## woav.

## Pricing Schedule

## Business Phone, Broadband and Fibre Packages Plus Other Charges

All prices on this schedule also apply when on Standard Variable prices

## Line Rental

## Per Month, Per Line, Per Channel

## 24 Month Contract

12 Month Contract
1 Month Contract

| Business Phone Only Standard Line Rental |
| :--- |
| Premium Main Auxiliary line |
| Premium Auxiliary line |
| ISDN2e Standard |
| ISDN2e Main Auxiliary channel |
| ISDN2e Auxiliary channel |
| ISDN30 Main channel |
| ISDN30 Auxiliary channel |
| DDI |


| £14.55 |
| :---: |
| $£ 14.55$ |
| $£ 14.55$ |
| $£ 14.55$ |
| $£ 14.55$ |
| $£ 14.55$ |
| $£ 16.62$ |
| $£ 16.62$ |
| $£ 0.33$ |


| $£ 16.10$ |
| :---: |
| $£ 16.10$ |
| $£ 16.10$ |
| $£ 16.10$ |
| $£ 16.10$ |
| $£ 16.10$ |
| $£ 18.18$ |
| $£ 18.18$ |
| $£ 0.33$ |


| $£ 17.66$ |
| :---: |
| $£ 17.66$ |
| $£ 17.66$ |
| $£ 17.66$ |
| $£ 17.66$ |
| $£ 17.66$ |
| $£ 19.74$ |
| $£ 19.74$ |
| $£ 0.33$ |


| Business |  |
| :--- | :---: |
| Broadband Only | Standard (25GB) |
|  | Unlimited |


| $£ 9.50$ |
| :---: |
| $£ 14.50$ |


| $£ 11.00$ |
| :---: |
| $£ 16.00$ |


| $£ 12.50$ |
| :---: |
| $£ 17.50$ |


| Business Broadband |  |
| :--- | :---: |
| and Phone | Standard (25GB) |
|  | Unlimited |


| $£ 7.00+£ 14.55$ |
| :---: |
| $£ 10.00+£ 14.55$ |


| $£ 8.50+£ 16.10$ |
| :---: |
| $£ 11.50+£ 16.10$ |


| $£ 10.00+£ 17.66$ |
| :---: |
| $£ 13.00+£ 17.66$ |


| Business Fibre and |
| :--- | :---: |
| Phone |$\quad$ Standard (30GB)


| $£ 18.50+£ 14.55$ |
| :---: |
| $£ 25.50+£ 14.55$ |


| $£ 22.50+£ 16.10$ |
| :---: |
| $£ 29.50+£ 16.10$ |


| $£ 26.50+£ 17.66$ |
| :---: |
| $£ 33.50+£ 17.66$ |


| Business Fibre Plus |
| :--- | :---: |
| and Phone |


| $£ 21.00+£ 14.55$ |
| :---: |
| $£ 28.00+£ 14.55$ |


| $£ 25.00+£ 16.10$ |
| :---: |
| $£ 32.00+£ 16.10$ |


| $£ 32.00+£ 17.66$ |
| :---: |
| $£ 36.00+£ 17.66$ |


| ther Charge |  | 24 Month Contract | 12 Month Contract | 1 Month Contract |
| :---: | :---: | :---: | :---: | :---: |
| Supply of New Analogue Line (charge per line or channel) | Standard Line |  | £45.00 |  |
|  | Premium Main Auxiliary Line |  | £99.00 |  |
| Supply of New ISDN2e Line (charge per line) | ISDN2e Standard |  | £240.00 |  |
|  | ISDN2e Main Auxiliary channel |  | £124.50 |  |
|  | ISDN2e Auxiliary channel |  | £124.50 |  |
|  | DDI Planning charge |  | £75.00 |  |
|  | DDI Connection |  | £0.75 |  |
|  | ISDN2e Renumber Per occasion |  | £55.00 |  |
|  | ISDN2e Renumber Per number |  | £25.00 |  |
| Supply of New ISDN30e Line (charge per line) | New Install- ISDN30e |  | £900.00 |  |
|  | Installation per channel |  | $£ 5.50$ |  |
|  | DDI Planning charge |  | £81.57 |  |
|  | DDI Connection |  | £0.81 |  |
| Standard Line Restart ${ }^{\wedge}$ |  |  | £20.00 |  |
| Standard Line Renumber ${ }^{\wedge}$ |  |  | £30.00 |  |
| BT/LLU Transfer |  |  | £0.00 |  |
| Cable Transfer |  |  | £50.00 |  |
| Broadband Activation Fee |  | £0.00 |  | £30.00 |
| Fibre Activation Fee |  | £0.00 | $£ 30.00$ | £150.00 |

[^0]Other Charges
24 Month Contract
12 Month Contract
1 Month Contract

Broadband / Fibre Overage
Wireless Router

| Static IP |
| :--- |
| Moving Broadband to a different telephone line <br> Premises Move ~ <br> Paper <br> Billing | | Mull Itemisation |
| :--- |

Non-Direct Debit Payment Charge
Unpaid Invoice Charge

## Fraud Defender

## SERVICE LEVEL AGREEMENTS

| Care Level 1 |
| :--- |
| Care Level 2 |
| Care Level 3 |
| Care Level 4 |
| Broadband |

£1.00 per GB (capped at £15.00 per month)

|  | $£ 7.99(P \& P)$ |
| :--- | :--- |



$$
\text { £1.99 per month (first } 2 \text { months £0.00) }
$$

[^1]~ Pricing applicable to PSTN Single Lines only. Subject to survey and availability. For other line types or products please give us a call.

## Termination Fees

## Per Connection

|  | 24 Month Contract | 12 Month Contract | 1 Month Contract |
| :---: | :---: | :---: | :---: |
| Business Phone Line Rental Only | £8.50 $\times$ number of months left | £8.50 $\times$ number of months left | £0.00 |
| Standard Business Broadband Only | $£ 6.25 \times$ number of months left | £6.25 $\times$ number of months left | £0.00 |
| Unlimited Business Broadband Only | £8.75 $\times$ number of months left | $£ 8.75 \times$ number of months left | £0.00 |
| Standard Business Broadband and Phone | $£ 14.75 \times$ number of months left | $£ 14.75 \times$ number of months left | £0.00 |
| Unlimited Business Broadband and Phone | £17.25 $\times$ number of months left | £17.25 $\times$ number of months left | £0.00 |
| Standard Business Fibre Broadband and Phone | £24.50 $\times$ number of months left plus if you cancel Fibre within the first 12 months of a contract, a £99 early termination charge applies | £24.50 x number of months left plus <br> if you cancel Fibre within the first 12 months of a contract, a £99 early termination charge applies | £0.00 |
| Unlimited Business Fibre Broadband and Phone | £26.50 $\times$ number of months left plus if you cancel Fibre within the first 12 months of a contract, a £99 early termination charge applies | £26.50 x number of months left plus <br> if you cancel Fibre within the first 12 months of a contract, a £99 early termination charge applies | £0.00 |

[^2]
## Call Out Charges



## Call Plans



Call and Network
Features and Bundles

| Call and Network Features | 1571 | £2.99 |
| :---: | :---: | :---: |
|  | Bypass Number | £2.99 |
|  | Call Barring | £2.99 |
|  | Caller Display* | £0.00 |
|  | Call Diversion ${ }^{* 1}$ | £2.99 |
|  | Call Sign* | £2.99 |
|  | Call Waiting* | £2.99 |
|  | Reminder Call* | £2.99 |
|  | Choose to Refuse | £2.99 |
|  | Ringback | £2.99 |
|  | Call Minder Basic | £2.99 |
|  | Anonymous Call Reject | £3.00 |
|  | Presentation Number | £2.99 |
|  | Three-way Calling | £2.99 |
|  | Called Party Answer | £2.99 |
|  | Called Party Answer (Setup Charge) | £37.00 |
|  | Call Redirect - 1 Month | £18.00 |
|  | Call Redirect - 3 Months | £26.00 |
|  | Remote Call Forward (Setup Charge) ${ }^{1}$ | £45.00 |
|  | Remote Call Forward ${ }^{1}$ | £3.00 |
|  | Smart Divert | £4.00 |
|  | Smart Divert (Setup Charge) | £14.00 |
|  | Withhold Number | £0.00 (only at customer's request) |


| Call and Network | 2 Features |
| :--- | :--- |
|  | 3 Features |
|  | 4 Features |
|  | 5 Features |

* Available in Bundle
 the diverted leg of the call. The caller pays for the call to the number dialed. Calls will be charged per 60 seconds and rounded up to the nearest penny.
All prices exclude VAT and are charged monthly in advance, unless stated otherwise. Call charges are invoiced in arrears.


## Call Prices

| Personal Numbers |  |  |
| :---: | :---: | :---: |
| Charge Band | Peak | Off Peak |
| PN1 | $24.52 p$ | $16.34 p$ |
| PN2 | $51.06 p$ | $51.06 p$ |
| PN3 | $50.04 p$ | $39.83 p$ |
| PN4 | $26.56 p$ | $26.56 p$ |
| PN5 | $17.36 p$ | $17.36 p$ |
| PN6 | $20.42 p$ | $20.42 p$ |
| PN8 | $20.40 p$ | $20.40 p$ |
| PN9 | $24.00 p$ | $24.00 p$ |
| PN10 | $35.75 p$ | $35.75 p$ |
| PN11 | $39.83 p$ | $29.62 p$ |
| PN12 | $27.58 p$ | $27.58 p$ |
| PN13 | $39.83 p$ | $39.83 p$ |
| PN14 | $30.13 p$ | $30.13 p$ |
| PN15 | $13.27 p$ | $13.27 p$ |
| PN16 | $14.30 p$ | $14.30 p$ |
| PN17 | $15.32 p$ | $15.32 p$ |
| PN18 | $16.34 p$ | $16.34 p$ |
| PN19 | $10.21 p$ | $10.21 p$ |
| PN20 | $24.52 p$ | $24.52 p$ |


| UK Other Calls |  |  |
| :---: | :---: | :---: |
| Charge Band | Peak | Off Peak |
| C | $12.84 p$ | $7.44 p$ |
| D | $17.06 p$ | $10.06 p$ |
| E | $5.04 p$ | $5.04 p$ |
| F | $30.64 p$ | $20.42 p$ |
| J | $32.68 p$ | $22.46 p$ |
| K | $38.29 p$ | $25.52 p$ |
| M | $41.92 p$ | $28.92 p$ |
| NW1 | $15.12 p$ | $15.12 p$ |
| FW2 | $15.84 p$ | $15.84 p$ |
| FW3 | $16.08 p$ | $12.48 p$ |
| FW4 | $16.20 p$ | $13.32 p$ |
| FW5 | $15.12 p$ | $9.90 p$ |
| FW6 | $13.20 p$ | $12.24 p$ |
| G6 | $7.00 p$ | $7.00 p$ |


| Access Charges |  |  |
| :---: | :---: | :---: |
| UK Landline | Peak | Off Peak |
| Service Charge | 7.00 p | 7.00 p |
| Access Charge | 8.00 p | 8.00 p |


| Paging Services |  |
| :---: | :---: |
| Charge Band | Fixed Price Call |
| FF10 | 21.70 p |
| FF3 | 25.00 p |
| FF8 | 15.80 p |
| FF9 | 36.20 p |


 minute charge applies after the firstminute.

Call Prices

| NGCs |  |
| :---: | :---: |
| Name | PPM |
| NGCS 1 | 0.00p |
| NGCS 2 | 1.00p |
| NGCS 3 | 2.00p |
| NGCS 4 | 3.00p |
| NGCS 5 | 4.00p |
| NGCS 6 | 5.00p |
| NGCS 7 | 6.00p |
| NGCS 8 | 7.00p |
| NGCS 9 | 8.00p |
| NGCS 10 | 9.00p |
| NGCS 11 | 10.00p |
| NGCS 12 | 11.00p |
| NGCS 13 | 12.00p |
| NGCS 14 | 13.00p |
| NGCS 15 | 15.00p |
| NGCS 16 | 20.00p |
| NGCS 17 | 25.00p |
| NGCS 18 | 30.00p |
| NGCS 19 | 35.00p |
| NGCS 20 | 36.00p |


| Name | PPM |
| :---: | :---: |
| NGCS 21 | $40.00 p$ |
| NGCS 22 | $45.00 p$ |
| NGCS 23 | $46.00 p$ |
| NGCS 24 | $50.00 p$ |
| NGCS 25 | $55.00 p$ |
| NGCS 26 | $60.00 p$ |
| NGCS 27 | $65.00 p$ |
| NGCS 28 | $70.00 p$ |
| NGCS 29 | $75.00 p$ |
| NGCS 30 | $80.00 p$ |
| NGCS 31 | $90.00 p$ |
| NGCS 32 | $95.00 p$ |
| NGCS 33 | $99.00 p$ |
| NGCS 34 | $100.00 p$ |
| NGCS 35 | $110.00 p$ |
| NGCS 36 | $120.00 p$ |
| NGCS 37 | $145.00 p$ |
| NGCS 38 | $150.00 p$ |
| NGCS 39 | $155.00 p$ |
| NGCS 40 | $180.00 p$ |


| Name | PPM |
| :---: | :---: |
| NGCS 41 | $200.00 p$ |
| NGCS 42 | $220.00 p$ |
| NGCS 43 | $250.00 p$ |
| NGCS 44 | $300.00 p$ |
| NGCS 45 | $360.00 p$ |
| NGCS 46 | $5.00 p$ |
| NGCS 47 | $10.00 p$ |
| NGCS 48 | $15.00 p$ |
| NGCS 49 | $25.00 p$ |
| NGCS 50 | $30.00 p$ |
| NGCS 51 | $35.00 p$ |
| NGCS 52 | $40.00 p$ |
| NGCS 53 | $48.00 p$ |
| NGCS 54 | $50.00 p$ |
| NGCS 55 | $70.00 p$ |
| NGCS 56 | $75.00 p$ |
| NGCS 57 | $100.00 p$ |
| NGCS 58 | $145.00 p$ |
| NGCS 59 | $150.00 p$ |
| NGCS 60 | $200.00 p$ |


| Name | PPM | PPC |
| :---: | :---: | :---: |
| NGCS 61 | $250.00 p$ |  |
| NGCS 62 | $300.00 p$ |  |
| NGCS 63 | $400.00 p$ |  |
| NGCS 64 | $500.00 p$ |  |
| NGCS 65 | $600.00 p$ |  |
| NGCS 66 | $155.00 p$ | $77.00 p$ |
| NGCS 67 | $25.00 p$ | $80.00 p$ |
| NGCS 68 | $139.00 p$ | $399.00 p$ |
| NGCS 69 | $135.00 p$ | $499.00 p$ |
| NGCS 70 | $275.00 p$ | $550.00 p$ |
| NGCS 71 | $299.00 p$ | $574.00 p$ |
| NGCS 72 | $349.00 p$ | $698.00 p$ |
| NGCS 73 | $250.00 p$ | $0.00 p$ |
| NGCS 74 | $5.00 p$ | $5.00 p$ |
| NGCS 75 | $10.00 p$ | $10.00 p$ |
| NGCS 76 | $40.00 p$ | $40.00 p$ |
| NGCS 77 | $70.00 p$ | $70.00 p$ |
| NGCS 78 | $150.00 p$ | $150.00 p$ |
| NGCS 79 | $200.00 p$ | $200.00 p$ |
| NGCS 80 | $257.00 p$ | $445.00 p$ |

International Call Prices

| Destination | International Land Line |  | International Mobile |  |
| :---: | :---: | :---: | :---: | :---: |
|  | off Peak | Peak | Off Peak | Peak |
| Afghanistan | 150.00p | 150.00p | 165.00p | 165.00p |
| Albania | 60.00p | 60.00p | 75.00p | 75.00p |
| Algeria | 60.00p | 60.00p | 75.00p | 75.00p |
| Andorra | 60.00p | 60.00p | 75.00p | 75.00p |
| Angola | 137.50p | 137.50p | 152.50p | 152.50p |
| Anguilla | 80.00p | 80.00p | 95.00p | 95.00p |
| Antigua \& Barbuda | 80.00p | 80.00p | 95.00p | 95.00p |
| Argentina | 112.50p | 112.50p | 127.50p | 127.50p |
| Armenia | 95.00p | 95.00p | 110.00p | 11.00p |
| Aruba | 95.00p | 95.00p | 110.00p | 110.00p |
| Ascension Island | 150.00p | 150.00p | 165.00p | 165.00p |
| Australia | 3.00p | 3.00p | 70.00p | 70.00p |
| Austria | 3.00p | 3.00p | 45.00p | 45.00p |
| Azerbajan | 95.00p | 95.00p | 110.00p | 110.00p |
| Azores | 37.50p | 37.50p | 52.50p | 52.50p |
| Bahamas | 80.00p | 80.00p | 95.00p | 95.00p |
| Bahrain | 95.00p | 95.00p | 110.00p | 110.00p |
| Bangladesh | 60.00p | 60.00p | 75.00p | 75.00p |
| Barbados | 80.00p | 80.00p | 95.00p | 95.00p |
| Belarus | 95.00p | 95.00p | 110.00p | 110.00p |
| Belize | 137.50p | 137.50p | 152.50p | 152.50p |
| Belgium | 3.00p | 3.00p | 45.00p | 45.00p |
| Benin | 137.50p | 137.50p | 152.50p | 152.50p |
| Bermuda | 80.00p | 80.00p | 95.00p | 95.00p |
| Bolivia | 137.50p | 137.50p | 152.50p | 152.50p |
| Bosnia \& Herzegovina | 137.50p | 137.50p | 152.50p | 152.50p |
| Botswana | 112.50p | 112.50p | 127.50p | 127.50p |
| Brazil | ${ }^{112.50 p}$ | 112.50p | 127.50p | 127.50p |
| British Virgin Islands | 80.00p | 80.00p | 95.00p | 95.00p |
| Brunei | 112.50p | 112.50p | 127.50p | 127.50p |
| Bulgaria | 60.00p | 60.00p | 75.00p | 75.00p |
| Burkina Faso | 137.50p | 137.50p | 152.50p | 152.50p |
| Burundi | 137.50p | 137.50p | 152.50p | 152.50p |
| Cambodia | 150.00p | 150.00p | 165.00p | 165.00p |
| Cameroon | 112.50p | 112.50p | 127.50p | 127.50p |


| Destination | International Land Line |  | International Mobile |  |
| :---: | :---: | :---: | :---: | :---: |
|  | Off Peak | Peak | Off Peak | Peak |
| Canada | 3.00p | 3.00p | 42.50p | 42.50p |
| Canary Islands | 37.50p | 37.50p | 52.50p | 52.50p |
| Cape Verde Island | 150.00p | 150.00p | 165.00p | 165.00p |
| Cayman Islands | 80.00p | 80.00p | 95.00p | 95.00p |
| Central African Republic | 150.00p | 150.00p | 165.00p | 165.00p |
| Chad | 150.00p | 150.00p | 165.00p | 165.00p |
| chile | 112.50p | 112.50p | 127.50p | 127.50p |
| China | 95.00p | 95.00p | 110.00p | 110.00p |
| Colombia | 137.50p | 137.50p | 152.50p | 152.50p |
| Cook Islands | 150.00p | 150.00p | 165.00p | 165.00p |
| Costa Rica | ${ }^{112.50 p}$ | 12.50p | 127.50p | 127.50p |
| Croatia | 60.00p | 60.00p | 75.00 p | 75.00p |
| Cuba | 150.00p | 150.00p | 165.00p | 165.00p |
| Cyprus North | 37.50p | 37.50p | 52.50p | 52.50p |
| Cyprus South | 60.00 p | 60.00p | 75.00 p | 75.00p |
| Czech Republic | 37.50p | 37.50p | 52.50p | 52.50p |
| Denmark | 3.00p | 3.00p | 45.00p | 45.00p |
| Diego Garcia | 150.00p | 150.00p | 165.00p | 165.00p |
| Djibouti | 150.00p | 150.00p | 165.00p | 165.00p |
| Dominica | 80.00p | 80.00p | 95.00p | 95.00p |
| Dominican Republic | 80.00p | 80.00p | 95.00p | 95.00p |
| Ecuador | 137.50p | 137.50p | 152.50p | 152.50p |
| Egypt | 112.50p | 12.50p | 127.50p | 127.50p |
| Emsat | 200.00p | 200.00p | 200.00p | 200.00p |
| Equatorial Guinea | 150.00p | 150.00p | 165.00p | 165.00p |
| Eritrea | 137.50p | 137.50p | 152.50p | 152.50p |
| Estonia | 60.00p | 60.00p | 75.00 p | 75.00p |
| Ethiopia | 137.50p | 137.50p | 152.50p | 152.50p |
| Faeroe Islands | 37.50 p | 37.50p | 52.50p | 52.50 p |
| Falkland Islands | 137.50p | 137.50p | 152.50p | 152.50p |
| Fij | 150.00p | 150.00p | 165.00p | 165.00p |
| Finland | 30.00p | 30.00p | 45.00p | 45.00p |
| France | 3.00p | 3.00p | 45.00p | 45.00p |
| French Polynesia | 150.00p | 142.50p | 157.50p | 157.50p |
| Gambia | 150.00p | 150.00p | 165.00p | 165.00p |


| Destination | International Land Line |  | International Mobile |  |
| :---: | :---: | :---: | :---: | :---: |
|  | Off Peak | Peak | Off Peak | Peak |
| Georgia | 95.00p | 95.00p | 110.00p | 110.00p |
| Germany | 3.00p | 3.00p | 45.00p | 45.00p |
| Ghana | ${ }^{112.50 p}$ | 112.50p | 127.50p | 127.50p |
| Gibraltar | 37.50p | 37.50p | 52.50p | 52.50p |
| Global Satellite-Thuraya | 350.00p | 350.00p | 350.00p | 350.00p |
| Greece | 30.00p | 30.00p | 45.00p | 45.00p |
| Grenada | 80.00p | 80.00p | 95.00p | 95.00p |
| Guadeloupe | 80.00p | 80.00p | 95.00p | 95.00p |
| Guatemala | ${ }^{112.50 p}$ | 112.50p | 127.50p | 127.50p |
| Guinea | 137.50p | 137.50p | 152.50p | 152.50p |
| Guyana | 137.50p | 137.50p | 152.50p | 152.50p |
| Honduras | ${ }^{112.50 p}$ | 112.50p | 127.50p | 127.50p |
| Hong Kong | 3.00p | 3.00p | 70.00p | 70.00p |
| Hungary | 37.50p | 37.50p | 52.50p | 52.50p |
| Iceland | 60.00p | 60.00p | 75.00p | 75.00p |
| India | 60.00p | 60.00p | 75.00p | 75.00p |
| Indonesia | 95.00p | 95.00p | 110.00p | 110.00p |
| Inmarsat B Maritime | 350.00p | 350.00p | 350.00p | 350.00p |
| Inmarsat Mini M | 250.00p | 250.00p | 250.00p | 250.00p |
| Inmarsat-Atlantic West-B | 350.00p | 350.00p | 350.00p | 350.00p |
| Inmarsat-Atlantic West-Mini | 350.00p | 350.00p | 350.00p | 350.00p |
| Inmarsat-Indian-B | 350.00p | 350.00p | 350.00p | 350.00p |
| Inmarsat-Indian-Mini | 350.00p | 350.00p | 350.00p | 350.00p |
| Inmarsat-Pacific-A | 600.00p | 600.00p | 600.00p | 600.00p |
| Inmarsat-Pacific-B | 350.00p | 350.00p | 350.00p | 350.00p |
| Iran | ${ }^{112.50 p}$ | 112.50p | 127.50p | 127.50p |
| Iraq | 112.50p | 112.50p | 127.50p | 127.50p |
| Ireland | 3.00p | 3.00p | 40.00p | 40.00p |
| Iridium 8816 | 350.00p | 350.00p | 350.00p | 350.00p |
| lridium 8817 | 350.00p | 350.00p | 350.00p | 350.00p |
| Italy | 3.00p | 3.00p | 45.00p | 45.00p |
| Israel | 55.00p | 55.00p | 70.00p | 70.00p |
| Ivory Coast | ${ }^{112.50 p}$ | ${ }^{112.50 p}$ | 127.50p | 127.50p |
| Jamaica | 80.00p | 80.00p | 95.00p | 95.00p |
| Japan | 55.00p | 55.00p | 70.00p | 70.00p |


| Destination | International Land Line |  | International Mobile |  | Destination | International Land Line |  | International Mobile |  | Destination | International Land Line |  | International Mobile |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Off Peak | Peak | Off Peak | Peak |  | Off Peak | Peak | Off Peak | Peak |  | Off Peak | Peak | Off Peak | Peak |
| Jordan | 112.50p | 112.50p | 127.50p | 127.50p | Nepal | ${ }^{112.50 p}$ | 112.50p | 127.50p | 127.50p | Spain | 3.00p | 3.00p | 45.00p | 45.00p |
| Kazakhstan | 95.00p | 95.00p | 110.00p | 110.00p | Netherlands | 30.00p | 30.00p | 45.00p | 45.00p | Sri Lanka | 112.50p | ${ }^{112.50}{ }^{\text {p }}$ | 127.50p | 127.50p |
| Kenya | 12.50p | 112.50p | 127.50p | ${ }^{127.50 p}$ | New Caledonia | 150.00p | 150.00p | 165.00p | 165.00p | St. Helena | 150.00p | 150.00p | 165.00p | 165.00p |
| Korea North | 150.00p | 150.00p | 165.00p | 165.00p | New Zealand | 3.00p | 3.00p | 70.00p | 70.00p | St. Kitts \& Nevis | 80.00p | 80.00p | 95.00p | 95.00p |
| Korea South | 95.00p | 95.00p | 110.00p | 110.00p | Nicaragua | 112.50p | 112.50p | 127.50p | 127.50p | St. Lucia | 80.00p | 80.00p | 95.00p | 95.00p |
| Kosovo | 60.00p | 60.00p | 75.00p | 75.00p | Niger | 137.50p | 137.50p | 152.50p | 152.50p | St. Vincent's | 80.00p | 80.00p | 95.00p | 95.00p |
| Kuwait | 95.00p | 95.00p | 110.00p | 110.00p | Nigeria | 95.00p | 95.00p | 110.00p | 110.00p | Sudan | ${ }^{112.50 p}$ | ${ }^{112.50 p}$ | 127.50p | 127.50p |
| kyrgyzstan | 95.00p | 95.00p | 110.00p | 110.00p | Norway | 30.00p | 30.00p | 45.00p | 45.00p | Suriname | 137.50p | 137.50p | 152.50p | 152.50p |
| Laos | 150.00p | 150.00p | 165.00p | 165.00p | Oman | 95.00 p | 95.00p | 110.00p | 110.00p | Swaziland | 137.50p | 137.50p | 152.50p | 152.50p |
| Latvia | 60.00p | 60.00p | 75.00p | 75.00p | Pakistan | 60.00p | 60.00p | 75.00p | 75.00p | Sweden | 3.00p | 3.00p | 45.00p | 45.00p |
| Lebanon | 112.50p | 112.50p | 127.50p | 127.50p | Palestine | 55.00p | 55.00p | 70.00p | 70.00p | Switzerland | 3.00p | 3.00 p | 45.00p | 45.00p |
| Lesotho | 137.50p | 137.50p | 152.50p | 152.50p | Panama | 112.50p | 112.50p | 127.50p | 127.50p | Syria | 112.50p | ${ }^{112.50}$ | 127.50p | 127.50p |
| Liberia | 12.50p | 112.50p | ${ }^{127.50 p}$ | ${ }^{127.50}$ | Papua New Guinea | 150.00p | 150.00p | 165.00p | 165.00p | Taiwan | 95.00p | 95.00p | ${ }^{10.00 p}$ | 110.00p |
| Libya | 60.00p | 60.00p | 75.00p | 75.00p | Paraguay | ${ }^{112.50 p}$ | 112.50p | 127.50p | 127.50p | Tajikistan | 137.50p | 137.50p | 152.50p | 152.50p |
| Liechtenstein | 60.00p | 60.00p | 75.00p | 75.00p | Peru | 112.50p | 112.50p | 127.50p | 127.50p | Tanzania | 112.50p | 112.50p | 127.50p | 127.50p |
| Lithuania | 60.00p | 60.00p | 75.00p | 75.00 p | Philippines | 95.00p | 95.00p | 110.00p | 110.00p | Thailand | 95.00p | 95.00p | ${ }^{110.00 p}$ | 110.00p |
| Luxembourg | 30.00p | 30.00p | 45.00p | 45.00p | Poland | 3.00p | 3.00p | 45.00p | 45.00p | Togo | 137.50p | ${ }^{137.50 p}$ | 152.50p | 152.50p |
| Macao | 112.50p | 112.50p | 127.50p | 127.50p | Puerto Rico | 80.00p | 80.00p | 95.00p | 95.00p | Tonga | 150.00p | 150.00p | 165.00p | 165.00p |
| Macedonia | 60.00p | 60.00p | 75.00 p | 75.00p | Portugal | 3.00p | 3.00p | 45.00p | 45.00p | Trinidad \& Tobago | 80.00p | 80.00p | 95.00p | 95.00p |
| Madagascar | 137.50p | 137.50p | 152.50p | 152.50p | Qatar | 95.00p | 95.00p | 110.00p | 110.00p | Tunisia | 60.00p | 60.00p | 75.00p | 75.00p |
| Malawi | ${ }^{112.50 p}$ | 112.50p | ${ }^{127.50 p}$ | 127.50p | Reunion | 150.00p | 150.00p | 165.00p | 165.00p | Turkey | 3.00p | 3.00p | 75.00p | 75.00p |
| Malaysia | 55.00p | 55.00p | 70.00p | 70.00p | Romania | 60.00p | 60.00p | 75.00p | 75.00p | Turkmenistan | 95.00p | 95.00p | 110.00p | 110.00p |
| Maldives | 137.50p | 137.50p | 152.50p | 152.50p | Russia | 60.00 p | 60.00p | 75.00p | 75.00p | Turks \& Caicos sland | 80.00p | 80.00p | 95.00p | 95.00p |
| Malta | 37.50p | ${ }^{37.50 p}$ | 52.50p | 52.50p | San Marino | 37.50p | 37.50p | 52.50p | 52.50p | Tuvalu | 150.00p | 150.00p | 165.00p | 165.00p |
| Martinique | 80.00p | 80.00p | 95.00p | 95.00p | Sao Tome \& Principe | 150.00p | 150.00p | 165.00p | 165.00p | Uganda | ${ }^{112.50 p}$ | ${ }^{112.50 p}$ | 127.50p | 127.50p |
| Mauritania | 137.50p | 137.50p | 152.50p | 152.50p | Saudi Arabia | 95.00p | 95.00p | 110.00p | 110.00p | Ukraine | 95.00p | 95.00p | 110.00p | 110.00p |
| Mauritius | ${ }^{112.50 p}$ | 112.50p | ${ }^{127.50 p}$ | 127.50p | Senegal | ${ }^{112.50 p}$ | ${ }^{112.50 p}$ | 127.50p | ${ }^{127.50 p}$ | United Arab Emirates | 95.00p | 95.00p | 110.00p | 110.00p |
| Mexico | 95.00p | 95.00p | 110.00p | 110.00p | Serbia | 60.00p | 60.00p | 75.00p | 75.00p | Uruguay | ${ }^{112.50 p}$ | ${ }^{112.50 p}$ | 127.50p | 127.50p |
| -Moldova | 137.50p | ${ }^{137.50 p}$ | 152.50p | 152.50p | Seychelles | ${ }^{112.50 p}$ | ${ }^{112.50 p}$ | 127.50p | ${ }^{127.50 p}$ | USA | 3.00p | ${ }^{3.00 p}$ | 42.50p | 42.50p |
| Monaco | 37.50p | 37.50p | 52.50p | 52.50p | Sierra Leone | 112.50p | 112.50p | 127.50p | 127.50p | Uzbekistan | 95.00p | 95.00p | 110.00p | 110.00p |
| Mongolia | 150.00p | 150.00p | 165.00p | 165.00p | Singapore | 55.00p | 55.00p | 70.00p | 70.00p | Venezuela | 112.50p | ${ }^{112.50 p}$ | 127.50p | 127.50p |
| Montserrat | 80.00p | 80.00p | 95.00p | 95.00p | Slovakia | 37.50p | 37.50p | 52.50p | 52.50p | Vietnam | 137.50p | 137.50p | 152.50p | 152.50p |
| Morocco | 60.00p | 60.00p | 75.00p | 75.00p | Slovenia | 60.00p | 60.00p | 75.00p | 75.00p | Western Samoa | 150.00p | 150.00p | 165.00p | 165.00p |
| Mozambique | 137.50p | 137.50p | 152.50p | 152.50p | Solomon Islands | 150.00p | 150.00p | 165.00p | 165.00p | Yemen | 137.50p | 137.50p | 152.50p | 152.50p |
| Myanmar | 137.50p | 137.50p | 152.50p | 152.50p | Somalia | 150.00p | 150.00p | 165.00p | 165.00p | Zambia | 112.50p | ${ }^{112.50}{ }^{\text {p }}$ | 127.50p | 127.50p |
| Namibia | 137.50p | 137.50p | 152.50p | 152.50p | South Africa | 55.00p | 55.00p | 70.00p | 70.00p | Zimbabwe | 112.50p | ${ }^{112.50 p}$ | 127.50p | 127.50p |

 increased cost incurred by us.


[^0]:    ^ Pricing applicable to PSTN Single Lines only. Subject to survey and availability. For other line types or products please give us a call

[^1]:    Please note that the above timescales are target resolution timescales, not guaranteed fixes, and we do not provide any compensation where these timescales are exceeded.

[^2]:    The termination fee will include a sum equal to $100 \%$ of any discounts, if any, which have been received prior to the date of termination.

