

# 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 10 December 2018

## 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 £44.95 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 package for the first partial month plus the next whole calendar month, thereafter you will be invoiced monthly. Your monthly 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 £44.95 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 £140.00 for calls only plans or £49.95 for broadband and calls plans).

If your property is within the OFNL network, we charge £39.95 to activate your ONT (Optical Network Terminal). If you are migrating a pre-existing OFNL connection, we charge £25.

### **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 22p 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 £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

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 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 £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**

£17.99 per month

28 day rolling agreement

### **Special Line Rental**

£16.99 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

£3.95 per month

Calls to numbers starting 01, 02 and 03

### Option 3 Call Plan

FREE Anytime Calls

£8.75 per month

Calls to numbers starting 01, 02 and 03

Fair usage applies

## Residential Line Services

|  | Price Per Month |
|--|-----------------|
| <b>Direct Save Telecom Call Barring</b><br>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           |
| <b>Direct Save Telecom Call Divert</b><br>Choose to have calls diverted to another number anywhere.  | £4.05           |
| <b>Direct Save Telecom Call Sign</b><br>Identify different call types with an alternative ring tone.   | £3.15           |
| <b>Direct Save Telecom Ring Back</b><br>When a called busy line becomes free your line automatically rings the number.   | £3.15           |
| <b>Direct Save Telecom Call Waiting</b><br>Hear a gentle beep to tell you another call is coming in.   | £4.05           |
| <b>Direct Save Telecom 3 Way Calling</b><br>For each part of the three way call dialled, the end user will be charged normal rates.  | £3.15           |
| <b>Direct Save Telecom Call Minder Standard</b><br>Answer 1571, with the additional advantage of remote access.  | £4.05           |
| <b>Direct Save Telecom Choose to Refuse</b><br>Enables a customer to bar the telephone number of the last incoming call.   | £3.51           |
| <b>Direct Save Telecom Call Protect</b><br><br>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.<br>Combined with our FREE Caller Display it allows you to see the number of who is calling before you answer the call. | £5.44           |
| <b>Direct Save Telecom 1471</b><br>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            |
| <b>Direct Save Telecom 1571</b><br>This service takes messages when there is no reply or your line is engaged.   | £4.05           |

## Residential Broadband Packages (continued)

### Broadband Deal

11Mb\*

TOTALLY UNLIMITED Data Usage

12 month agreement

FREE Wireless Router

**Only £16.95 per month**

FREE Set Up

Free evening & weekend calls to numbers starting 01, 02 & 03 only £3.95 per month

Free anytime calls to numbers starting 01, 02 & 03 only £8.75 per month

Our standard tariff for chargeable calls apply.

Broadband prices are based on our low cost network area (ADSL2+) in Market B exchanges.

Price after 12 months is £22.95 per month, this is a £5.00 per month SAVING on our 'no contract' broadband..

#### Non LLU Exchanges (Market A exchanges)

We can still provide Broadband and the following prices and terms apply:

- £34.95 per month on 18 month contract
  - 100GB Usage
- Boost to Unlimited only £12 extra per month
  - Line Rental included
  - Free Wireless Router
- One off activation fee of £24.95
- Choose Option 1, 2 or 3 Call Plans

\*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.

## Residential Non Contract Broadband Packages Non Contract Unlimited Broadband

11Mb\*  
UNLIMITED Data Usage  
No Contract  
FREE Wireless Router  
**£27.95 per month**  
Set Up only £24.95

The above plan is available with all call plan options.  
Broadband prices are based on our low cost network area (ADSL2+) in Market B exchanges.

### Non LLU Exchanges (Market A exchanges)

We can still provide Broadband and the following prices and terms apply:

- £34.95 per month on 18 month contract
  - 100GB Usage
- Boost to Unlimited only £12 extra per month
  - Line Rental included
  - Free Wireless Router
  - One off activation fee of £24.95
  - Choose Option 1, 2 or 3 Call Plans

\*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.



## Residential Broadband Packages (continued)

### Fibre Broadband

63Mb\*

TOTALLY UNLIMITED Data Usage

12 month agreement

**35Mb - only £22.95 per month**

**63Mb - Only £29.95 per month**

FREE Set Up

FREE Wireless Router

Add Opton 2 Call Plan for only £3.95 per month

Add Opton 3 Call Plan for only £8.75 per month

Above prices based on our low cost network, Market B exchanges.

\*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.

#### Non LLU Exchanges (Market A exchanges)

We can still provide Superfast Fibre Broadband and the following prices and terms apply:

- Up to 35Mb superfast fibre broadband
  - £43.70 per month
  - 100GB Usage
- Boost to Unlimited only £12 extra per month
  - Line Rental included
  - Free Wireless Router
  - 12 Month Agreement
- Choose Option 1, 2 or 3 Call Plans

## Residential Broadband Packages (continued)

### No Contract **Fibre Broadband**

up to 63Mb\*

TOTALLY UNLIMITED Data Usage

No Contract

**35Mb - only £34.95 per month**

**63Mb - Only £39.95 per month**

Set Up only £24.95

FREE Wireless Router

Add Opton 2 Call Plan for only £3.95 per month

Add Opton 3 Call Plan for only £8.75 per month

\*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.

Above prices based on our low cost network, Market B exchanges.

Our standard tariff for chargeable calls apply.

#### **Non LLU Exchanges (Market A exchanges)**

We can still provide Superfast Fibre Broadband and the following prices and terms apply:

- Up to 38Mb superfast fibre broadband
  - £43.70 per month
  - 100GB Usage
- Boost to Unlimited only £12 extra per month
  - Line Rental included
  - Free Wireless Router
  - 12 Month Agreement
- Choose Option 1, 2 or 3 Call Plans

## Residential Broadband Packages (continued)

Fibre-to-the-Home

up to 300Mb

TOTALLY UNLIMITED Data Usage

12 Month Contract

**30Mb - only £26.95 per month**

**50Mb - Only £30.95 per month**

**100Mb - Only £39.75 per month**

**300Mb - Only £57.95 per month**

Activation costs apply

FREE Wireless Router

Postage, Packaging and Insurance only £8.95

Add Opton 2 Call Plan for only £3.95 per month

Add Opton 3 Call Plan for only £8.75 per month

All perfect for streaming TV with no need for a satellite dish

UK based technical support

UK based customer support

## Residential Call Charges

### UK Call Charges

### Pence Per Minute

|                                   | Day | Evening | Weekend |
|-----------------------------------|-----|---------|---------|
| <b>Option 1 Call Plan</b>         |     |         |         |
| UK Calls (up to 60 minutes)       | 13  | 13      | 13      |
| UK Calls (longer than 60 minutes) | 13  | 13      | 13      |
| <b>Option 2 Call Plan</b>         |     |         |         |
| UK Calls (up to 60 minutes)       | 13  | 0       | 0       |
| UK Calls (longer than 60 minutes) | 13  | 13      | 13      |
| <b>Option 3 Call Plan</b>         |     |         |         |
| UK Calls (up to 60 minutes)       | 0   | 0       | 0       |
| UK Calls (longer than 60 minutes) | 13  | 13      | 13      |

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

### UK Mobile Call Charges

### Pence Per Minute

|  | Day  | Evening |
|--|------|---------|
| <b>All Call Plans</b>  |      |         |
| UK Mobile Call Charges - O2, Orange, T-Mobile, Vodafone & 3 (Option 3)     | 7.95 | 7.95    |
| UK Mobile Call Charges - O2, Orange, T-Mobile, Vodafone & 3 (Option 1 & 2) | 16   | 16      |
| All other mobile networks  | 16   | 16      |

## Residential Call Charges

| Destination                    | DST Standard<br>International Plan FREE |                   | DST International Option<br>Plan only £1.50 per month |                   |
|--------------------------------|---|-------------------|---|-------------------|
|                                | Call To<br>Landline                     | Call To<br>Mobile | Call To<br>Landline                                   | Call To<br>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<br>International Plan FREE |                   | DST International Option<br>Plan only £1.50 per month |                   |
|--------------------------|---|-------------------|---|-------------------|
|                          | Call To<br>Landline                     | Call To<br>Mobile | Call To<br>Landline                                   | Call To<br>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<br>International Plan FREE |                   | DST International Option<br>Plan only £1.50 per month |                   |
|-------------------|---|-------------------|---|-------------------|
|                   | Call To<br>Landline                     | Call To<br>Mobile | Call To<br>Landline                                   | Call To<br>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<br>International Plan FREE |                   | DST International Option<br>Plan only £1.50 per month |                   |
|-----------------|---|-------------------|---|-------------------|
|                 | Call To<br>Landline                     | Call To<br>Mobile | Call To<br>Landline                                   | Call To<br>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<br>International Plan FREE |                   | DST International Option<br>Plan only £1.50 per month |                   |
|----------------------|---|-------------------|---|-------------------|
|                      | Call To<br>Landline                     | Call To<br>Mobile | Call To<br>Landline                                   | Call To<br>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<br>International Plan FREE |                   | DST International Option<br>Plan only £1.50 per month |                   |
|-----------------------|---|-------------------|---|-------------------|
|                       | Call To<br>Landline                     | Call To<br>Mobile | Call To<br>Landline                                   | Call To<br>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

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|--------------------------|---|-------------------|---|-------------------|
|                          | Call To<br>Landline                     | Call To<br>Mobile | Call To<br>Landline                                   | Call To<br>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<br>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

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|----------------------|---|-------------------|---|-------------------|
|                      | Call To<br>Landline                     | Call To<br>Mobile | Call To<br>Landline                                   | Call To<br>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 3930 Monday to Friday 8am to 8pm or Saturday and Sunday 9am to 5pm to discuss how we can help.