

POST OFFICE HOMEPHONE® Operator Service Charges Version 2. Prices correct as at 4th August 2015.

Prices in this document are shown in pence (unless otherwise stated) and are inclusive of 20% VAT.

OPERATOR CONNECTED and REVERSE CHARGE CALLS

Operator Connected calls are accessed by dialling 100, 155 (International Operator) or 198 (Special Assistance). Calls to the Operator are free of charge but you will be charged higher rates, as detailed below, if your call is onward connected. Operator Connected services are not available to all customers and you may be directed to POL customer services to resolve your enquiry. POL customer services will not be able to onward connect your call.

Operator Connected calls - per minute billing at all times of day

Calls are rounded up to the nearest next whole minute for billing purposes. Each call charge is then rounded up to the next whole penny before VAT. The Operator will not onward connect calls to premium rate services.

Destination	Connection	Rate/minute
Local & National (incl 0845)	100	110
UK Mobiles	100	110
International	100	110
Other	100	110

Reverse Charge calls - per minute billing at all times of day

A Reverse Charge call is paid for by the HomePhone customer receiving the call rather than the one making it. Prices are dependant on where the Reverse Call originates from - Fixed Line, UK Mobile, or International. Calls are rounded up to the nearest next whole minute for billing purposes.

Origination	Connection	Rate/minute
Fixed Lines (incl Payphones)	299	99
UK Mobiles	299	99
International	1,000	575