Residential Customer Price Guide

Guide to Direct Save Telecom's prices for:

Telephone Line Rental

Call Plans Broadband

Packages Call

Charges Additional

Services

DIRECTSAVE TELECOM

Effective 1st March 2024

Fibre to the Home (FTTH)
Installations and activation

Direct Save Telecom will arrange for installation/activation of the new fibre to the home (FTTH) services FREE OF CHARGE for an installation. If an engineer is required, we will arrange this on the earliest date possible unless you choose a date better suited to you. Once we have a confirmed Installation/activation date we will invoice you for your first part months service plus a month's services in advance.

To order your new services simply sign up online or call our UK based Sales team on 01923 709 709 Option 1. Fibre to the home packages are subject to a 18 month Minimum Period, please see terms and conditions for full details at: https://www.directsavetelecom.co.uk/terms_conditions-v4.pdf.

If your property is within the OFNL network, we will activate your ONT (Optical Network Terminal) FREE OF CHARGE. If you are migrating a pre-existing OFNL connection, we also activate your services FREE OF CHARGE (Other operators on the OFNL network charge between
£30 and £65).

DIRECTSAVE TELECOM

Call & Service Charging Policy

Calling Periods

Most call types vary according to the day and the time the call is made
Day = Monday to Friday 7am to 7pm
Evening = Monday to Friday 7pm to 7am
Weekend = midnight Friday to midnight Sunday

Call Set Up Fees
All advertised tariffs do not attract call set up fees.

Call Duration and Call Charge Rounding Up
All calls are rounded up to the next whole minute. All charges are rounded up to the next whole penny.

Free Calls Fair Usage Policy
If you have chosen our 700 minute call plan calls are free for up to 60 minutes duration per call to numbers 01,02 and 03 and mobiles (excludes indirect access numbers and dial-up internet access). A fair usage of 700 minutes per month applies to this plan. If a call exceeds 60 minutes the entirety of the call is chargeable. If you exceed 700 Minutes each minute over the allowance will be charged at our standard rates.

If you have chosen our Anytime call plan calls are free for up to 60 minutes duration per call to numbers 01,02 and 03 and mobiles (excludes indirect access numbers and dial-up internet access). A fair usage of 2000 minutes per month or 300 calls per month apply to this plan. If a call exceeds 60 minutes the entirety of the call is chargeable. If you exceed 2000 minutes, each minute over the allowance will be charged at our standard rates.

Paper Bill Fee
Online billing is free of charge. Paper bills are chargeable at £2.00 on each occasion (including postage).

Large Print
On request we will produce bills on A3 paper in large print. We do not charge extra for this service.

Service Numbers
These numbers are known as service numbers. 080 calls are free to call. The cost of calling any of these numbers (084, 087, 09 and 118) is now split into two parts:
The Access Charge: This is what we charge you, per minute, for connecting the call. This charge is 30 pence per minute.
The Service Charge: This is the rest of the call charge. The organisation you are calling will tell you how much this is.
Adding the above two charges will give you the exact cost of your call.

Failed Payment Fee
For failed payments we charge a payment failure fee to your account of £14.95 which will appear on your next months invoice.

Value Added Tax
All figures include VAT, other than individual call charges.

Residential Home Phone Line Rental

Line Rental

£22.95 per month

12 month agreement

£39.95 one off set up fee

Advance Line Rental

£249.96 per year
(equivalent to £20.83 per month, pay 12 months in advance with a non-refundable payment)

Available with all home phone plans

Residential Calling Plans

Pay As You Go Call Plan

Pay Per Call

£2.95 per month

No inclusive free calls

700 Minutes Call Plan*

FREE calls anytime up to 700 Minutes

£5.95 per month

Calls to numbers starting 01, 02 and 03 and Mobiles

Anytime Calls Call Plan*

Anytime Calls

£11.95 per month

Calls to numbers starting 01, 02 and 03 and Mobiles

*Fair usage applies

DIRECTSAVE TELECOM

Residential Line Services

	Price Per Month
Direct Save Telecom Call Barring Bar outgoing or incoming calls whenever you like. Lets you prevent unauthorised calls and specific call types (such as 09 numbers, but not 999 emergency).	£5.50
Direct Save Telecom Call Divert Choose to have calls diverted to another number anywhere.	£5.50
Direct Save Telecom Call Sign Identify different call types with an alternative ring tone.	£3.15
Direct Save Telecom Ring Back When a called busy line becomes free your line automatically rings the number.	£3.15
Direct Save Telecom Call Waiting Hear a gentle beep to tell you another call is coming in.	£5.50
Direct Save Telecom 3 Way Calling For each part of the three way call dialled, the end user will be charged normal rates.	£3.15
Direct Save Telecom Call Minder Standard Answer 1571, with the additional advantage of remote access.	£5.50
Direct Save Telecom Choose to Refuse Enables a customer to bar the telephone number of the last incoming call.	£5.50
Direct Save Telecom Call Protect This will reject an inbound call if the caller withholds their number. They will only be able to get through to you if they then try reveal their number before redialling you. Anonymous Call rejection will not bar inbound calls where the callers number cannot be revealed, this is particular useful because sometimes an inbound international call may not be able to reveal the number of the person calling you. Combined with our FREE Caller Display it allows you to see the number of who is calling before you answer the call.	£5.44
Direct Save Telecom 1471 Get the last number of someone who called you. You don't need to add this as it's already on your telephone line.	FREE
Direct Save Telecom 1571 This service takes messages when there is no reply or your line is engaged.	£4.05

DIRECTSAVE TELECOM

Residential Broadband Packages (continued)

Broadband Deal

11Mb*
TOTALLY UNLIMITED Data Usage
12 month agreement
FREE Wireless Router
Only £22.95 per month
FREE Set Up

Pay per Call (PAYG) only £2.95 per month
700 Minutes** of Free calls to numbers starting 01, 02 & 03 and UK Mobiles only £5.95 per month
Anytime calls** to numbers starting 01, 02 & 03 and UK Mobiles only £11.95 per month

Our standard tariff for chargeable calls apply.

Price after 12 months is £27.95 per month, this is a £5.00 per month SAVING on our 'no contract' broadband.
We will notify you of our best deals before your minimum contract period ends.

Line Rental included

*The average download speeds for at least 50% of our customers at peak usage time (8pm to 10pm) are: Broadband 11Mbps, Standard Fibre 35Mbps and Superfast Fibre 63Mbps. The average upload speeds are: Broadband 1Mbps, Standard Fibre 9Mbps and Superfast Fibre 17Mbps.
Our standard calling tariff for chargeable calls applies.

** Fair Usage applies

Residential Broadband Packages (continued)

Fibre Broadband

Up to 63Mb*
TOTALLY UNLIMITED Data Usage
12 month agreement
35Mb - only £31.95 per month
63Mb - Only £34.95 per month
FREE Set Up
FREE Wireless Router

Pay As You Go Call Plan for only £2.95 per month
Add:
700 Minutes** of Free calls to numbers starting 01, 02 & 03 and UK Mobiles only £5.95 per month
Anytime** calls to numbers starting 01, 02 & 03 and UK Mobiles only £11.95 per month

Price after 12 months is £36.95 per month for 35Mbps and £39.95 per month for 63Mbps, this is a £5.00 per month SAVING on our 'no contract' fibre products.
We will notify you of our best deals before your minimum contract period ends.

*The average download speeds for at least 50% of our customers at peak usage time (8pm to 10pm) are: Broadband 11Mbps, Standard Fibre 35Mbps and Superfast Fibre 63Mbps. The average upload speeds are: Broadband 1Mbps, Standard Fibre 9Mbps and Superfast Fibre 17Mbps.
Our standard tariff for chargeable calls apply.

** Fair Usage applies

Residential Broadband Packages (continued)

Fibre-to-the-Home (OFNL)
up to 900Mb
TOTALLY UNLIMITED Data Usage
12 Month Contract

50Mb - Only £34.95 per month
100Mb - Only £39.75 per month
360Mb - Only £52.95 per month
900Mb - Only £59.95 per month
FREE Activation

FREE Wireless Router

£8.95 Postage, Packaging and Insurance

Add Voice Services only £4.00 per month

Pay As You Go Call Plan for only £2.95 per month
Add:
700 Minutes* of Free calls to numbers starting 01, 02 & 03 and UK Mobiles only £5.95 per month
Anytime* calls to numbers starting 01, 02 & 03 and UK Mobiles only £11.95 per month

All perfect for streaming TV with no need for a satellite dish
UK based technical support
UK based customer support

*Fair Usage Policy Applies

DIRECTSAVE TELECOM

Fibre-To-The-Home
up to 1000Mbps
TOTALLY UNLIMITED Data Usage
18 Month Contract

40Mbps - Only £31.95 per month
80Mbps - Only £32.95 per month
100Mbps - Only £34.95 per month
220Mbps - Only £39.95 per month
400Mbps - Only £42.95 per month
800Mbps - Only £48.95 per month
1000Mbps - Only £52.95 per month
FREE Activation

FREE Wireless Router

£8.95 Postage, Packaging and Insurance

Add Voice Services only £4.00 per month

Pay As You Go Call Plan for only £2.95 per month

700 Minutes* of Free calls to numbers starting 01, 02 & 03 and UK Mobiles only £5.95 per month

Anytime* calls to numbers starting 01, 02 & 03 and UK Mobiles only £11.95 per month

All perfect for streaming TV with no need for a satellite dish
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*Fair Usage Policy Applies

DIRECTSAVE TELECOM

Residential Call Charges

UK Call Charges	Pence Per Minute		
	Day	Evening	Weekend
Pay As You Go Call Plan			
UK Calls (up to 60 minutes)	25.34	25.34	25.34
UK Calls (longer than 60 minutes)	25.34	25.34	25.34
700 Minutes Call Plan*			
UK Calls (up to 60 minutes)	0	0	0
UK Calls (longer than 60 minutes)	25.34	25.34	25.34
Anytime Calls Call Plan*			
UK Calls (up to 60 minutes)	0	0	0
UK Calls (longer than 60 minutes)	25.34	25.34	25.34

UK Calls are calls made to numbers starting 01, 02, 03 (including Channel Islands) and **UK Mobiles.**

UK Mobile Call Charges for PAYG	Pence Per Minute	
	Day	Evening
All Call Plans		
Calls to UK Mobiles	25.34	25.34

All Call charges are pence per minute.

*Fair Usage Policy Applies

Residential Call Charges

Pence per minute

Destination	DST Standard International Plan FREE		DST International Option Plan only £1.50 per month	
	Call To Landline	Call To Mobile	Call To Landline	Call To Mobile
Afghanistan	135.22	155.22	81.13	101.13
Albania	44.23	64.23	26.54	46.54
Algeria	51.06	71.06	30.64	50.64
Andorra	30.23	50.23	18.14	38.14
Angola	70.58	90.58	42.35	62.35
Anguilla	60.78	80.78	36.47	56.47
Antigua & Barbuda	69.09	89.09	41.45	61.45
Argentina	35.25	55.25	21.15	41.15
Armenia	82.1	102.1	49.26	69.26
Aruba	51.41	71.41	30.85	50.85
Ascension	88.13	108.13	52.88	72.88
Australia	5	25	2.5	22.5
Australian Antarctic Territory	135.22	155.22	81.13	101.13
Austria	5	25	2.5	22.5
Azerbaijan	66.1	86.1	39.66	59.66
Azores	27.91	47.91	16.75	36.75
Bahamas	58.75	78.75	35.25	55.25
Bahrain	66.1	86.1	39.66	59.66
Bangladesh	131.88	151.88	79.13	99.13
Barbados	73.76	93.76	44.26	64.26
Belarus	42.31	62.31	25.39	45.39
Belgium	6.24	26.24	3.74	23.74
Belize	81.08	101.08	48.65	68.65
Benin	84.63	104.63	50.78	70.78
Bermuda	47.18	67.18	28.31	48.31
Bhutan	108.1	128.1	64.86	84.86
Bolivia	88.13	108.13	52.88	72.88
Bosnia and Herzegovina	59.58	79.58	35.75	55.75
Botswana	81.93	101.93	49.16	69.16
Brazil	17.5	37.5	10.5	30.5
Brunei Darussalam	58.75	78.75	35.25	55.25

Residential Call Charges

Pence per minute

Destination	DST Standard International Plan FREE		DST International Option Plan only £1.50 per month	
	Call To Landline	Call To Mobile	Call To Landline	Call To Mobile
Bulgaria	34.55	54.55	20.73	40.73
Burkina Faso	88.13	108.13	52.88	72.88
Burundi	88.13	108.13	52.88	72.88
Cambodia	168.63	188.63	101.18	121.18
Cameroon	88.13	108.13	52.88	72.88
Canada	5	5	2.5	2.5
Canary Islands	32.39	52.39	19.43	39.43
Cape Verde	88.13	108.13	52.88	72.88
Cayman Islands	77.96	97.96	46.78	66.78
Central African Republic	135.22	155.22	81.13	101.13
Chad	135.22	155.22	81.13	101.13
Chile	36.73	56.73	22.04	42.04
China	7.5	7.5	4.5	4.5
Christmas Islands	37.63	57.63	22.58	42.58
Cocoas Islands	21.05	41.05	12.63	32.63
Colombia	88.13	108.13	52.88	72.88
Comoros and Mayotte	128.56	148.56	77.14	97.14
Congo	111.15	131.15	66.69	86.69
Cook Islands	135.22	155.22	81.13	101.13
Costa Rica	36.73	56.73	22.04	42.04
Cote d'Ivoire	131.19	151.19	78.71	98.71
Croatia	40.48	60.48	24.29	44.29
Cuba	135.22	155.22	81.13	101.13
Cyprus	35.25	55.25	21.15	41.15
Cyprus	35.25	55.25	21.15	41.15
Czech Republic	27.75	47.75	16.65	36.65
Denmark	6.24	26.24	3.74	23.74
Diego-Garcia	121.55	141.55	72.93	92.93
Djibouti	135.22	155.22	81.13	101.13
Dominica	77.96	97.96	46.78	66.78
Dominican Republic	51.81	71.81	31.09	51.09

Residential Call Charges

Pence per minute

Destination	DST Standard International Plan FREE		DST International Option Plan only £1.50 per month	
	Call To Landline	Call To Mobile	Call To Landline	Call To Mobile
Ecuador	80.79	100.79	48.47	68.47
Egypt	88.58	108.58	53.15	73.15
El Salvador	62.5	82.5	37.5	57.5
Equatorial Guinea	116.04	136.04	69.62	89.62
Eritrea	130.73	150.73	78.44	98.44
Estonia	29.38	49.38	17.63	37.63
Ethiopia	111.09	131.09	66.65	86.65
Falkland Islands	88.13	108.13	52.88	72.88
Faroe Islands	35.25	55.25	21.15	41.15
Fiji Islands	107.95	127.95	64.77	84.77
Finland	15.98	35.98	9.59	29.59
France	5	25	2.5	22.5
French Guiana	61.21	81.21	36.73	56.73
French Polynesia	77.53	97.53	46.52	66.52
Gabonese Republic	119.94	139.94	71.96	91.96
Gambia	83.48	103.48	50.09	70.09
Georgia	57.5	77.5	34.5	54.5
Germany	5	25	2.5	22.5
Ghana	64.04	84.04	38.42	58.42
Gibraltar	34.13	54.13	20.48	40.48
Greece	22.04	42.04	13.22	33.22
Greenland	93.49	113.49	56.09	76.09
Grenada	64.78	84.78	38.87	58.87
Guadeloupe	58.75	78.75	35.25	55.25
Guam	58.75	78.75	35.25	55.25
Guatemala	56.85	76.85	34.11	54.11
Guinea	71.26	91.26	42.76	62.76
Guinea-Bissau	135.22	155.22	81.13	101.13
Guyana	101.66	121.66	61	81
Haiti	86.41	106.41	51.85	71.85
Honduras	59.59	79.59	35.75	55.75

Residential Call Charges

Pence per minute

Destination	DST Standard International Plan FREE		DST International Option Plan only £1.50 per month	
	Call To Landline	Call To Mobile	Call To Landline	Call To Mobile
Hong Kong	7.49	27.49	4.49	24.49
Hungary	25.33	45.33	15.2	35.2
Iceland	30.45	50.45	25.34	38.27
India	30	50	18	38
Indonesia	49.35	69.35	29.61	49.61
Iran	82.69	102.69	49.61	69.61
Iraq	112.28	132.28	67.37	87.37
Irish Republic	5	25	2.5	22.5
Israel	16.2	36.2	9.72	29.72
Italy	5	25	2.5	22.5
Jamaica	17.5	37.5	10.5	30.5
Japan	8.74	28.74	5.24	25.24
Jordan	101.38	121.38	60.83	80.83
Kazakhstan	71.98	91.98	43.19	63.19
Kenya	96.51	116.51	57.91	77.91
Kiribati	133.3	153.3	79.98	99.98
Korea North	116.04	136.04	69.62	89.62
Korea South	36.73	56.73	22.04	42.04
Kuwait	95.48	115.48	57.29	77.29
Kyrgyz Republic	55.53	75.53	33.32	53.32
Laos	119.94	139.94	71.96	91.96
Latvia	36.73	56.73	22.04	42.04
Lebanon	107.66	127.66	64.6	84.6
Lesotho	55.06	75.06	33.04	53.04
Liberia	61.83	81.83	37.1	57.1
Libya	44.26	64.26	26.56	46.56
Liechtenstein	22.04	42.04	13.22	33.22
Lithuania	40.84	60.84	24.5	44.5
Luxembourg	7.49	27.49	4.49	24.49
Macao	68.01	88.01	40.81	60.81
Macedonia	44.15	64.15	26.49	46.49

Residential Call Charges

Pence per minute

Destination	DST Standard International Plan FREE		DST International Option Plan only £1.50 per month	
	Call To Landline	Call To Mobile	Call To Landline	Call To Mobile
Madagascar	110.3	130.3	66.18	86.18
Madeira	33.48	53.48	20.09	40.09
Malawi	49.66	69.66	29.8	49.8
Malaysia	22.04	42.04	13.22	33.22
Maldives	98.53	118.53	59.12	79.12
Mali	97.93	117.93	58.76	78.76
Malta	33.68	53.68	20.21	40.21
Mariana Islands	106.11	126.11	63.67	83.67
Marshall Islands	106.11	126.11	63.67	83.67
Martinique	66.1	86.1	39.66	59.66
Mauritania	110.3	130.3	66.18	86.18
Mauritius	90.58	110.58	54.35	74.35
Mexico	26.44	46.44	15.86	35.86
Micronesia	100.49	120.49	60.29	80.29
Moldova	66.1	86.1	39.66	59.66
Monaco	17.93	37.93	10.76	30.76
Mongolia	135.22	155.22	81.13	101.13
Montserrat	71.98	91.98	43.19	63.19
Morocco	46.71	66.71	28.03	48.03
Mozambique	73.44	93.44	44.06	64.06
Myanmar	127.39	147.39	76.43	96.43
Namibia	82.41	102.41	49.45	69.45
Nauru	135.22	155.22	81.13	101.13
Nepal	95.48	115.48	57.29	77.29
Netherlands	5	25	2.5	22.5
Netherlands Antilles	51.03	71.03	30.62	50.62
New Caledonia	96.79	116.79	58.07	78.07
New Zealand	5	25	2.5	22.5
Nicaragua	76.18	96.18	45.71	65.71
Niger	88.13	108.13	52.88	72.88
Nigeria	100.98	120.98	60.59	80.59

Residential Call Charges

Pence per minute

Destination	DST Standard International Plan FREE		DST International Option Plan only £1.50 per month	
	Call To Landline	Call To Mobile	Call To Landline	Call To Mobile
Niue Island	135.22	155.22	81.13	101.13
Norfolk Island	135.22	155.22	81.13	101.13
Norway	5	25	2.5	22.5
Oman	92.84	112.84	55.7	75.7
Pakistan	36.25	56.25	21.75	41.75
Palau	121.2	141.2	72.72	92.72
Palestine	36.73	56.73	22.04	42.04
Panama	103.5	123.5	62.1	82.1
Papua New Guinea	65.61	85.61	39.37	59.37
Paraguay	83.01	103.01	49.81	69.81
Peru	36.73	56.73	22.04	42.04
Philippines	58.84	78.84	35.3	55.3
Poland	20.56	40.56	12.34	32.34
Portugal	8.74	28.74	5.24	25.24
Puerto Rico	29.38	49.38	17.63	37.63
Qatar	76.53	96.53	45.92	65.92
Reunion	91.5	111.5	54.9	74.9
Romania	51.68	71.68	31.01	51.01
Russia	36.73	56.73	22.04	42.04
Rwanda	116.26	136.26	69.76	89.76
Samoa American	91.76	111.76	55.06	75.06
Samoa	111.78	131.78	67.07	87.07
San Marino	35.52	55.52	21.31	41.31
Sao Tome	122.64	142.64	73.58	93.58
Saudi Arabia	101.66	121.66	61	81
Senegal	124.63	144.63	74.78	94.78
Serbia and Montenegro	49.94	69.94	29.96	49.96
Seychelles	93.9	113.9	56.34	76.34
Sierra Leone	100.79	120.79	60.47	80.47
Singapore	22.04	42.04	13.22	33.22
Slovak Republic	25.91	45.91	15.55	35.55

Residential Call Charges

Pence per minute

Destination	DST Standard International Plan FREE		DST International Option Plan only £1.50 per month	
	Call To Landline	Call To Mobile	Call To Landline	Call To Mobile
Slovenia	26.44	46.44	15.86	35.86
Solomon Islands	123.83	143.83	74.3	94.3
Somalia	131.19	151.19	78.71	98.71
South Africa	17.5	37.5	10.5	30.5
Spain	5	25	2.5	22.5
Sri Lanka	101.15	121.15	60.69	80.69
St. Helena	96.09	116.09	57.65	77.65
St. Kitts & Nevis	73.41	93.41	44.05	64.05
St. Lucia	67.71	87.71	40.63	60.63
St. Pierre and Miquelon	77.97	97.97	46.78	66.78
St. Vincent & Grenadines	62.51	82.51	37.51	57.51
Sudan	99.23	119.23	59.54	79.54
Suriname	125.23	145.23	75.14	95.14
Swaziland	91.33	111.33	54.8	74.8
Sweden	5	25	2.5	22.5
Switzerland	6.24	26.24	3.74	23.74
Syria	101.8	121.8	61.08	81.08
Taiwan	17.5	37.5	10.5	30.5
Tajikistan	55.53	75.53	33.32	53.32
Tanzania	70.58	90.58	42.35	62.35
Thailand	36.25	56.25	21.75	41.75
Togolese	131.19	151.19	78.71	98.71
Tokelau	124.85	144.85	74.91	94.91
Tonga	126.96	146.96	76.18	96.18
Trinidad and	69.6	89.6	41.76	61.76
Tunisia	52	72	31.2	51.2
Turkey	53.74	73.74	32.24	52.24
Turkmenistan	55.66	75.66	33.4	53.4
Turks & Caicos Islands	57.5	77.5	34.5	54.5
Tuvalu	112.79	132.79	67.67	87.67
Uganda	100.63	120.63	60.38	80.38

Residential Call Charges

Pence per minute

Destination	DST Standard International Plan FREE		DST International Option Plan only £1.50 per month	
	Call To Landline	Call To Mobile	Call To Landline	Call To Mobile
Ukraine	40.93	60.93	24.56	44.56
United Arab Emirates	55.9	75.9	33.54	53.54
Uruguay	78.28	98.28	46.97	66.97
USA	3.75	3.75	2.25	2.25
Uzbekistan	57.5	77.5	34.5	54.5
Vanuatu	106.25	126.25	63.75	83.75
Vatican City	7.49	27.49	4.49	24.49
Venezuela	31.95	51.95	19.17	39.17
Vietnam	130.73	150.73	78.44	98.44
Virgin Islands UK	58.75	78.75	35.25	55.25
Virgin Islands US	58.75	78.75	35.25	55.25
Wallis and Futuna	135.79	155.79	81.47	101.47
Yemen	116.84	136.84	70.1	90.1
Zaire	130.73	150.73	78.44	98.44
Zambia	103.74	123.74	62.24	82.24
Zimbabwe	65.29	85.29	39.17	59.17

If you have family overseas and want an inclusive international call plan call our UK customer Services on 01923 709 709 option 3 Monday to Friday 8am to 8pm or Saturday 9am to 5pm to discuss how we can help.

DIRECTSAVE TELECOM