

POST OFFICE HOMEPHONE® AND POST OFFICE® BROADBAND PRICE LIST Calling Plans and Pricing Tables Version 11. Prices correct as at 9 November 2015.

Prices in this document are shown in pence (unless otherwise stated), are inclusive of 20% VAT and have been rounded to the nearest 2 decimal places.
Additional charges apply to operator-connected calls – see the price list for operator connected calls

Call Plan	Monthly Rental	
Weekend	£0.00	Inclusive weekend calls are to UK landlines with area codes beginning 01, 02 or 03 and calls to 0845 and 0870 numbers.
Evening & Weekend	£2.50	Inclusive evening and weekend calls are to UK landlines with area codes beginning 01, 02 or 03 and calls to 0845 and 0870 numbers. Also includes weekend calls to landlines in our Top 40 Countries (detailed below) and all UK mobile networks.
Anytime	£7.00	Inclusive anytime calls are to UK landlines with area codes beginning 01, 02 or 03 and calls to 0845 and 0870 numbers. Also includes weekend calls to landlines in our Top 40 Countries (detailed below) and all UK mobile networks.
Call Saver Plans	Monthly Rental	
Mobile Saver 100	£2.50	100 minutes to UK mobiles per month and are on top of any inclusive minutes in your plan. No call connection fee applies.
Mobile Saver 500	£7.50	500 minutes to UK mobiles per month and are on top of any inclusive minutes in your plan. No call connection fee applies.
International Saver	£4.00	Inclusive anytime calls to landlines in our Top 40 Countries (detailed below) and includes 50% off call rates to all other international landline and mobile destinations.

Customers must take a Call Plan and then they may add one of the Mobile Call Saver Plans and/or the International Call Saver Plan. There is no minimum term for the Evening & Weekend or Anytime Call Plan options and customers can remove it at any time giving 24 hours' notice to our Customer Care Line on 0345 600 3210*. Customers can only add and remove the Evening & Weekend or Anytime Options once per quarter.

*Please note that calls to our Customer Care Line on 0345 600 3210 are free of charge at all times of day from a Post Office HomePhone® line.

Charge Periods

Daytime: Monday – Friday 6am – 6pm (GMT or BST)

Evening: Monday – Friday 6pm – 6am (GMT or BST)

Weekend: Friday 6pm – Monday 6am (GMT or BST)

Call Plan Details and Inclusive Calls

Weekend

National and local calls that begin with a 01, 02, or 03 as well as 0845 and 0870 prefixes are inclusive for 60 minutes in the Weekend charge period. After 60 continuous minutes, calls are charged at the standard rate for that number. Calls that cross charge periods are charged at the price relevant to the period in which the call is taking place (for instance a call that crosses from a chargeable period to an inclusive period will only be charged for the time the call is made in the chargeable period).

Evening & Weekend

National and local calls that begin with an 01, 02, or 03 as well as 0845 and 0870 prefixes are inclusive for 60 minutes in the Evening and Weekend charge periods. Calls between Post Office HomePhone® customers are inclusive for 60 minutes at any time. After 60 continuous minutes national & local calls, 0845 & 0870, and those to other Post Office HomePhone® customers are charged at the standard rate for that number. Inclusive Weekend calls apply to all UK mobile networks. Inclusive Weekend calls apply to landlines in the Top 40 Countries. After 60 continuous minutes UK mobile calls are charged at the standard rate for that number range and Top 40 international landline calls are charged at 5p per minute. Calls that cross charge periods are charged at the price relevant to the period in which the call is taking place (for instance a call that crosses from a chargeable period to an inclusive period will only be charged for the time the call is made in the chargeable period).

Anytime

National and local calls that begin with an 01, 02, or 03 as well as 0845 and 0870 prefix are inclusive for 60 minutes in the Day, Evening and Weekend charge periods. After 60 continuous minutes national & local and 0845 & 0870 calls are charged at the standard rate for that number. Inclusive Weekend calls apply to all UK mobile networks. Inclusive Weekend calls apply to landlines in the Top 40 Countries. After 60 continuous minutes UK mobile calls are charged at the standard rate for that number range and Top 40 international landline calls are charged at 5p per minute. Calls that cross charge periods are charged at the price relevant to the period in which the call is taking place (for instance a call that crosses from a chargeable period to an inclusive period will only be charged for the time the call is made in the chargeable period).

Mobile Saver 100

100 minutes are on top of any inclusive minutes in your package and includes calls to all UK mobiles. No call connection fee applies. Once you have used your 100 minute allowance standard rates to UK mobiles will apply including any applicable connection charges. You cannot carry over any unused minutes into the next month. Customers who join part way through a bill cycle will receive a proportionate minute allowance and charge relevant to when the order was placed.

Mobile Saver 500

500 minutes are on top of any inclusive minutes in your package and includes calls to all UK mobiles. No call connection fee applies. Once you have used your 500 minute allowance standard rates to UK mobiles will apply including any applicable connection charges. You cannot carry over any unused minutes into the next month. Customers who join part way through a bill cycle will receive a proportionate minute allowance and charge relevant to when the order was placed.

International Saver

Inclusive calls to landlines in our Top 40 Countries in the Day, Evening and Weekend charge periods. After 60 continuous minutes calls to landlines in our Top 40 Countries are charged at 5p per minute. It also includes 50% off call rates to all other International landline and mobile destinations. These call rates are detailed on pages 3 to 5 of this tariff sheet. A call set-up fee of 15.5p applies to all calls which are not inclusive.

Top 40 Countries

Argentina, Australia, Austria, Belgium, Canada, Canary Islands, China, Cyprus*, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hong Kong, Hungary, Iceland, Republic of Ireland**, Israel, Italy, Japan, Luxembourg, Malaysia, Malta, Netherlands, New Zealand, Norway, Poland, Portugal, Singapore, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan and USA. Calls that cross charge periods are charged at the price relevant to the period in which the call is taking place, this includes connection charges (for instance, a call that crosses from a chargeable period to an inclusive period will only be charged for the time the call is made in the chargeable period). Inclusive calls to our Top 40 Countries are for 60 minutes, after 60 continuous minutes calls are charged at 5p per minute. Inclusive calls to our Top 40 Countries do not include calls to mobiles, except to USA and Canadian mobile networks.

*Excluding Numbers beginning "0090"

**Calls made from Northern Ireland to the Republic of Ireland Fixed Lines are charged as a National call.

Call charges

There is a call connection fee of 15.5p per call for:

- National and local calls to numbers beginning 01, 02 or 03 which are not inclusive in your Call Plan;
- International calls (including calls to international mobiles) excluding if the call is started in a charge period that is inclusive in your Call Plan;
- Calls to mobiles excluding if the call is started in a charge period that is inclusive in your Call Plan;
- Calls to Personal Numbering Services, Paging Services, and WiFi Services, e.g. numbers beginning 07, although the connection charge does not apply to freephone numbers or numbers with a fixed fee element; and
- Calls to numbers beginning 05, excluding 0500 numbers.

Call duration rounding

Calls are rounded up to the next whole minute for billing purposes for the following call types:

- National and local calls to numbers beginning 01, 02 and 03
- Access Charge on Non-Geographic Calls to numbers beginning 084, 087, 09 & 118
- Calls to mobiles;
- International calls (including calls to international mobiles but excluding satellite calls, e.g. Inmarsat);
- Calls to numbers beginning 05 excluding 0500 numbers; and
- Multimedia Services

All other calls will be rounded up to the next whole second unless otherwise stated in the relevant section of the Price List.

Call charge rounding for billing

Each call charge will then be rounded up to the next whole penny before VAT is added. The total bill for all call charges will then be rounded up to the next whole penny after VAT is added.

Call rates – in pence

National and Local calls that begin with 01,02 or 03* (per min)

	Day	Eve	W/end
	9.50	1.00	Inclusive

*Please note that calls to our Customer Care Line on 0345 600 3210 are free of charge at all times of day from a Post Office HomePhone® line. Calls made from Northern Ireland to the Republic of Ireland Fixed Lines are charged as a National call.

Mobiles (per min)

	Day	Eve	W/end
Vodafone, O2, Virgin, T-Mobile, Orange, EE, Mobile FM7	12.00	12.00	12.00
3 Mobile	21.99	16.44	16.44
BT Mobile	12.00	12.00	12.00
Mobile - FM10	19.20	15.00	15.00
Mobile - FM11	16.80	16.80	16.80
Mobile - FM12	13.28	13.28	13.28
Mobile - FM13	17.07	14.51	14.51
Mobile - FM14	11.52	11.52	11.52
Mobile - FM15	12.72	12.72	12.72
Mobile - FM16	10.80	10.80	10.80
Mobile - FM17	11.40	11.40	11.40

Please see the mobile number range tables to understand which numbers fall into each range

0800 calls (per min)

	Day	Eve	W/end
0800\0808\Freephone	0	0	0

SMS Text (per call)

	All Times
Fixed Line Text	9.12
Mobile Text	9.12

Customers wishing to use the SMS text service must have a text compatible phone.

Calls to numbers beginning 084, 087, 09 & 118, otherwise known as non-geographic numbers (excluding calls beginning 07,08)

From 1st July 2015, dialled numbers that begin 084, 087, 09 & 118 are charged in two components, an Access Charge and a Service Charge.

The tables below detail the Access Charge that is set by the Post Office and the Service Charge that is set by the organisation that you are calling.

Access Charge

This rate applies to all applicable Non-geographic calls beginning 084, 087, 09 & 118 (except where the call is included in a bundle) at all times. **This rate is set by the Post Office.**

	Pence Per Minute
Post Office Access Charge	9.50

Service Charge Points

This rate applies to all applicable Non-geographic calls beginning 084, 087, 09 & 118 (except where the call is included in a bundle) at all times. **This rate is set by the organisation that you are calling.** Service Charges are rounded up to the next whole second.

To establish what the cost of calling a particular organisation is then please refer to their literature which will advise of their Service Charge

Charge Point	Service Charge Set Up Fee (One Off Charge)	Ongoing Charge (pence per minute)	Charge Point	Service Charge Set Up Fee (One Off Charge)	Ongoing Charge (pence per minute)
SC001	0.00	0.00	SC041	0.00	200.00
SC002	0.00	1.00	SC042	0.00	220.00
SC003	0.00	2.00	SC043	0.00	250.00
SC004	0.00	3.00	SC044	0.00	300.00
SC005	0.00	4.00	SC045	0.00	360.00
SC006	0.00	5.00	SC046	5.00	0.00
SC007	0.00	6.00	SC047	10.00	0.00
SC008	0.00	7.00	SC048	15.00	0.00
SC009	0.00	8.00	SC049	25.00	0.00
SC010	0.00	9.00	SC050	30.00	0.00
SC011	0.00	10.00	SC051	35.00	0.00
SC012	0.00	11.00	SC052	40.00	0.00
SC013	0.00	12.00	SC053	48.00	0.00
SC014	0.00	13.00	SC054	50.00	0.00
SC015	0.00	15.00	SC055	70.00	0.00
SC016	0.00	20.00	SC056	75.00	0.00
SC017	0.00	25.00	SC057	100.00	0.00
SC018	0.00	30.00	SC058	145.00	0.00
SC019	0.00	35.00	SC059	150.00	0.00
SC020	0.00	36.00	SC060	200.00	0.00
SC021	0.00	40.00	SC061	250.00	0.00
SC022	0.00	45.00	SC062	300.00	0.00
SC023	0.00	46.00	SC063	400.00	0.00
SC024	0.00	50.00	SC064	500.00	0.00
SC025	0.00	55.00	SC065	600.00	0.00
SC026	0.00	60.00	SC066	77.00	155.00
SC027	0.00	65.00	SC067	80.00	25.00
SC028	0.00	70.00	SC068	399.00	139.00
SC029	0.00	75.00	SC069	499.00	135.00
SC030	0.00	80.00	SC070	550.00	275.00
SC031	0.00	90.00	SC071	574.00	299.00
SC032	0.00	95.00	SC072	698.00	349.00
SC033	0.00	99.00	SC073	0.00	250.00
SC034	0.00	100.00	SC074	5.00	5.00
SC035	0.00	110.00	SC075	10.00	10.00
SC036	0.00	120.00	SC076	40.00	40.00
SC037	0.00	145.00	SC077	70.00	70.00
SC038	0.00	150.00	SC078	150.00	150.00
SC039	0.00	155.00	SC079	200.00	200.00
SC040	0.00	180.00	SC080	445.00	257.00

Post Office Direcopy Enquiries (118 855)

Post Office Directory Enquiries number has been set at the SC057 (£1.00 one-off charge) and therefore the total cost per call will be 100 pence plus the 9.5 pence per minute Access Charge

Calls beginning 07 and 08 otherwise known as non-geographic (excluding calls beginning 084, 087, 09 & 118)

For all non geographic numbers **not** starting with 084, 087, 09 or 118 there is a charge band.

The following tables should be used in conjunction with the 'Number Ranges' document forming part of this Price List. This document can be found on our website at the following URL: <http://www.postoffice.co.uk/broadband-mobile> Alternatively the document can be obtained by calling our Customer Care Line on 0345 600 3210*

The tables below detail how calls are charged for Premium Rate Services, Personal Numbering Services, Paging Services, WiFi Services and Fixed Fee calls. There are a number of charge bands within each of these call types. All non-geographic numbers, e.g. those numbers beginning 07, 08 (fixed fee) or 09, with the exception of mobile numbers, are charged according to one of these charge bands. To find out how much such a call will cost you'll need to follow the steps below.

1. Obtain the dial code for the number you want to call or as it appears on your bill.
2. Refer to the 'Number Ranges' document as described above to find out which charge band the dial code fits into.
3. Refer to the tables below to obtain the charging details for this charge band.

*Please note that calls to our Customer Care Line on 0345 600 3210 are free of charge at all times of day from a Post Office HomePhone® line.

Calls to other non-geographic numbers - calls beginning 07 (except mobile numbers) and 08 (fixed-fee calls)

Charge Band	Call Connection Fee	Pence per minute		
		Day	Eve	W/end
Fixed Fee Services - c	15.50	12.84	7.44	3.92
Fixed Fee Services - r	15.50	6.73	3.36	2.51
Multimedia Services - mm1	15.60	5.11	5.11	5.11
Multimedia Services - mm2	26.40	4.03	1.51	1.02
Multimedia Services - mm3	51.60	4.03	1.51	1.02
Multimedia Services - mm4	15.60	4.03	1.51	1.02
Multimedia Services - mm6	26.40	4.08	4.08	4.08
Multimedia Services - mm7	26.40	5.05	2.54	2.04
Multimedia Services- mm5	20.40	4.03	1.51	1.02
Personal Numbering - d	15.50	16.21	9.55	9.55
Personal Numbering - e	15.50	4.79	4.79	4.79
Personal Numbering - f	15.50	29.10	19.40	19.40
Personal Numbering - j	15.50	31.04	21.34	21.34
Personal Numbering - k	15.50	36.38	24.25	24.25
Personal Numbering - pn1	15.50	23.28	15.52	15.52
Personal Numbering - pn10	15.50	33.96	33.96	33.96
Personal Numbering - pn11	15.50	37.84	28.14	28.14
Personal Numbering - pn12	15.50	26.20	26.20	26.20
Personal Numbering - pn13	15.50	37.84	37.84	37.84
Personal Numbering - pn14	15.50	28.62	28.62	28.62
Personal Numbering - pn15	15.50	13.27	13.27	13.27
Personal Numbering - pn16	15.50	14.30	14.30	14.30
Personal Numbering - pn17	15.50	15.32	15.32	15.32
Personal Numbering - pn18	15.50	16.34	16.34	16.34
Personal Numbering - pn19	15.50	9.70	9.70	9.70
Personal Numbering - pn2	15.50	48.51	48.51	48.51
Personal Numbering - pn20	15.50	23.28	23.28	23.28
Personal Numbering - pn21	15.50	39.90	39.90	39.90
Personal Numbering - pn22	15.50	10.21	7.15	6.13
Personal Numbering - pn3	15.50	47.54	37.84	37.84
Personal Numbering - pn4	15.50	25.23	25.23	25.23
Personal Numbering - pn5	15.50	16.49	16.49	16.49
Personal Numbering - pn6	15.50	19.40	19.40	19.40
Personal Numbering - pn7	15.50	4.03	1.02	1.02
Personal Numbering - pn8	15.50	19.38	19.38	19.38
Personal Numbering - pn9	15.50	22.80	22.80	22.80

Charge Band	Call Connection Fee	Pence per minute		
		WE	Eve	W/end
Premium Rate Services - m	15.50	39.82	27.47	27.47
Premium rate Services - n	15.50	15.12	15.12	15.12
Premium rate Services - p0	15.50	153.18	153.18	153.18
Premium Rate Services - p1	15.50	50.04	39.83	39.83
Premium Rate Services - p10	15.50	35.74	35.74	35.74
Premium Rate Services - p11	15.50	132.77	132.77	132.77
Premium Rate Services - p12	15.50	15.32	15.32	15.32
Premium Rate Services - p13	15.50	20.43	20.43	20.43
Premium Rate Services - p14	15.50	30.64	30.64	30.64
Premium Rate Services - p15	15.50	40.85	40.85	40.85
Premium Rate Services - p16	15.50	45.96	45.96	45.96
Premium Rate Services - p17	15.50	56.17	56.17	56.17
Premium Rate Services - p18	15.50	66.38	66.38	66.38
Premium Rate Services - p19	15.50	71.49	71.49	71.49
Premium Rate Services - p2	15.50	51.06	45.96	45.96
Premium Rate Services - p20	15.50	81.70	81.70	81.70
Premium Rate Services - p21	15.50	86.81	86.81	86.81
Premium Rate Services - p22	15.50	91.91	91.91	91.91
Premium Rate Services - p23	15.50	97.02	97.02	97.02
Premium Rate Services - p24	15.50	112.34	112.34	112.34
Premium Rate Services - p25	15.50	122.55	122.55	122.55
Premium Rate Services - p26	15.50	142.98	142.98	142.98
Premium Rate Services - p27	15.50	5.11	5.11	5.11
Premium Rate Services - p28	15.50	38.29	25.52	12.76
Premium Rate Services - p29	15.50	28.59	14.30	14.30
Premium rate Services - p3	15.50	102.13	102.13	102.13
Premium Rate Services - p30	15.50	56.17	35.74	35.74
Premium Rate Services - p31	15.50	13.28	13.28	13.28
Premium Rate Services - p32	15.50	18.38	18.38	18.38
Premium Rate Services - p33	15.50	127.66	127.66	127.66
Premium Rate Services - p34	15.50	61.28	61.28	61.28
Premium Rate Services - p35	51.00	0.00	0.00	0.00
Premium Rate Services - p36	15.50	45.96	45.96	45.96
Premium Rate Services - p37	15.50	8.08	4.03	1.52
Premium Rate Services - p38	15.50	6.13	6.13	6.13
Premium Rate Services - p39	15.50	6.72	6.72	6.72
Premium Rate Services - p4	15.50	50.04	50.04	50.04
Premium Rate Services - p40	15.50	8.17	8.17	8.17
Premium Rate Services - p41	15.50	8.17	8.17	8.17
Premium Rate Services - p42	15.50	10.51	10.51	10.51
Premium Rate Services - p43	153.60	153.24	153.24	153.24
Premium Rate Services - p44	102.00	102.13	102.13	102.13
Premium Rate Services - p47	65.00	65.00	65.00	65.00
Premium Rate Services - p48	75.00	75.00	75.00	75.00
Premium Rate Services - p5	15.50	51.06	51.06	51.06
Premium Rate Services - p50	120.00	120.00	120.00	120.00
Premium Rate Services - p55	50.40	50.00	50.00	50.00
Premium Rate Services - p57	70.80	70.00	70.00	70.00
Premium Rate Services - p58	100.80	100.00	100.00	100.00
Premium Rate Services - p6	15.50	25.53	25.53	25.53
Premium Rate Services - p62	186.30	205.21	205.21	205.21
Premium Rate Services - p7	15.50	61.28	61.28	61.28
Premium Rate Services - p8	15.50	76.59	76.59	76.59
Premium Rate Services - p9	15.50	10.21	10.21	10.21
Specialised Services - g1	15.50	6.13	2.55	2.55
Specialised Services - g21	15.50	4.99	2.04	1.20
Specialised Services - g3	15.50	4.03	1.51	1.02
WiFi Services - fw1	15.50	16.20	9.90	4.96
WiFi Services - fw10	15.50	19.20	15.00	6.42
WiFi Services - fw12	15.50	13.20	13.20	13.20
WiFi Services - fw2	15.50	14.25	11.86	6.04
WiFi Services - fw3	15.50	15.85	12.65	6.38
WiFi Services - fw4	15.50	15.39	9.41	4.71
WiFi Services - fw5	15.50	15.12	12.24	6.84
WiFi Services - fw6	15.50	13.20	10.56	6.36
WiFi Services - fw7	15.50	12.60	12.60	12.60
WiFi Services - fw8	15.50	19.20	15.00	6.36
WiFi Services - fw9	15.50	16.80	16.80	16.80

Fixed Fee Services - All Times of Day

Charge Band	Pence per call	Charge Band	Pence per call	Charge Band	Pence per call
Fixed Fee Services - ff0	30.60	Fixed Fee Services - ff25	122.64	Fixed Fee Services - ff4	130.80
Fixed Fee Services - ff1	25.20	Fixed Fee Services - ff26	127.68	Fixed Fee Services - ff4	140.40
Fixed Fee Services - ff10	26.04	Fixed Fee Services - ff27	132.84	Fixed Fee Services - ff4	42.00
Fixed Fee Services - ff11	61.32	Fixed Fee Services - ff28	10.20	Fixed Fee Services - ff4	30.00
Fixed Fee Services - ff12	76.68	Fixed Fee Services - ff29	5.04	Fixed Fee Services - ff4	80.40
Fixed Fee Services - ff13	102.24	Fixed Fee Services - ff3	25.56	Fixed Fee Services - ff6	30.72
Fixed Fee Services - ff14	91.92	Fixed Fee Services - ff30	66.36	Fixed Fee Services - ff8	18.96
Fixed Fee Services - ff15	6.12	Fixed Fee Services - ff31	10.20	Fixed Fee Services - ff9	43.44
Fixed Fee Services - ff16	15.24	Fixed Fee Services - ff32	86.76	Fixed Fee Services - r	12.00
Fixed Fee Services - ff17	20.40	Fixed Fee Services - ff33	36.00	Timeline Access	30.60
Fixed Fee Services - ff18	35.64	Fixed Fee Services - ff34	100.80	Operator Alarm Call	1099.00
Fixed Fee Services - ff19	40.80	Fixed Fee Services - ff35	150.00		
Fixed Fee Services - ff2	50.40	Fixed Fee Services - ff36	50.40		
Fixed Fee Services - ff20	45.84	Fixed Fee Services - ff37	60.00		
Fixed Fee Services - ff21	153.24	Fixed Fee Services - ff38	70.80		
Fixed Fee Services - ff24	81.72	Fixed Fee Services - ff39	110.40		

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