

POST OFFICE® HOME PHONE AND POST OFFICE® BROADBAND PRICE LIST

Calling Plans and Pricing Tables Version 21. Prices correct as on 29th November 2018.

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 Charge	Details of the call plan
Weekend Calls	£2.00	<ul style="list-style-type: none">• Inclusive calls to other Post Office Home Phone numbers at any time.• Unlimited Calls to UK landlines (01, 02, 03 numbers) over the weekend.
Evening & Weekend Calls	£4.00	<ul style="list-style-type: none">• Inclusive calls to other Post Office Home Phone numbers at any time.• Unlimited UK landline calls (01, 02, 03 numbers) all evenings and weekend.
Anytime Calls	£6.00	<ul style="list-style-type: none">• Unlimited UK landline calls (01, 02, 03 numbers) at any time.• 1000 minutes of 0845/0870 calls at any time.
Anytime Plus Calls	£10.00	<ul style="list-style-type: none">• Unlimited UK landline calls (01, 02, 03 numbers) at any time.• 1000 mins of any time calls to 0870 and 0845 numbers.• 1000 mins of any time calls to UK Standard mobiles.• 1000 mins of any time calls to landlines in our Anytime Plus 15 countries[†].
Call Saver Plans	Monthly Charge	
Mobile Saver 100	£3.00	100 minutes to UK Standard Mobiles per month and are on top of any inclusive minutes in your plan. No call connection fee applies.
Mobile Saver 500	£8.00	500 minutes to UK Standard Mobiles per month and are on top of any inclusive minutes in your plan. No call connection fee applies.
International Saver	£5.00	Inclusive anytime calls to landlines in our International Saver 40 Countries (details on next page) and includes 50% off call rates to all other international landline and mobile destinations.

Customers can 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 Call Plan options and customers can remove it at any time giving 24 hours' notice to our Customer Service team on **0345 600 3210**[‡]. Customers can only add and remove the call plans once per quarter.

[‡]Please note that calls to our Customer Service team on **0345 600 3210** are free of charge at all times of day from an active Post Office Home Phone 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

Calls to Post Office Home Phone numbers are inclusive for the first 60 minutes at all times. After 60 continuous minutes these calls will be charged at the standard rate for the remainder of the call. Calls to other UK landline numbers beginning with an 01, 02, or 03 are inclusive in the Weekend charge period for the first 60 minutes. After 60 continuous minutes, these calls (made during the Weekend) will be charged at the standard rate for the remainder of the call. Hang up before 60 minutes and redial to avoid incurring charges. 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). All other calls are charged at standard rates including any applicable connection charges.

Evening & Weekend

Calls to Post Office Home Phone numbers are inclusive for the first 60 minutes at all times. After 60 continuous minutes these calls will be charged at the standard rate for the remainder of the call. Calls to other UK landline numbers beginning with an 01, 02, or 03 are inclusive in the Evening & Weekend charge period for the first 60 minutes. After 60 continuous minutes, these calls (made during Evening & Weekend) will be charged at the standard rate for the remainder of the call. Hang up before 60 minutes and redial to avoid incurring charges. 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). All other calls are charged at standard rates including any applicable connection charges.

Anytime

Calls to UK landline numbers beginning with an 01, 02, or 03 are inclusive for the first 60 minutes at all times. After 60 continuous minutes these calls will be charged at the standard rate for the remainder of the call. Hang up before 60 minutes and redial to avoid incurring charges. If you exceed the monthly inclusive call limits of 1000 minutes (with usage rounded to nearest second) for calls to 0845 / 0870 numbers you will be charged at standard rates for these calls including any applicable connection charges. All other calls are charged at standard rates including any applicable connection charges.

Anytime Plus

Calls to UK landline numbers beginning with an 01, 02, or 03 are inclusive for the first 60 minutes at all times. After 60 continuous minutes, all these calls will be charged at the standard rate for the remainder of the call. Hang up before 60 minutes and redial to avoid incurring charges. If you exceed the monthly inclusive call limits of 1000 minutes (with usage rounded to nearest second) for calls to 0845 / 0870 numbers, UK Standard Mobiles or landlines in Anytime Plus 15 countries[†] you will be charged at standard rates for the number dialled including any applicable connection charges. All other calls are charged at standard rates at all times including any applicable connection charges.

[†]ANYTIME PLUS 15 COUNTRIES: Australia, Canada (landlines & mobiles), France, Germany, Gibraltar, Republic of Ireland, Israel, Italy (Inc. Vatican City), Netherlands, New Zealand, Poland, Portugal, Spain (& The Balearic Islands), South Africa, USA (landlines & mobiles). Calls made from Northern Ireland to the Republic of Ireland landlines are charged as a national call.

Note : Customers who join part way through a bill cycle will receive a proportionate minute allowance and a charge relevant to when the call plan was added. You cannot carry over any unused minutes into the next month for any of the call plans.

Mobile Saver 100

100 minutes are on top of any inclusive minutes in your package and includes calls to UK Standard 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 UK Standard 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 International Saver 40 Countries in the Day, Evening and Weekend charge periods. After 60 continuous minutes calls to landlines in our International Saver 40 Countries are charged at standard rate. 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 connection fee applies to all calls which are not inclusive.

International Saver 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 International Saver 40 Countries are for 60 minutes, after 60 continuous minutes calls are charged at standard rate. Inclusive calls to our International Saver 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 22p per call for the following call types (unless the call started in a charge period that is inclusive in your call plan):

- National and local calls to numbers beginning 01, 02 or 03
- International calls (including calls to international mobiles)
- Calls to all UK Mobiles (both Standard and Premium)
- 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
- Calls to Satellite Phones

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 all UK Mobiles (both Standard and Premium)
- 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)

	Standard rate (all times)
01, 02 or 03	15.00

*Please note that calls to our Customer Service team on **0345 600 3210** are free of charge at all times of day from a Post Office® Home Phone line.

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

Mobiles (per min)

	Standard rate (all times)
UK Standard Mobile	17.00
UK Premium Mobile	20.00

UK Standard Mobile charges applies unless the call is included in a call plan or the number being dialled is one of the Premium Mobile Numbers starting with the following numbers

07451, 07520, 07744, 07755, 074181, 074184, 074187, 074189, 074409, 074518, 074519, 074520, 074521, 074522, 074523, 074524, 074525, 074526, 074570, 074571, 074573, 074575, 074584, 074650, 074651, 075202, 075203, 075205, 075371, 075588, 075894, 075895, 075896, 075897, 077001, 078221, 078229, 078920, 078921, 078939, 079781, 079782, 079783, 079786, 079787

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.

Text Relay Calls

All direct-dialled text relay calls, made using the prefixes 18000/18001/18002, will not be charged for. More information regarding Post Office Telecoms Vulnerability Policy can be found at <https://www.postoffice.co.uk/broadband-phone/vulnerable-customers>.

Call charges to International landline and mobile destinations (in pence per minute)

Country	Standard rates (all times)		International Saver Rates (all times)	
	Landline	Mobile	Landline	Mobile
Afghanistan	130.00	155.00	65.00	77.50
Albania	60.00	75.00	30.00	37.50
Algeria	50.00	75.00	25.00	37.50
Andorra	40.00	65.00	20.00	32.50
Angola	100.00	125.00	50.00	62.50
Anguilla	70.00	100.00	35.00	50.00
Antarctica Australian Territory	155.00	155.00	77.50	77.50
Antigua & Barbuda	50.00	60.00	25.00	30.00
Antilles (Netherlands)	65.00	95.00	32.50	47.50
Argentina	30.00	115.00	0.00	57.50
Armenia	90.00	115.00	45.00	57.50
Aruba	65.00	95.00	32.50	47.50
Ascension Island	145.00	145.00	72.50	72.50
Australia	30.00	45.00	0.00	22.50
Austria	17.00	17.00	0.00	8.50
Azerbaijani Republic	60.00	85.00	30.00	42.50
Bahamas	70.00	70.00	35.00	35.00
Bahrain	90.00	115.00	45.00	57.50
Bangladesh	30.00	55.00	15.00	27.50
Barbados	50.00	55.00	25.00	27.50
Belarus	60.00	85.00	30.00	42.50
Belgium	17.00	17.00	0.00	8.50
Belize	90.00	115.00	45.00	57.50
Benin	85.00	115.00	42.50	57.50
Bermuda	50.00	55.00	25.00	27.50
Bhutan	80.00	105.00	40.00	52.50
Bolivia	100.00	125.00	50.00	62.50
Bosnia-Herzegovina	50.00	75.00	25.00	37.50
Botswana	85.00	115.00	42.50	57.50
Brazil	85.00	115.00	42.50	57.50
Brunei Darussalam	80.00	105.00	40.00	52.50
Bulgaria	17.00	17.00	8.50	8.50
Burkina Faso	100.00	125.00	50.00	62.50
Burundi	100.00	125.00	50.00	62.50
Cambodia (Kingdom Of)	230.00	255.00	115.00	127.50
Cameroon	85.00	115.00	42.50	57.50
Canada	30.00	30.00	0.00	0.00
Cape Verde	510.00	125.00	255.00	62.50
Cayman Islands	70.00	100.00	35.00	50.00
Central African Republic	155.00	155.00	77.50	77.50
Chad	155.00	155.00	77.50	77.50
Chile	85.00	115.00	42.50	57.50
China	30.00	55.00	0.00	27.50
Christmas Island	115.00	115.00	57.50	57.50
Cocos Islands	20.00	20.00	10.00	10.00
Colombia	100.00	125.00	50.00	62.50
Comoros	130.00	155.00	65.00	77.50
Congo	130.00	155.00	65.00	77.50
Cook Islands	155.00	155.00	77.50	77.50
Costa Rica	85.00	115.00	42.50	57.50
Cote D'Ivoire	110.00	140.00	55.00	70.00
Croatia	17.00	17.00	0.00	8.50
Cuba	130.00	155.00	65.00	77.50
Cyprus	17.00	17.00	0.00	8.50
Czech Republic	17.00	17.00	0.00	8.50
Democratic Republic Of Congo	100.00	100.00	50.00	50.00
Denmark	17.00	17.00	0.00	8.50
Diego Garcia	205.00	205.00	102.50	102.50
Djibouti	100.00	125.00	50.00	62.50
Dominica	80.00	110.00	40.00	55.00
Dominican Republic	70.00	100.00	35.00	50.00
East Timor	230.00	255.00	115.00	127.50
Ecuador	100.00	125.00	50.00	62.50
Egypt	85.00	115.00	42.50	57.50
El Salvador	110.00	140.00	55.00	70.00
Equatorial Guinea	130.00	155.00	65.00	77.50
Eritrea	110.00	140.00	55.00	70.00
Estonia*	17.00	17.00	0.00	8.50
Ethiopia (Fed Dem Rep Of)	110.00	140.00	55.00	70.00
Falkland Islands	110.00	110.00	55.00	55.00
Faroe Islands	50.00	65.00	25.00	32.50
Fiji	100.00	125.00	50.00	62.50
Finland	17.00	17.00	0.00	8.50
France	17.00	17.00	0.00	8.50
French Guiana	17.00	17.00	8.50	8.50
French Polynesia	205.00	230.00	102.50	115.00
Gabon	90.00	115.00	45.00	57.50
Gambia	110.00	115.00	55.00	57.50

Call charges to international landline and mobile destinations (in pence per minute)

Country	Standard rates (all times)		International Saver Rates (all times)	
	Landline	Mobile	Landline	Mobile
Georgia	65.00	95.00	32.50	47.50
Germany	17.00	17.00	0.00	8.50
Ghana	85.00	115.00	42.50	57.50
Gibraltar	17.00	17.00	0.00	8.50
Greece	17.00	17.00	0.00	8.50
Greenland	100.00	125.00	50.00	62.50
Grenada (Inc Carriacou)	50.00	60.00	25.00	30.00
Guadeloupe	17.00	17.00	8.50	8.50
Guam	130.00	130.00	65.00	65.00
Guatemala	85.00	115.00	42.50	57.50
Guinea	100.00	125.00	50.00	62.50
Guinea Bissau	155.00	155.00	77.50	77.50
Guyana	110.00	140.00	55.00	70.00
Haiti	105.00	135.00	52.50	67.50
Honduras	85.00	115.00	42.50	57.50
Hong Kong	30.00	40.00	0.00	20.00
Hungary	17.00	17.00	0.00	8.50
Iceland	17.00	17.00	0.00	8.50
India	30.00	55.00	15.00	27.50
Indonesia	80.00	105.00	40.00	52.50
Iran	110.00	140.00	55.00	70.00
Iraq	110.00	140.00	55.00	70.00
Israel	30.00	85.00	0.00	42.50
Italy (Inc. Vatican City)	17.00	17.00	0.00	8.50
Jamaica	50.00	55.00	25.00	27.50
Japan	30.00	35.00	0.00	17.50
Jordan	115.00	140.00	57.50	70.00
Kazakhstan	75.00	105.00	37.50	52.50
Kenya	85.00	115.00	42.50	57.50
Kiribati	155.00	155.00	77.50	77.50
Korea PDR (North)	155.00	155.00	77.50	77.50
Korea Republic (South)	30.00	105.00	0.00	52.50
Kuwait	90.00	115.00	45.00	57.50
Kyrgyz Republic	75.00	105.00	37.50	52.50
Laos	155.00	180.00	77.50	90.00
Latvia	17.00	17.00	8.50	8.50
Lebanon	115.00	140.00	57.50	70.00
Lesotho	90.00	115.00	45.00	57.50
Liberia	90.00	115.00	45.00	57.50
Libya	50.00	75.00	25.00	37.50
Liechtenstein	17.00	17.00	8.50	8.50
Lithuania	17.00	17.00	8.50	8.50
Luxembourg	17.00	17.00	0.00	8.50
Macao	80.00	105.00	40.00	52.50
Macedonia	50.00	75.00	25.00	37.50
Madagascar	100.00	125.00	50.00	62.50
Malawi (The Republic Of)	90.00	115.00	45.00	57.50
Malaysia	30.00	75.00	0.00	37.50
Maldives	110.00	125.00	55.00	62.50
Mali	100.00	125.00	50.00	62.50
Malta	17.00	17.00	0.00	8.50
Marshall Island	155.00	155.00	77.50	77.50
Martinique	17.00	17.00	8.50	8.50
Mauritania	130.00	155.00	65.00	77.50
Mauritius	110.00	140.00	55.00	70.00
Mexico	80.00	105.00	40.00	52.50
Micronesia	155.00	155.00	77.50	77.50
Moldova	65.00	95.00	32.50	47.50
Monaco	17.00	17.00	8.50	8.50
Mongolia	155.00	180.00	77.50	90.00
Montenegro	50.00	75.00	25.00	37.50
Montserrat	80.00	110.00	40.00	55.00
Morocco	50.00	75.00	25.00	37.50
Mozambique	100.00	125.00	50.00	62.50
Myanmar (Formerly Burma)	130.00	155.00	65.00	77.50
Namibia	85.00	115.00	42.50	57.50
Nauru	155.00	155.00	77.50	77.50
Nepal	80.00	105.00	40.00	52.50
Netherlands	17.00	17.00	0.00	8.50
New Caledonia	205.00	205.00	102.50	102.50
New Zealand	30.00	60.00	0.00	30.00
Nicaragua	110.00	140.00	55.00	70.00
Niger	100.00	125.00	50.00	62.50
Nigeria	50.00	105.00	25.00	52.50
Niue	195.00	195.00	97.50	97.50
Norfolk Island	130.00	130.00	65.00	65.00
Northern Cyprus	55.00	55.00	27.50	27.50
Northern Marianas	115.00	115.00	57.50	57.50
Norway	17.00	17.00	0.00	8.50

Call charges to international landline and mobile destinations (in pence per minute)

Country	Standard rates (all times)		International Saver Rates (all times)	
	Landline	Mobile	Landline	Mobile
Oman	90.00	115.00	45.00	57.50
Pakistan	30.00	55.00	15.00	27.50
Palau (The Republic Of)	155.00	155.00	77.50	77.50
Palestine	60.00	85.00	30.00	42.50
Panama	85.00	115.00	42.50	57.50
Papua New Guinea	100.00	125.00	50.00	62.50
Paraguay	85.00	115.00	42.50	57.50
Peru	85.00	115.00	42.50	57.50
Philippines	80.00	105.00	40.00	52.50
Poland	17.00	17.00	0.00	8.50
Portugal (Incl Azores & Madeira)	17.00	17.00	0.00	8.50
Puerto Rico	55.00	55.00	27.50	27.50
Qatar	90.00	115.00	45.00	57.50
Republic Of Ireland**	17.00	17.00	0.00	8.50
Reunion	17.00	17.00	8.50	8.50
Romania	17.00	17.00	8.50	8.50
Russia	60.00	85.00	30.00	42.50
Rwandese Republic	100.00	100.00	50.00	50.00
Samoa (US)	155.00	155.00	77.50	77.50
Samoa (Western)	205.00	205.00	102.50	102.50
San Marino	17.00	17.00	8.50	8.50
Sao Tome & Principe	155.00	155.00	77.50	77.50
Saudi Arabia	65.00	95.00	32.50	47.50
Senegal	110.00	140.00	55.00	70.00
Serbia	75.00	75.00	37.50	37.50
Seychelles	110.00	140.00	55.00	70.00
Sierra Leone	90.00	115.00	45.00	57.50
Singapore	30.00	45.00	0.00	22.50
Slovak Republic	17.00	17.00	8.50	8.50
Slovenia	17.00	17.00	8.50	8.50
Solomon Islands	155.00	155.00	77.50	77.50
Somalia	155.00	155.00	77.50	77.50
South Africa	30.00	85.00	0.00	42.50
South Sudan	85.00	115.00	42.50	57.50
Spain (Incl Canary Islands)	17.00	17.00	0.00	8.50
Sri Lanka	90.00	115.00	45.00	57.50
St Helena	155.00	155.00	77.50	77.50
St Kitts & Nevis (Formerly St Christopher)	70.00	100.00	35.00	50.00
St Lucia	50.00	55.00	25.00	27.50
St Pierre & Miquelon	140.00	140.00	70.00	70.00
St Vincent & The Grenadines	70.00	100.00	35.00	50.00
Sudan	85.00	115.00	42.50	57.50
Suriname	130.00	160.00	65.00	80.00
Swaziland	85.00	115.00	42.50	57.50
Sweden	17.00	17.00	0.00	8.50
Switzerland	30.00	50.00	0.00	25.00
Syria	115.00	140.00	57.50	70.00
Taiwan	30.00	105.00	0.00	52.50
Tajikstan	100.00	125.00	50.00	62.50
Tanzania	85.00	115.00	42.50	57.50
Thailand	80.00	105.00	40.00	52.50
Togolese Republic (The)	110.00	140.00	55.00	70.00
Tokelau	205.00	205.00	102.50	102.50
Tonga	155.00	155.00	77.50	77.50
Trinidad & Tobago	30.00	55.00	15.00	27.50
Tunisia	90.00	90.00	45.00	45.00
Turkey	30.00	55.00	15.00	27.50
Turkmenistan	90.00	120.00	45.00	60.00
Turks & Caicos Is	105.00	85.00	52.50	42.50
Tuvalu	155.00	155.00	77.50	77.50
Uganda	85.00	115.00	42.50	57.50
Ukraine	60.00	85.00	30.00	42.50
United Arab Emirates	65.00	95.00	32.50	47.50
Uruguay	85.00	115.00	42.50	57.50
USA	30.00	30.00	0.00	0.00
Uzbekistan	75.00	105.00	37.50	52.50
Vanuatu	155.00	155.00	77.50	77.50
Venezuela	85.00	115.00	42.50	57.50
Vietnam	155.00	180.00	77.50	90.00
Virgin Islands (UK)	70.00	70.00	35.00	35.00
Virgin Islands (US)	70.00	70.00	35.00	35.00
Wallis & Futuna	200.00	200.00	100.00	100.00
Yemen	110.00	140.00	55.00	70.00
Zambia	85.00	115.00	42.50	57.50
Zimbabwe	85.00	115.00	42.50	57.50

*Calls to Estonia premium numbers are charged at 61 ppm at all times. Call Connection fee apply.

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

Calls to Republic Of Ireland premium numbers are charged at 25 ppm at all times. Call Connection fee apply.

Calls to Satellite Phones - Pence per minute

A call connection fee applies at all times to these numbers.

	Standard rate (all times)
Ellipso-Satellite	480
Emsat (0088213)	740
Globalstar-Satellite	330
ICO Global Comms-Satellite	480
Inmarsat Aero-Satellite	740
Inmarsat B HSD-Satellite	740
Inmarsat BGAN HSD-Satellite	740
Inmarsat BGAN-Satellite	740
Inmarsat B-Satellite	740
Inmarsat Maritime HSD-Satellite	740
Inmarsat Maritime-Satellite	700
Inmarsat Mini M-Satellite	700
Iridium	480
Mobiq (0087x76)	480
Thuraya_Iridium (0088167/0088216)	480
Inmarsat-Satellite	740

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

As of 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.

Post Office 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	14.00

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

Post Office Directory Enquiries (118 855)

Post Office Directory Enquiries number has a one-off Service Charge of £1.00 and a subsequent Access Charge, when calling from a Post Office® Home Phone line, of 14 pence per minute. Therefore a 3 min call will cost £1.42.

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: www.postoffice.co.uk/broadband-homephone/prices. Alternatively the document can be obtained by calling our Customer Service team 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 Service team on **0345 600 3210** are free of charge at all times of day from an active Post Office® Home Phone line.

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

Charge Band	Call Connection Fee in Pence	Day	Pence per minute	
			Eve	W/end
Fixed Fee Services - c	22.00	12.84	7.44	3.92
Fixed Fee Services - r	22.00	6.73	3.36	2.51
Personal Numbering - d	22.00	16.21	9.55	9.55
Personal Numbering - e	22.00	4.79	4.79	4.79
Personal Numbering - f	22.00	29.10	19.40	19.40
Personal Numbering - j	22.00	31.04	21.34	21.34
Personal Numbering - k	22.00	36.38	24.25	24.25
Personal Numbering - pn1	22.00	23.28	15.52	15.52
Personal Numbering - pn2	22.00	50.24	51.41	51.52
Personal Numbering - pn3	22.00	49.86	40.49	40.87
Personal Numbering - pn4	22.00	25.23	25.23	25.23
Personal Numbering - pn5	22.00	16.49	17.05	17.41
Personal Numbering - pn6	22.00	19.40	20.27	20.63
Personal Numbering - pn7	22.00	4.03	1.02	1.02
Personal Numbering - pn8	22.00	21.94	20.29	20.47
Personal Numbering - pn9	22.00	22.80	22.80	22.80
Personal Numbering - pn10	22.00	33.96	35.03	35.53
Personal Numbering - pn11	22.00	37.85	28.74	29.23
Personal Numbering - pn12	22.00	26.20	26.20	26.20
Personal Numbering - pn13	22.00	37.84	38.00	38.34
Personal Numbering - pn14	22.00	28.62	28.62	28.62
Personal Numbering - pn15	22.00	13.27	14.74	14.69
Personal Numbering - pn16	22.00	14.30	18.52	18.46
Personal Numbering - pn17	22.00	15.32	15.32	15.32
Personal Numbering - pn18	22.00	16.34	16.34	16.34
Personal Numbering - pn19	22.00	13.58	13.30	13.25
Personal Numbering - pn20	22.00	23.28	24.24	24.68
Personal Numbering - pn21	22.00	39.90	39.90	40.03
Personal Numbering - pn22	22.00	10.21	7.15	6.13

Pence per minute

Charge Band	Call Connection Fee in Pence	Day	Eve	W/end
Premium Rate Services - p47	65.00	65.00	65.00	65.00
Premium Rate Services - p50	120.00	120.00	120.00	120.00
Specialised Services - g21	22.00	4.99	2.04	1.20
UK Standard WiFi Services*	22.00	17.00	17.00	17.00
UK Premium WiFi Services**	22.00	20.00	20.00	20.00

*UK Standard WiFi Service number range - These are the numbers with following prefixes

07404, 07405, 07424, 07438, 07448, 07459, 07466, 074067, 074173, 074174, 074175, 074182, 074400, 074401, 074402, 074403, 074404, 074405, 074406, 074407, 074655, 074886, 075208, 075209, 075373, 075591, 075891, 078224, 078226, 078745, 078938

**UK Premium WiFi Service number range - These are the numbers with following prefixes

07305, 07306, 07893, 07978, 073680, 073682, 073683, 073684, 073686, 073896, 073699, 073780, 074060, 074061, 074062, 074063, 074064, 074065, 074066, 074068, 074172, 074176, 074177, 074179, 074183, 074185, 074186, 074188, 074408, 074410, 074411, 074414, 074418, 074419, 074512, 074515, 074574, 074577, 074582, 074583, 074587, 074588, 074653, 074882, 074883, 074888, 075206, 075207, 075376, 075377, 075590, 075592, 075593, 075595, 075597, 075598, 075599, 075718, 075890, 075892, 075893, 075898, 075899, 078220, 078225, 078227, 078644, 078727, 078730, 078744, 078925, 078931, 078933, 079112, 079118, 079780, 079784, 079785, 079788

Fixed Fee Services - All Times of Day

Charge Band	Pence per call	Charge Band	Pence per call
Fixed Fee Services - ff0	30.60	Fixed Fee Services - ff3	25.56
Fixed Fee Services - ff1	25.20	Fixed Fee Services - ff30	66.36
Fixed Fee Services - ff10	26.04	Fixed Fee Services - ff31	10.20
Fixed Fee Services - ff11	61.32	Fixed Fee Services - ff32	86.76
Fixed Fee Services - ff12	76.68	Fixed Fee Services - ff33	36.00
Fixed Fee Services - ff13	102.24	Fixed Fee Services - ff34	100.80
Fixed Fee Services - ff14	91.92	Fixed Fee Services - ff35	150.00
Fixed Fee Services - ff15	6.12	Fixed Fee Services - ff36	50.40
Fixed Fee Services - ff16	15.24	Fixed Fee Services - ff37	60.00
Fixed Fee Services - ff17	20.40	Fixed Fee Services - ff38	70.80
Fixed Fee Services - ff18	35.64	Fixed Fee Services - ff39	110.40
Fixed Fee Services - ff19	40.80	Fixed Fee Services - ff40	130.80
Fixed Fee Services - ff2	50.40	Fixed Fee Services - ff41	140.40
Fixed Fee Services - ff20	45.84	Fixed Fee Services - ff42	42.00
Fixed Fee Services - ff21	153.24	Fixed Fee Services - ff43	30.00
Fixed Fee Services - ff24	81.72	Fixed Fee Services - ff44	80.40
Fixed Fee Services - ff25	122.64	Fixed Fee Services - ff6	30.72
Fixed Fee Services - ff26	127.68	Fixed Fee Services - ff8	18.96
Fixed Fee Services - ff27	132.84	Fixed Fee Services - ff9	43.44
Fixed Fee Services - ff28	10.20	Timeline Access	30.60
Fixed Fee Services - ff29	5.04	Operator Alarm Call	1099.00

Legacy Call Plans - No longer available for new sale

If you opted into a call plan before 12th Nov 2018, then the description of the call plans below applies and you can continue to keep these. If you wish to change call plan or you enter into a new minimum term agreement, you will have to choose from our latest available call plans as described earlier in this price guide.

Call Plan	Monthly Charge	Details of the call plan
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	£4.00	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 International saver 40 Countries (details on page 2) and UK Standard Mobiles. This also includes free calls between Post Office [®] Home Phone customers at any time.
Anytime	£9.00	Inclusive any time 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 International saver 40 Countries (details on page 2) and UK Standard Mobiles. This also includes free calls between Post Office [®] Home Phone customers at any time.

*Fair & Acceptable Use Policy. Customers who have call plans with inclusive 0845/0870 calls will be limited to a total of 1000 minutes of calls per month to these numbers. Post Office reserves the right to charge and / or cease the Service of customers who exceed this monthly threshold of 1000 minutes. Inclusive calls to 0845 and 0870 numbers include the access charge.

Call Plan Details and Inclusive Calls

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 Weekend charge period (after 60 continuous minutes, calls with 01, 02 or 03 prefixes are charged at the standard rate for that number for the remainder of the call where it exceeds 60 minutes). 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). From 12th Nov 2018 onwards this call plan will appear as **Weekend Calls (old)** on your bill.

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[®] Home Phone customers are inclusive for 60 minutes at any time (after 60 continuous minutes national & local calls, and those to other Post Office[®] Home Phone customers are charged at the standard rate for that number for the remainder of the call where it exceeds 60 minutes). Inclusive Weekend calls apply to landlines in the International Saver 40 countries (including mobiles to USA & Canada) and UK Standard Mobiles. After 60 continuous minutes UK Standard mobile calls are charged at the standard rate for that number range and calls to landlines in International Saver 40 countries (including mobiles to USA & Canada) are charged at standard rate for the remainder of the call where it exceeds 60 minutes. 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). From onwards 12th Nov 2018 this call plan will appear as **Evening & Weekend Calls (old)** on your bill.

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 calls are charged at the standard rate for that number for the remainder of the call where it exceeds 60 minutes). Inclusive Weekend calls apply to landlines in the International Saver 40 Countries (including mobiles to USA & Canada) and UK Standard Mobiles. After 60 continuous minutes UK Standard mobile calls are charged at the standard rate for that number range and calls to landlines in International Saver 40 countries (including mobiles to USA & Canada) are charged at standard rate for the remainder of the call where it exceeds 60 minutes. 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). From 12th Nov 2018 onwards this call plan will appear as **Anytime Calls (old)** on your bill.

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