

Standard Tariff for Residential Customers

Guide to Direct Save Telecom's prices for:

Telephone Line Rental

Call Plans

Broadband Packages

Call Charges

Additional Services



DIRECTSAVE
TELECOM

Effective 1 April 2017

Residential Telephone Lines

New phone line installation

Direct Save Telecom can install new telephone lines and services. We will arrange and manage the whole installation for you. A new telephone line installation now costs just £29.95 and this is payable prior to the telephone line being installed. When the new telephone line has been installed we will then invoice you for your chosen call plan for the first partial month plus the next whole calendar month, thereafter you will be invoiced monthly. Your monthly telephone bill is usually generated on the 7th of each month.

To order your new telephone line simply sign up online or call our UK customer services on 0800 027 3930. The £29.95 offer* is subject to a 18 month Minimum Period, please see terms and conditions on our website for full details. Our standard 28 day agreement new telephone line installation price is £118.00 (BT™ normally charge £130.00).

If you already have a phone line but it just needs reactivating

Just moved in and need a phone line reactivating? We will reactivate an existing phone line for FREE plus save you money on line rental and call rates when you sign up to a 18 month agreement to Direct Save Telecom.

Direct Save Telecom can activate any phone line and services. We will arrange and manage the whole process for you for FREE, you will pay a £50 security payment and this is then credited in full to your first bill from us. The phone line will be activated on a chosen date or usually the next working day. We will invoice you for your chosen call plan for the first partial month plus the next whole calendar month, thereafter you will be invoiced monthly. Your monthly telephone bill is generated on the 7th of each month.

To arrange for your phone line to be activated simply call 0800 027 3930 Monday to Friday (9am to 5pm) so that one of our UK based advisors can check the availability of a phone line at the premises. They will then complete your phone activation order over the telephone and you'll be asked to pay only for the advance call plan and line rental - the phone line is activated for FREE. This offer is subject to a 18 month Minimum Period, please see terms and conditions for full details.

We can activate a phone line anywhere in the UK. It typically takes 24 hours to reactivate a phone line from the time that you place your order (for next day activation orders must be placed by 4.30pm Monday to Friday).

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

A call set up fee of 19p is charged in addition to any pence per minute rate.

Call Duration and Call Charge Rounding Up

All calls are rounded up to the next whole minute. All calls are rounded up to the next whole penny.

Free Calls Fair Usage Policy

The Calling Plan free calls are up to 60 minutes duration per call and our fair use policy applies - maximum 1,500 minutes or 300 calls a month (excludes indirect access numbers and dial-up internet access) per telephone line. If either of these limits is exceeded, Direct Save Telecom will charge for these calls until further notice (Calls to 01, 02 and 03 as applicable to call plan type). Any calls exceeding 60 minutes will be chargeable in full, simply hang up and redial before 60 minutes is exceeded to avoid being charged.

Paper Bill Fee

Online billing is free of charge. Paper bills are chargeable at £1.85 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

Since 1 July 2015, the regulator Ofcom changed the way calls to numbers starting 08, 09 and 118 are charged. 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 20 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 £11.95 but if you subsequently make a successful repayment within seven days we will reverse the payment failure fee.

Value Added Tax

All figures included VAT.

Residential Home Phone Line Rental

Standard Line Rental

£16.95 per month

28 day rolling agreement

Special Line Rental

£15.95 per month

18 month agreement

Advance Line Rental

£14.50 per month

(equivalent to £14.50 per month, pay 12 months in advance with a non-refundable payment of £174.00)

28 day rolling agreement

Available with all home phone plans

Residential Calling Plans

Option 1 Call Plan

Pay Per Call

£0.00 per month

No inclusive free calls

Option 2 Call Plan

FREE Evening & Weekend Calls

£2.95 per month

Calls to numbers starting 01, 02 and 03

Option 3 Call Plan

FREE Anytime Calls

£7.65 per month

Calls to numbers starting 01, 02 and 03

Fair usage applies

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).	£3.15
Direct Save Telecom Call Divert Choose to have calls diverted to another number anywhere.	£3.15
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.	£3.15
Direct Save Telecom Incoming Caller Display This allows you to see who is calling before you answer the call.	£3.15
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.	£3.15
Direct Save Telecom Choose to Refuse Enables a customer to bar the telephone number of the last incoming call.	£3.51
Direct Save Telecom Anonymous Call Rejection 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.	£4.28
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.	£3.15

Residential Non Contract Broadband Packages

Non Contract 20GB Broadband

up to 17Mb
20GB Usage
No Contract
FREE Wireless Router
£28.90 per month
£24.95 Set Up Fee

Non Contract Unlimited Broadband

up to 17Mb
UNLIMITED Usage
No Contract
FREE Wireless Router
£33.90 per month
£24.95 Set Up Fee

All the above plans are available with all call plan options.

Broadband prices are based on our low cost network area (ADSL2+), If ADSL2+ is not available we will then place your broadband on ADSLMax - this is an up to 8Mb product.

If ADSLMax is not available your broadband will be the ADSL 2Mb or 1Mb service. "Out of Area" broadband is subject to a 12 month minimum period and £8.00 extra per month.

17Mb achievable by more than 10% of our customers.

Our standard calling tariff for chargeable calls applies.

There is a post, packing and insurance charge of £8.95 for the FREE wireless router.

Residential Broadband Packages (continued)

Broadband Deal

up to 17Mb
TOTALLY UNLIMITED Usage
12 month agreement
FREE Wireless Router
Only £22.95 per month
One off £24.95 Set Up Fee

Free evening & weekend calls to numbers starting 01, 02 & 03 only £2.95 per month
Free anytime calls to numbers starting 01, 02 & 03 only £7.65 per month

Our standard tariff for chargeable calls apply.
There is a post, packing and insurance charge of £8.95 for the FREE wireless router.

Broadband Deal price is based on our low cost network area (ADSL2+), If ADSL2+ is not available we will then place your broadband on ADSLMax - this is an up to 8Mb product.

If ADSLMax is not available your broadband will be the ADSL 2Mb or 1Mb service. Out of area Broadband Deal is £37.95 per month. 17Mb achievable by more than 10% of our customers.

Broadband Deal Plus is only £19.95 per month on an 18 month agreement.

Residential Broadband Packages (continued)

Fibre Broadband

up to 76Mb

TOTALLY UNLIMITED

12 month agreement

38Mb - only £31.50 per month

76Mb - Only £38.70 per month

One off £24.95 Set Up Fee

Add Opton 2 Call Plan for only £2.95 per month

Add Opton 3 Call Plan for only £7.65 per month

Our standard tariff for chargeable calls apply.

Optional Wireless Router only £35.00 plus post, packing and insurance charge of £8.95

Residential Call Charges

UK Call Charges	Pence Per Minute		
	Day	Evening	Weekend
Option 1 Call Plan			
UK Calls (up to 60 minutes)	10.25	10.25	10.25
UK Calls (longer than 60 minutes)	10.25	10.25	10.25
Option 2 Call Plan			
UK Calls (up to 60 minutes)	10.25	0	0
UK Calls (longer than 60 minutes)	10.25	10.25	10.25
Option 3 Call Plan			
UK Calls (up to 60 minutes)	0	0	0
UK Calls (longer than 60 minutes)	10.25	10.25	10.25

UK Calls include calls to numbers starting 01, 02 and 03 (including Channel Islands)

UK Mobile Call Charges	Pence Per Minute	
	Day	Evening
All Call Plans		
UK Mobile Call Charges - O2, Orange, T-Mobile, Vodafone & 3 (Option 3)	5.9	5.9
UK Mobile Call Charges - O2, Orange, T-Mobile, Vodafone & 3 (Option 1 & 2)	15	15
All other mobile networks	18	15

Residential Call Charges

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

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

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

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	18.27	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

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

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

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 Tobago	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

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 0800 027 0393 Monday to Friday 9am to 5pm to discuss how we can help.