.50	1.25	0.50	No roaming
Cambodia	3.00	2.50	1.25	0.55	0.75
Cameroon	No roaming	6.00	2.00	0.75	No roaming
Cape Verde	3.00	2.50	1.25	0.55	0.75
Cayman Islands	1.50	1.50	1.25	0.35	0.40
Central African Republic	No roaming	2.50	1.25	0.50	No roaming
Chad	1.50	1.50	1.25	0.35	0.40

Roaming destination	Data	Calls to local or UK mobile and landline numbers	Receiving calls	Texts to local mobile numbers or to UK mobiles	Picture messages to UK mobiles
	£ per MB	£ per minute		£ per message	
Chile	1.50	1.50	1.25	0.35	0.40
China	1.50	1.50	1.25	0.35	0.40
Christmas Islands	0.12	0.80	0.80	0.35	0.40
Cocos Islands	0.12	0.80	0.80	0.35	0.40
Colombia	1.50	1.50	1.25	0.35	0.40
Congo	No roaming	2.50	1.25	0.50	No roaming
Costa Rica	1.50	1.50	1.25	0.35	0.40
Cuba	3.00	2.50	1.25	0.55	0.75
Democratic Republic of Congo	1.50	1.50	1.25	0.35	0.40
Dominica	1.50	1.50	1.25	0.35	0.40
Dominican Republic	1.50	1.50	1.25	0.35	0.40
Ecuador	1.50	1.50	1.25	0.35	0.40
Egypt	1.50	1.50	1.25	0.35	0.40
El Salvador	1.50	1.50	1.25	0.35	0.40
Equatorial Guinea	No roaming	4.50	1.25	1.00	No roaming
Ethiopia	No roaming	6.00	2.00	0.75	No roaming
Faroe Islands	1.50	1.50	1.25	0.35	0.40
Fiji	1.50	1.50	1.25	0.35	0.40
French Polynesia	10.00	2.75	1.50	0.55	2.75
Gambia	1.50	1.50	1.25	0.35	0.40
Georgia	1.50	1.50	1.25	0.35	0.40
Ghana	1.50	1.50	1.25	0.35	0.40
Greenland	1.50	1.50	1.25	0.35	0.40
Grenada	1.50	1.50	1.25	0.35	0.40
Guam	No roaming	6.00	2.00	0.75	No roaming
Guatemala	1.50	1.50	1.25	0.35	0.40
Guernsey	0.06	0.30	0.12	0.10	0.40
Guinea Republic	1.50	1.50	1.25	0.35	0.40
Honduras	1.50	1.50	1.25	0.35	0.40
India	1.50	1.50	1.25	0.35	0.40
Indonesia	1.50	1.50	1.25	0.35	0.40
Iran	1.50	1.50	1.25	0.35	0.40
Isle of Man	0.06	0.30	0.12	0.10	0.40
Israel	1.50	1.50	1.25	0.35	0.40
Ivory Coast	1.50	1.50	1.25	0.35	0.40
Jamaica	1.50	1.50	1.25	0.35	0.40
Japan	1.50	1.50	1.25	0.35	0.40

Roaming destination	Data	Calls to local or UK mobile and landline numbers	Receiving calls	Texts to local mobile numbers or to UK mobiles	Picture messages to UK mobiles
	£ per MB	£ per minute		£ per message	
Jersey	0.06	0.30	0.12	0.10	0.40
Jordan	3.00	3.25	1.25	0.50	0.40
Kazakhstan	1.50	1.50	1.25	0.35	0.40
Kenya	1.50	1.50	1.25	0.35	0.40
Korea Republic (South)	1.50	1.50	1.25	0.35	0.40
Kuwait	1.50	1.50	1.25	0.35	0.40
Kyrgyzstan	1.50	1.50	1.25	0.35	0.40
Laos	1.50	1.50	1.25	0.35	0.40
Lebanon	No roaming	5.00	2.25	0.75	No roaming
Libya	No roaming	6.00	2.00	0.75	No roaming
Macau	1.50	1.50	1.25	0.35	0.40
Macedonia	1.50	1.50	1.25	0.35	0.40
Madagascar	6.00	2.50	1.25	0.35	2.00
Malaysia	0.12	0.80	0.80	0.35	0.40
Maldives	No roaming	6.00	2.00	0.75	No roaming
Mali	1.50	1.50	1.25	0.35	0.40
Mauritania	No roaming	6.00	2.00	0.75	No roaming
Mauritius	3.00	2.50	1.25	0.55	0.75
Mexico	1.50	1.50	1.25	0.35	0.40
Moldova	3.00	2.50	1.25	0.55	0.75
Monaco	0.25	0.50	0.10	0.10	0.40
Mongolia	6.00	2.50	1.25	0.35	2.00
Montenegro	1.50	1.50	1.25	0.35	0.40
Montserrat	1.50	1.50	1.25	0.35	0.40
Morocco	1.50	1.50	1.25	0.35	0.40
Mozambique	10.00	2.75	1.50	0.55	2.75
Myanmar	1.50	1.50	1.25	0.35	0.40
Namibia	No roaming	2.50	1.25	0.50	No roaming
Nepal	No roaming	6.00	2.00	0.75	No roaming
New Caledonia	10.00	2.75	1.50	0.55	2.75
Nicaragua	1.50	1.50	1.25	0.35	0.40
Niger	3.00	2.50	1.25	0.55	0.75
Nigeria	1.50	1.50	1.25	0.35	0.40
Oman	1.50	1.50	1.25	0.35	0.40
Pakistan	1.50	1.50	1.25	0.35	0.40
Palestine (State)	1.50	1.50	1.25	0.35	0.40
Panama	1.50	1.50	1.25	0.35	0.40

Roaming destination	Data	Calls to local or UK mobile and landline numbers	Receiving calls	Texts to local mobile numbers or to UK mobiles	Picture messages to UK mobiles
	£ per MB	£ per minute		£ per message	
Papua New Guinea	1.50	1.50	1.25	0.35	0.40
Paraguay	1.50	1.50	1.25	0.35	0.40
Peru	1.50	1.50	1.25	0.35	0.40
Philippines	1.50	1.50	1.25	0.35	0.40
Puerto Rico	0.12	0.80	0.80	0.35	0.40
Russia	1.50	1.50	1.25	0.35	0.40
Rwanda	1.50	1.50	1.25	0.35	0.40
Saint Kitts and Nevis	1.50	1.50	1.25	0.35	0.40
Saint Lucia	1.50	1.50	1.25	0.35	0.40
Saint Vincent and the Grenadines	1.50	1.50	1.25	0.35	0.40
Sao Tome and Principe	No roaming	6.00	2.00	0.75	No roaming
Saudi Arabia	1.50	1.50	1.25	0.35	0.40
Senegal	1.50	1.50	1.25	0.35	0.40
Serbia	1.50	1.50	1.25	0.35	0.40
Seychelles	No roaming	6.00	2.00	0.75	No roaming
Sierra Leone	3.00	2.50	1.25	0.55	0.75
Singapore	0.12	0.80	0.80	0.35	0.40
Sint Maarten	1.50	1.50	1.25	0.35	0.40
South Sudan	No roaming	2.50	1.25	0.50	No roaming
Sri Lanka	1.50	1.50	1.25	0.35	0.40
Sudan	6.00	2.50	1.25	0.35	2.00
Syria	No roaming	4.50	1.25	1.00	No roaming
Taiwan	1.50	1.50	1.25	0.35	0.40
Tajikistan	1.50	1.50	1.25	0.35	0.40
Tanzania	1.50	1.50	1.25	0.35	0.40
Togolese Republic	No roaming	2.50	1.25	0.50	No roaming
Tonga	1.50	1.50	1.25	0.35	0.40
Tunisia	No roaming	5.00	2.25	0.75	No roaming
Turkmenistan	No roaming	4.50	1.25	1.00	No roaming
Turks and Caicos Islands	1.50	1.50	1.25	0.35	0.40
Uganda	1.50	1.50	1.25	0.35	0.40
Ukraine	1.50	1.50	1.25	0.35	0.40
United Arab Emirates	No roaming	6.00	2.00	0.75	No roaming
Uruguay	1.50	1.50	1.25	0.35	0.40
Uzbekistan	3.00	2.50	1.25	0.55	0.75
Vanuatu	1.50	1.50	1.25	0.35	0.40
Venezuela	10.00	2.75	1.50	0.55	2.75

Roaming destination	Data	Calls to local or UK mobile and landline numbers	Receiving calls	Texts to local mobile numbers or to UK mobiles	Picture messages to UK mobiles
	£ per MB	£ per minute		£ per message	
Vietnam	1.50	1.50	1.25	0.35	0.40
Virgin Islands (US)	0.12	0.80	0.80	0.35	0.40
Yemen	10.00	2.75	1.50	0.55	2.75
Zambia	1.50	1.50	1.25	0.35	0.40
Zimbabwe	No roaming	2.50	1.25	0.50	No roaming

Unfortunately, there may be some rare occasions where our services will not work for you whilst you are abroad. You can check your current service availability in a particular destination before you travel by contacting us on 03442 414141.

Whilst roaming outside the EU/EEA, calls to all other destinations (i.e. aside from the roaming destination and the UK) will be charged at the local roaming charge + the standard international charge.



## International Charges

Charges for calls and texts to international destinations from the UK fall into one of two types:

1. Standard charges; or
2. Discounted charges for customers with International Saver (see International Saver section).  
Destinations in bold are included.

The charges below only apply to mobile and geographic landline numbers in those destinations.

Picture messages can only be sent to UK mobile numbers.

International destination	Standard charge	
	Calls	Texts
	£ per minute	£ per message
Afghanistan	1.60	0.35
Albania	1.60	0.35
Algeria	1.60	0.35
Andorra	1.50	0.35
Angola	1.60	0.35
Anguilla	1.60	0.35
Antarctica (Australian Territory)	1.60	0.35
Antigua and Barbuda	1.60	0.35
Antilles (Netherlands)	1.60	0.35
Argentina	1.60	0.35
Armenia	1.60	0.35
Aruba	1.60	0.35
Ascension Island	1.60	0.35
<b>Australia</b>	1.50	0.35
<b>Austria</b>	1.00	0.35
Azerbaijan	1.60	0.35
<b>Azores</b>	1.00	0.35
Bahamas	1.60	0.35
Bahrain	1.60	0.35
<b>Bangladesh</b>	1.50	0.35
Barbados	1.50	0.35
Belarus	1.60	0.35
<b>Belgium</b>	1.00	0.35
Belize	1.60	0.35
Benin	1.60	0.35
<b>Bermuda</b>	1.50	0.35
Bhutan	1.60	0.35
Bolivia	1.60	0.35
Bonaire	1.60	0.35
Bosnia and Herzegovina	1.60	0.35
Botswana	1.60	0.35
<b>Brazil</b>	1.50	0.35



International destination	Standard charge	
	Calls	Texts
	£ per minute	£ per message
British Virgin Islands	1.60	0.35
<b>Brunei</b>	1.60	0.35
<b>Bulgaria</b>	1.00	0.35
Burkina Faso	1.60	0.35
Burundi	1.60	0.35
<b>Cambodia</b>	1.60	0.35
Cameroon	1.60	0.35
<b>Canada</b>	1.50	0.35
<b>Canary Islands</b>	1.00	0.35
Cape Verde	1.60	0.35
Cayman Islands	1.60	0.35
Central African Republic	1.60	0.35
Chad	1.60	0.35
<b>Chile</b>	1.60	0.35
<b>China</b>	1.50	0.35
<b>Christmas Islands</b>	1.50	0.35
<b>Cocos Islands</b>	1.50	0.35
<b>Colombia</b>	1.60	0.35
Comoros	1.60	0.35
Congo	1.60	0.35
Cook Islands	1.60	0.35
Costa Rica	1.60	0.35
Croatia	1.00	0.35
Cuba	1.60	0.35
Curacao	1.60	0.35
<b>Cyprus</b>	1.00	0.35
<b>Cyprus (Northern)</b>	1.00	0.35
Czech Republic	1.00	0.35
Democratic Republic of Congo	1.60	0.35
<b>Denmark</b>	1.00	0.35
Djibouti	1.60	0.35
Dominica	1.60	0.35
Dominican Republic	1.60	0.35
Ecuador	1.60	0.35
Egypt	1.50	0.35
El Salvador	1.60	0.35
Equatorial Guinea	1.60	0.35
Eritrea	1.60	0.35
Estonia	1.00	0.35
Ethiopia	1.60	0.35
Falkland Islands	1.60	0.35

International destination	Standard charge	
	Calls	Texts
	£ per minute	£ per message
Faroe Islands	1.50	0.35
Fiji	1.60	0.35
<b>Finland</b>	1.00	0.35
<b>France</b>	1.00	0.35
<b>French Guiana</b>	1.00	0.35
French Polynesia	1.60	0.35
Gabon	1.60	0.35
Gambia	1.60	0.35
Georgia	1.60	0.35
<b>Germany</b>	1.00	0.35
Ghana	1.50	0.35
Gibraltar	1.00	0.35
<b>Greece</b>	1.00	0.35
Greenland	1.60	0.35
Grenada	1.60	0.35
<b>Guadeloupe</b>	1.00	0.35
<b>Guam</b>	1.60	0.35
Guatemala	1.60	0.35
Guernsey	0.45	0.18
Guinea Bissau	1.60	0.35
Guinea Republic	1.60	0.35
Guyana	1.60	0.35
Haiti	1.60	0.35
Honduras	1.60	0.35
<b>Hong Kong</b>	1.50	0.35
<b>Hungary</b>	1.00	0.35
<b>Iceland</b>	1.00	0.35
<b>India</b>	1.50	0.35
<b>Indonesia</b>	1.60	0.35
Iran	1.50	0.35
Iraq	1.60	0.35
<b>Ireland (Republic of)</b>	0.50	0.35
Isle of Man	0.45	0.18
<b>Israel</b>	1.50	0.35
<b>Italy</b>	1.00	0.35
Ivory Coast	1.60	0.35
Jamaica	1.50	0.35
<b>Japan</b>	1.50	0.35
Jersey	0.45	0.18
Jordan	1.60	0.35
Kazakhstan	1.60	0.35

International destination	Standard charge	
	Calls	Texts
	£ per minute	£ per message
Kenya	1.50	0.35
Kiribati	1.60	0.35
Korea PDR (North)	1.60	0.35
<b>Korea Republic (South)</b>	1.60	0.35
<b>Kuwait</b>	1.60	0.35
Kyrgyzstan	1.60	0.35
Laos	1.60	0.35
<b>Latvia</b>	1.00	0.35
Lebanon	1.60	0.35
Lesotho	1.60	0.35
Liberia	1.60	0.35
Libya	1.60	0.35
Liechtenstein	1.00	0.35
<b>Lithuania</b>	1.00	0.35
<b>Luxembourg</b>	1.00	0.35
Macau	1.60	0.35
Macedonia	1.60	0.35
Madagascar	1.60	0.35
<b>Madeira</b>	1.00	0.35
Malawi	1.60	0.35
<b>Malaysia</b>	1.50	0.35
Maldives	1.60	0.35
Mali	1.60	0.35
<b>Malta</b>	1.00	0.35
<b>Martinique</b>	1.00	0.35
Mauritania	1.60	0.35
Mauritius	1.60	0.35
Mayotte	1.00	0.35
<b>Mexico</b>	1.50	0.35
Micronesia	1.60	0.35
Moldova	1.60	0.35
Monaco	1.50	0.35
<b>Mongolia</b>	1.60	0.35
Montenegro	1.60	0.35
Montserrat	1.60	0.35
Morocco	1.60	0.35
Mozambique	1.60	0.35
Myanmar	1.60	0.35
Namibia	1.60	0.35
Nauru	1.60	0.35
Nepal	1.60	0.35

International destination	Standard charge	
	Calls	Texts
	£ per minute	£ per message
<b>Netherlands</b>	1.00	0.35
New Caledonia	1.60	0.35
<b>New Zealand</b>	1.50	0.35
Nicaragua	1.60	0.35
Niger	1.60	0.35
<b>Nigeria</b>	1.50	0.35
Niue	1.60	0.35
Norfolk Island	1.60	0.35
<b>Northern Marianas</b>	1.60	0.35
<b>Norway</b>	1.00	0.35
Oman	1.60	0.35
<b>Pakistan</b>	1.50	0.35
Palestine (State)	1.60	0.35
Panama	1.60	0.35
Papua New Guinea	1.60	0.35
Paraguay	1.60	0.35
<b>Peru</b>	1.60	0.35
Philippines	1.50	0.35
<b>Poland</b>	1.00	0.35
<b>Portugal</b>	1.00	0.35
<b>Puerto Rico</b>	1.60	0.35
Qatar	1.60	0.35
<b>Reunion</b>	1.00	0.35
Rodriguez Island	1.60	0.35
<b>Romania</b>	1.00	0.35
Ross Island	1.60	0.35
Russia	1.50	0.35
Rwanda	1.60	0.35
Saint Barthelemy	1.60	0.35
Saint Helena	1.60	0.35
Saint Kitts and Nevis	1.60	0.35
Saint Lucia	1.50	0.35
Saint Martin	1.00	0.35
Saint Vincent and the Grenadines	1.60	0.35
Samoa (Western)	1.60	0.35
<b>San Marino</b>	1.50	0.35
Sao Tome and Principe	1.60	0.35
Satellite numbers	10.00	Disabled
Saudi Arabia	1.50	0.35
Senegal	1.60	0.35
Serbia	1.60	0.35



International destination	Standard charge	
	Calls	Texts
	£ per minute	£ per message
Seychelles	1.60	0.35
Sierra Leone	1.60	0.35
<b>Singapore</b>	1.50	0.35
Sint Maarten	1.60	0.35
<b>Slovakia</b>	1.00	0.35
Slovenia	1.00	0.35
Solomon Islands	1.60	0.35
Somalia	1.60	0.35
<b>South Africa</b>	1.50	0.35
South Sudan	1.60	0.35
<b>Spain</b>	1.00	0.35
Sri Lanka	1.50	0.35
Sudan	1.60	0.35
Suriname	1.60	0.35
Swaziland	1.60	0.35
<b>Sweden</b>	1.00	0.35
Switzerland	1.50	0.35
Syria	1.60	0.35
Taiwan	1.60	0.35
Tajikistan	1.60	0.35
Tanzania	1.60	0.35
Thailand	1.50	0.35
Togolese Republic	1.60	0.35
Tokelau	1.60	0.35
Tonga	1.60	0.35
Trinidad and Tobago	1.50	0.35
Tunisia	1.60	0.35
Turkey	1.50	0.35
Turkmenistan	1.60	0.35
Turks and Caicos Islands	1.60	0.35
Tuvalu	1.60	0.35
Uganda	1.60	0.35
Ukraine	1.60	0.35
United Arab Emirates	1.50	0.35
Uruguay	1.60	0.35
<b>USA</b>	1.50	0.35
Uzbekistan	1.60	0.35
Vanuatu	1.60	0.35
<b>Vatican City</b>	1.50	0.35
Venezuela	1.60	0.35
Vietnam	1.60	0.35



International destination	Standard charge	
	Calls	Texts
	£ per minute	£ per message
<b>Virgin Islands (US)</b>	1.60	0.35
Yemen	1.60	0.35
Zambia	1.60	0.35
Zimbabwe	1.60	0.35

## International Saver

Adding International Saver for £3 per month will give you discounted charges on calls and texts from the UK to mobile and geographic landline numbers in over 60 destinations.

Once added, International Saver will remain part of your plan every month until you remove it, which you can request at any time.

Picture messages can only be sent to UK mobile numbers.

Calls and texts will be charged at the below discounted rates:

	Charge
Calls (to geographic landline or mobile numbers)	£0.05 per minute
Texts	£0.10 per text

When calling/texting from the UK to any of the international destinations listed below:

Australia	Germany	Mongolia
Austria	Greece	Netherlands
Azores	Guadeloupe	New Zealand
Bangladesh	Guam	Nigeria
Belgium	Hong Kong	Northern Marianas
Bermuda	Hungary	Norway
Brazil	Iceland	Pakistan
Brunei	India	Peru
Bulgaria	Indonesia	Poland
Cambodia	Ireland (Republic of)	Portugal
Canada	Israel	Puerto Rico
Canary Islands	Italy	Reunion
Chile	Japan	Romania
China	Korea Republic (South)	San Marino
Christmas Islands	Kuwait	Singapore
Cocos Islands	Latvia	Slovakia
Colombia	Lithuania	South Africa
Cyprus	Luxembourg	Spain
Cyprus (Northern)	Madeira	Sweden
Denmark	Malaysia	USA
Finland	Malta	Vatican City
France	Martinique	Virgin Islands (US)
French Guiana	Mexico	



## Rounding and VAT

### Duration and usage rounding

#### Data sessions

A 'data session' represents a continuous period of data usage. The data session will be rounded up and charged to the next whole kilobyte (KB).

#### Call duration rounding

The duration of all calls will be rounded up to the next whole minute, except for:

- Calls made while roaming within the European Union (EU) and European Economic Area (EEA) to any other destination in the EU/EEA, which will be rounded up to the next whole second, with a minimum duration of 30 seconds.
- The Service Charge aspect of calls made to service numbers (unless they have a fixed fee), which will be rounded up to the next whole second, with no minimum duration.

#### Texts

A single text message is up to 160 characters long.

#### Picture messages

Each picture message can be a maximum of 300KB.

### Individual charge rounding

All individual data, calls and texts charges will be rounded up to the next whole penny (except for fixed fee only numbers or services).

### VAT

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