

Sky Connect Tariff Guide

Prices effective from 5th April 2022

Updated 14th February 2023



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1 Package overview

Sky Connect Core Packages – All prices exclude VAT at 20% (unless otherwise stated)

FTTC	Essential	Pro	Plus
Full Fibre Packs	Essential	Ultrafast Pro	Ultrafast Plus
Customers from 5.4.22 Contract	12 months	12, 24 or 36 months	12, 24 or 36 months
Contract from 5.5.22 Contract	12, 24, 36 months	12, 24 or 36 months	12, 24 or 36 months
Broadband & included digital voice line	£29.95 p/m 1 voice line	£39.95 p/m 1 voice line	£49.95 p/m 2 voice lines
First line activation free. Additional voice line activation fee	N/A £10 per line (up to 3 additional lines)	N/A £10 per line (up to 3 additional lines)	NA £10 per line (up to 2 additional lines)
Additional voice line monthly fee	£10 p/m per line (up to 3 additional lines)	£10 p/m per line (up to 3 additional lines)	£10 p/m per line (up to 2 additional lines)
Calls included	Unlimited (subject to AUP) UK calls to landline and mobile	Unlimited (subject to AUP) UK calls to landline and mobile	Unlimited (subject to AUP) UK calls to landline and mobile
Equipment included in monthly broadband and digital voice line charges from 24 March 2021 – 13 February 2023	Broadband Hub & Voice Hub	Broadband Hub & Voice Hub 4G Router	Broadband Hub & Voice Hub 4G Router
Equipment included in monthly broadband and digital voice line charges from 14 th February	Sky Connect Hub	Sky Connect Hub 4G Dongle	Sky Connect Hub 4G Dongle
Post and Packaging Fees	£12 (P&P for BB & Voice hub)	£12 (P&P for BB & Voice hub)	£12 (P&P for BB & Voice hub)
Early Termination Fees	£199 if you cancel ≥ 12 months remaining of your minimum term. £99 if you cancel with ≤ 11 months remaining on	£199 if you cancel ≥ 12 months remaining of your minimum term. £99 if you cancel with ≤ 11 months remaining on	£199 if you cancel ≥ 12 months remaining of your minimum term. £99 if you cancel with ≤ 11 months remaining on

	contract of your minimum term. £0 if you cancel with ≤ 2 months remaining of your minimum term.	contract of your minimum term. £0 if you cancel with ≤ 2 remaining months of your minimum term	contract of your minimum term. £0 if you cancel with ≤ 2 months remaining of your minimum term.
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Sky Connect Installation and NLP Charges - All prices exclude VAT at 20% (unless otherwise stated)

FTTC Packs	Essential	Pro	Plus
Full Fibre Packs	Essential	Ultrafast Pro	Ultrafast Plus
Sky Engineer Installation	Optional £79	Optional £79	Optional £79
Openreach Full Fibre Pack Installation	£99	£99	£99
FTTC Packs Same day install (before 7pm) Openreach activation	NA	£159 (12 or 24 month term) £79 (36 month term)	£159 (12 or 24 month term) £79 (36 month term) (Data service and single line)
FTTC New Access Line Provide Charged when existing line is available but customer requests an additional line	£119	£119	£119

Sky Connect Add on Charges - All prices exclude VAT at 20% (unless otherwise stated)

FTTC	Essential	Pro	Plus
Full Fibre Packs	Essential	Ultrafast Pro	Ultrafast Plus
FTTC and Full Fibre Packs Add-on	Static IP £3p/m for customers who joined before 16 th Feb 2023 Static IP £4.95p/m for new customers from 16 th Feb 2023 International Call Pack £12 p/m (500 minutes 48 countries landline and mobile) SecurityEdge £9pm – (Only available on Sky Connect Hub)	Static IP £3p/m for customers who joined before 16 th Feb 2023 Static IP £4.95p/m for new customers from 16 th Feb 2023 International Call Pack £12 p/m (500 minutes 48 countries landline and mobile) SecurityEdge £9pm (Only available on Sky Connect Hub)	Static IP £3p/m for customers who joined before 16 th Feb 2023 Static IP £4.95p/m for new customers from 16 th Feb 2023 International Call Pack £12 p/m (500 minutes 48 countries landline and mobile)

Full Fibre Packs Add on only	N/A	Speed Flex 300 £10p/m Speed Flex 500 £15p/m	Speed Flex 300 £10p/m Speed Flex 500 £15p/m
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Sky Connect Add on removal Charges - All prices exclude VAT at 20% (unless otherwise stated)

FTTC	Essential	Pro	Plus
Full Fibre Packs	Essential	Ultrafast Pro	Ultrafast Plus
FTTC and Full Fibre Packs Add-on	<p>£10 Static IP removal fee may be applied if service is added and removed more than twice in 12 months</p> <p>£10 International call Pack removal fee may be applied if service is added and removed more than twice in 12 months</p> <p>£10 SecurityEdge removal fee may be applied if service is added and removed more than twice in 12 months</p>	<p>£10 Static IP removal fee may be applied if service is added and removed more than twice in 12 months</p> <p>£10 International call Pack removal fee may be applied if service is added and removed more than twice in 12 months</p> <p>£10 SecurityEdge removal fee may be applied if service is added and removed more than twice in 12 months</p>	<p>£10 Static IP removal fee may be applied if service is added and removed more than twice in 12 months</p> <p>£10 International call Pack removal fee may be applied if service is added and removed more than twice in 12 months</p>
Full Fibre Packs Add on only	N/A	<p>£10 removal admin fee Speed Flex 300</p> <p>£10 removal admin fee Speed Flex 500</p>	<p>£10 removal admin fee Speed Flex 300</p> <p>£10 removal admin fee Speed Flex 500</p>

2 Ancillary Charges

All prices exclude VAT at 20% (unless otherwise stated)

These are additional charges that may be applied:

- An engineer cancellation, less than 24 hours prior to confirmed appointment: £25
- FTTC Missed Engineer appointment: £79
- FTTP Missed Engineer appointment: £99
- Engineer (for non-fault fixes): £25
- Late payment fee: £10
- Failed Direct Debit: £10
- Equipment recovery and de install (payable when Equipment is not returned in timescale and manner agreed): £79
- Damaged or non-return of equipment: (VAT not applicable)

Sky Broadband Hub or Sky Connect Hub £57

4G Backup Router £237

Sky Voice Hub (ATA) £127

4G Dongle - Reasonable costs of replacement and resending

3 Call charge details

Sky Connect calls are charged at the same rate irrespective of the time of day they are made.

Calls are rated and billed based on charge bands (destinations) where associated dial strings (allocated number formats) are mapped to a specific code. This document explains the charge bands (destinations) and associated prices. If further information of the dial strings allocated is required, please contact our support teams.

Where applicable for chargeable calls and associated billing the following rounding rules will be applied:

- **Duration rounding:** Calls will be rounded up to the next whole minute, except for service calls whereby the service charge aspect of the call will be rounded to the next whole second.
- **Call charge rounding:** Each call charge will be rounded up to the nearest penny.
- **Bill charges:** Total call charges will be rounded up to the nearest whole penny.

For some call types a connection charge per call and a pence-per-minute rate will be applied, while some call types to service numbers will provide an access charge and you'll be informed of the rate at the start of the call.

All charges unless stated otherwise are pence per minute and exclusive of VAT.

3.1 UK calls

Charges unless stated otherwise are pence per minute and exclusive of VAT

Essential, Pro and Plus packs: We offer UK calls to 01, 02, 03 and Isle of Man numbers only (excludes Channel Islands, indirect access, and dial-up internet) subject to our Acceptable Use Policy at: <https://businessconnect.sky.com/business/help/home/information-and-policies/acceptable-usage-policies/articles/acceptable-usage-policies>

Inclusive mobile calls (07) and personal numbering (070) are also included. 076 paging, and Isle of Man mobile numbers do not constitute UK mobile calls.

For any calls that are in breach of our Acceptable Use Policy we will charge 15.5p per minute for UK landline calls and 16.13p per minute for UK mobile.

Calls to Sky Connect contact centres are free for Sky Connect customers when called from their Sky Connect landline

3.2 Calls to the Channel Islands & Isle of Man

Calls to the Channel Islands & Isle of Man are charged at separate rates to the rest of the UK.

A 19.17p connection fee applies to all calls. All call rates are in pence per minute.

Destination	Cost per minute
Channel Islands & Isle of Man landlines	7.92 pence

Isle of Man mobiles	45.83 pence
Channel Island mobile (f rate)	24.25 pence

3.3 Calls to service numbers

The cost of calling service numbers (084, 087, 09 and 118 numbers) is broken into two parts:

- An **access charge** of 11.5p per minute will be applied to all service calls.
- A **service charge** is the rest of the call charge. The organisation you're calling decides how much this charge will be and will tell you this.
- Service charges are generally calculated in accordance with the table(s) below.

Both these charges will apply to any part of a service call that is made in a charged period.

Service calls charged by timed duration

Destination	Cost per minute
Service charge 1	0 pence
Service charge 2	0.83 pence
Service charge 3	1.66 pence
Service charge 4	2.5 pence
Service charge 5	3.33 pence
Service charge 6	4.16 pence
Service charge 7	5 pence
Service charge 8	5.83 pence
Service charge 9	6.67 pence
Service charge 10	7.5 pence
Service charge 11	8.33 pence
Service charge 12	9.16 pence
Service charge 13	10 pence
Service charge 14	10.83 pence
Service charge 15	12.5 pence
Service charge 16	16.67 pence

Destination	Cost per minute
Service charge 17	20.83 pence
Service charge 18	25 pence
Service charge 19	29.16 pence
Service charge 20	30 pence
Service charge 21	33.3 pence
Service charge 22	37.5 pence
Service charge 23	38.33 pence
Service charge 24	41.67 pence
Service charge 25	45.83 pence
Service charge 26	50 pence
Service charge 27	54.16 pence
Service charge 28	58.3 pence
Service charge 29	62.5 pence
Service charge 30	66.67 pence
Service charge 31	75 pence
Service charge 32	79.16 pence
Service charge 33	82.5 pence
Service charge 34	83.3 pence
Service charge 35	91.66 pence
Service charge 36	100 pence
Service charge 37	120.83 pence
Service charge 38	125 pence
Service charge 39	129.16 pence
Service charge 40	150 pence
Service charge 41	166.7 pence
Service charge 42	183.3 pence
Service charge 43	208.3 pence

Destination	Cost per minute
Service charge 44	250 pence
Service charge 45	300 pence
Service charge 68	202.5 pence
Service charge 81	15 pence
Service charge 82	18.3 pence
Service charge 83	292 pence

Service calls charged at fixed fee

Destination	Cost per call
Service charge 46	4.17 pence
Service charge 47	8.3 pence
Service charge 48	12.5 pence
Service charge 49	20.83 pence
Service charge 50	25 pence
Service charge 51	29.17 pence
Service charge 52	33.33 pence
Service charge 53	40 pence
Service charge 54	41.67 pence
Service charge 55	58.33 pence
Service charge 56	62.5 pence
Service charge 57	83.3 pence
Service charge 58	120.83 pence
Service charge 59	125 pence
Service charge 60	166.67 pence
Service charge 61	208.33 pence
Service charge 62	250 pence
Service charge 63	333.33 pence

Destination	Cost per call
Service charge 64	416.67 pence
Service charge 65	500 pence
Service charge 88	304.17 pence

Service calls charged at fixed fee and timed duration (where they apply from the start of the call)

Destination	Cost per call	Cost per minute
Service charge 66	64.16 pence	129.17 pence
Service charge 67	66.66 pence	129.16 pence
Service charge 69	291.6 pence	8.3 pence
Service charge 84	208.33 pence	62.5 pence
Service charge 85	216.66 pence	82.5 pence
Service charge 86	229.17 pence	65 pence

Service calls charged at fixed fee and timed duration (where the fixed fee is the charge for the first 60 seconds or part thereof and the duration charge applies following the first 60 seconds)

Destination	Cost per call	Cost per minute
Service charge 70	202.5 pence	202.5 pence
Service charge 71	216.67 pence	182.5 pence
Service charge 72	230 pence	147.5 pence
Service charge 73	0 pence	208.3 pence
Service charge 74	4.17 pence	4.17 pence
Service charge 75	8.33 pence	8.33 pence
Service charge 76	33.3 pence	33.3 pence
Service charge 77	58.3 pence	58.3 pence
Service charge 78	125 pence	125 pence
Service charge 79	166.67 pence	166.67 pence
Service charge 80	370.83 pence	214.17 pence

Service charge 87	250 pence	108.33 pence
Service charge 89	998.33 pence	499.17 pence
Service charge 90	1,165 pence	582.5 pence
Service charge 91	1331.66 pence	665.83 pence
Service charge 92	5.83 pence	5.83 pence
Service charge 93	10.8 pence	10.8 pence
Service charge 94	66.67 pence	66.67 pence
Service charge 95	83.33 pence	83.33 pence
Service charge 96	250 pence	250 pence
Service charge 97	300 pence	41.67 pence
Service charge 98	300 pence	125 pence
Service charge 99	300 pence	166.67 pence
Service charge 100	300 pence	300 pence

3.4 Calls to pager and voice messaging services

A 19.17p connection fee applies to all calls.

Destination	Cost per minute
R rate	8.07 pence

Destination	Cost per minute
ff3	25 pence
ff6	36 pence
ff8	19 pence
ff9	43 pence
ff10	26 pence

3.5 Calls to 055 corporate and 056 VOIP numbers

055 numbers are in use by some large corporate organisations, 056 numbers are used by some 'voice over internet protocol' telephony providers.

Destination	Cost per minute
g6	7.62 pence
g21	16 pence

Calls to numbers with the g21 destination are treated the same as UK calls for inclusive minutes. A 19.17p connection fee applies to non-inclusive calls.

3.6 Calls to calling services

Destination	Charge
Non-emergency police (101)	Free of charge
Electricity helpline (105)	Free of charge
International emergency (112)	Free of charge
Emergency services (999)	Free of charge
Social Services helplines (116 XXX)	Free of charge
Freephone services (0800/0808)	Free of charge
Speaking clock (123)	50 pence per call
Alarm call	£8.50 per call

Where a call is free of charge and in some cases due to regulatory reasons (e.g. protection of vulnerable people) free of charge calls will not be shown on the customer's bill.

Rebates for text relay

The cost of a text relay call will be no more than the equivalent price had the call been made directly without the use of a relay service. A rebate is applied to the text element of calls originating via 18001 or 18002, when either or both ends are in text mode.

Making a call from a textphone	Making a call from a telephone
Dial 18001+number beginning 01/02/03	Dial 18002+number
Dial 18000 for EMERGENCY calls	

Call type	Rebate
Dial 18001/18002 + number	60%
UK mobile	20%
All other calls	0%

3.6.1 Operator connected calls

Customers may use an operator to connect calls to many destinations in the UK and abroad. Customers should be aware that the costs of making calls through an operator are often higher than making the calls direct, so customers should try to make direct calls whenever possible. This is not the case for the special assistance operator.

The different operators available to call are:

Destination	Operator number
UK	100
International	155
Special Assistance	198/195

There is no charge for making a call to an operator. Charges only apply if the operator then connects your call to a subsequent destination.

Charges for these calls generally have two parts: an operator service charge for connecting the call, which is a fixed amount for each call, and a call charge based on the type and duration of the call.

Operator connected calls to UK numbers

Customers can easily make calls via an operator in the UK to the destinations in the following table. Customers cannot make operator calls to premium rate numbers. Customers who connect to directory enquiries via the 100 operator will be charged as though they had made the call direct to the directory enquiry service.

Charges are for each minute or part thereof and the minimum charge is 5 minutes.

Destination	Connection fee	Call charge per minute
UK landline	£5.40	75 pence
UK other	£8.75	470 pence
UK mobile & 070	£8.75	200 pence

Operator connected calls to international numbers

Operator connected calls to international destinations will be charged at £8.75 connection rate and £7 per minute. These calls are not included as part of the International Call Pack add-ons.

Customers who connect to directory enquiries via the 155 international operator will be charged as though they had made the call directly to the directory enquiries service.

Charges are for each minute or part thereof and the minimum charge is 5 minutes.

Special assistance operator connected calls

Customers that require special assistance may dial 198 (or 195 for people who are blind or have other disabilities) to connect to many destinations via an operator. There's no charge for making the call to the 198/195 special assistance operator. Customers will be charged standard Sky Connect rates.

Customers who connect to directory enquiries via the 198 special assistance operator will be charged as though they had made the call direct to the directory enquiry service.

3.7 Calls to satellite services

These are calls to satellite numbers. Please note that the per minute charges are in '£ per minute' rather than pence per minute.

Destination	Connection fee	£ per minute
Inmarsat A	25 pence	£6.06
Inmarsat B-sat (inc BGAN)	25 pence	£3.88
Inmarsat B-Sat High Speed Data	25 pence	£9.70
Inmarsat M-Sat	25 pence	£4.03
M4 High Speed Data PSTN/ISDN	25 pence	£7.20
NA96	25 pence	£7.20
Mobiq (Mini-M) / M4 Voice	25 pence	£2.65
Skyphone	25 pence	£5.82
Emsat	25 pence	£2.23
Thuraya	180 pence	£3.61
Navitas	180 pence	£0.92
Iridium	180 pence	£3.61

3.8 Reverse charge calls

A reverse charge call is made when somebody phones you and requests that you pay the cost of the call.

Reverse charge calls can be made from landlines, mobiles and payphones in the UK and abroad and you will be charged different rates depending on where the call is made from.

UK reverse charge calls

The cost of a UK reverse charge call is divided into two parts: a service charge and a charging rate. The cost of the call is dependent on the type of the line the call was made from.

These charges are also applied when a customer receives a call from somebody using the 0800 REVERSE service. The time duration of a call includes the time element for setting up and disconnecting the call on the BT network.

Destination	Connection fee	Call charge per minute
UK landline (minimum charge is 5 minutes)	£4.50	35 pence
UK payphone	£4.50	200 pence
UK mobile	£4.50	200 pence

International reverse charge calls

International reverse charge calls are sometimes known as collect calls.

The cost of an international reverse charge call is divided into two parts: a service charge and a pence per minute charged rate. Charges are for each minute or part thereof. The minimum charge is for 5 minutes.

Destination	Service charge	Call charge per minute
All	£8.75	400 pence

3.9 International calls

3.9.1 Calls between the Republic of Ireland and Northern Ireland

Calls between the three countries in mainland UK (England, Scotland and Wales) to the Republic of Ireland are categorised as international calls.

Calls made from Northern Ireland to Republic of Ireland geographic numbers are included in your inclusive UK minutes.

Reverse charge calls

Reverse charge calls to a landline telephone in Northern Ireland from landline telephones in the Republic of Ireland are charged as if they were a reverse charge call in mainland UK.

Operator connected calls

Operator connected calls from a Sky phone in Northern Ireland to the Republic of Ireland are charged as if they were a mainland UK operator connected call.

Operator connected calls from Northern Ireland to mobile phones registered in the Republic of Ireland will be charged at the same rate as operator connected calls from mainland UK to mobile telephones registered in the Republic of Ireland.

Special assistance operator connected calls

Special assistance operator connected calls from a Sky phone in Northern Ireland to a landline telephone in the Republic of Ireland are charged as if they were a mainland UK special assistance operator connected call.

Special assistance operator connected calls from Northern Ireland to mobile telephones registered in the Republic of Ireland will be charged at the same rate as special assistance operator connected calls from mainland UK to mobile telephones registered in the Republic of Ireland.

3.9.2 International rate card

Where an International Calls Pack add-on has not been added to a package, or customers exceed the allocated minutes included under their selected International Calls Pack (500 or 750 minutes) the charges for calls will be based on a pence per minute rate plus an additional 19.17 pence connection charge for all international and non-EU destinations.

All call rates are in pence per minute.

European destinations (no connection charge)

All calls to European destinations are charged at 16.5 pence per minute and include the following countries. Higher rate numbers are shown in the following table.

Destination			
Austria	Belgium	Bulgaria	Canary Islands
Croatia	Cyprus (inc North)	Czech Republic	Denmark
Estonia	Finland	France	French Guinea
Germany	Gibraltar	Greece	Guadeloupe
Hungary	Iceland	Ireland (Republic of)	Italy (inc Vatican City)
Latvia	Liechtenstein	Lithuania	Luxembourg
Malta	Martinique	Mayotte	Netherlands
Norway	Poland	Portugal	Madeira
Reunion	Romania	Slovak Republic	Slovenia
Spain	Sweden		

EU higher rate calls

Country	Cost per minute
Austria	52.58 pence
Belgium	43.83 pence
Bulgaria	67.63 pence

Country	Cost per minute
Canary Islands	49.50 pence
Croatia	67.63 pence
Cyprus (inc North)	49.50 pence
Czech Republic	51.54 pence
Denmark	45.17 pence
Estonia	75.88 pence
Finland	51.54 pence
France	43.83 pence
French Guiana	136.73 pence
Germany	43.83 pence
Gibraltar	48.65 pence
Greece	39.50 pence
Guadeloupe (inc Saint Barthélemy & Saint Martin)	109.33 pence
Hungary	51.54 pence
Iceland	42.13 pence
Ireland (Republic of)	40.75 pence
Italy (inc Vatican City)	47.33 pence
Latvia	75.88 pence
Liechtenstein	19.06 pence
Lithuania	75.88 pence
Luxembourg	44.58 pence
Malta	51.54 pence

Country	Cost per minute
Martinique	109.33 pence
Mayotte	132.39 pence
Netherlands	43.83 pence
Norway	24.00 pence
Poland	52.58 pence
Portugal (inc Madeira & Azores)	48.67 pence
Reunion	109.33 pence
Romania	75.88 pence
Slovak Republic	51.54 pence
Slovenia	67.63 pence
Spain (inc the Balearic Islands)	47.33 pence
Sweden	43.83 pence

International non-EU

Country	Landline	Mobile/higher rate per minute
Afghanistan	111.23 pence	136.73 pence
Albania	42.13 pence	67.63 pence
Algeria	42.13 pence	67.63 pence
Andorra	36.51 pence	62.01 pence
Angola	83.83 pence	109.33 pence
Anguilla	64.77 pence	90.27 pence
Antarctica Australian Territory	132.60 pence	132.60 pence
Antarctica	132.60 pence	132.60 pence
Antigua & Barbuda	22.30 pence	47.80 pence
Antilles (Netherlands)	63.40 pence	88.90 pence
Argentina	80.85 pence	106.35 pence
Armenia	83.83 pence	109.33 pence
Aruba	63.40 pence	88.90 pence
Ascension Island	83.83 pence	83.83 pence
Australia	24.00 pence	24.00 pence
Azerbaijani Republic	50.38 pence	75.88 pence

Country	Landline	Mobile/higher rate per minute
Bahamas	64.77 pence	64.77 pence
Bahrain	83.83 pence	109.33 pence
Bangladesh	23.83 pence	49.33 pence
Barbados	23.17 pence	48.67 pence
Belarus	50.38 pence	75.88 pence
Belize	83.83 pence	109.33 pence
Benin	80.85 pence	106.35 pence
Bermuda	22.30 pence	47.80 pence
Bhutan	67.32 pence	92.82 pence
Bolivia	83.83 pence	109.33 pence
Bosnia and Herzegovina	42.13 pence	67.63 pence
Botswana	80.85 pence	106.35 pence
Brazil	80.85 pence	110.33 pence
Brunei Darussalam	67.32 pence	92.82 pence
Burkina Faso	83.83 pence	109.33 pence
Burundi	83.83 pence	109.33 pence
Cambodia (Kingdom of)	193.02 pence	218.52 pence

Country	Landline	Mobile/higher rate per minute
Cameroon	80.85 pence	106.35 pence
Canada	16.17 pence	16.17 pence
Cape Verde	83.83 pence	109.33 pence
Cayman Islands	64.77 pence	90.27 pence
Central African Republic	130.38 pence	130.38 pence
Chad	132.60 pence	132.60 pence
Chile	80.85 pence	106.35 pence
China	22.30 pence	47.80 pence
Christmas Islands	24.00 pence	24.00 pence
Cocos Islands	24.00 pence	24.00 pence
Colombia	83.83 pence	109.33 pence
Comoros	111.23 pence	136.73 pence
Congo	111.23 pence	136.73 pence
Cook Islands	132.60 pence	132.60 pence
Costa Rica	80.85 pence	106.35 pence
Cote d'Ivoire	106.89 pence	132.39 pence
Cuba	111.23 pence	136.73 pence

Country	Landline	Mobile/higher rate per minute
Democratic Republic of the Congo (formerly Zaire)	83.83 pence	109.33 pence
Diego Garcia	170.81 pence	170.81 pence
Djibouti	83.83 pence	109.33 pence
Dominica	75.57 pence	101.07 pence
Dominican Republic	64.77 pence	90.27 pence
East Timor	193.02 pence	218.52 pence
Ecuador	83.83 pence	109.33 pence
Egypt	83.08 pence	108.58 pence
El Salvador	106.89 pence	132.39 pence
Equatorial Guinea	111.23 pence	136.73 pence
Eritrea	106.89 pence	132.39 pence
Ethiopia (Federal Democratic Republic of)	106.89 pence	132.39 pence
Falkland Islands	83.83 pence	83.83 pence
Faroe Islands	36.51 pence	62.01 pence
Fiji	83.83 pence	109.33 pence

Country	Landline	Mobile/higher rate per minute
French Polynesia	170.81 pence	196.31 pence
Gabon	80.85 pence	106.35 pence
Gambia	80.85 pence	106.35 pence
Georgia	63.40 pence	88.90 pence
Ghana	84.83 pence	110.33 pence
Greenland	83.83 pence	109.33 pence
Grenada (inc Carriacou)	22.30 pence	47.80 pence
Guam	111.23 pence	111.23 pence
Guatemala	80.85 pence	106.35 pence
Guinea	83.83 pence	109.33 pence
Guinea Bissau	132.60 pence	132.60 pence
Guyana	106.89 pence	132.39 pence
Haiti	100.00 pence	125.50 pence
Honduras	80.85 pence	106.35 pence
Hong Kong	11.66 pence	11.66 pence
India	24.92 pence	50.42 pence
Indonesia	65.62 pence	91.12 pence

Country	Landline	Mobile/higher rate per minute
Iran	106.89 pence	132.39 pence
Iraq	106.89 pence	132.39 pence
Israel	52.50 pence	78.00 pence
Jamaica	23.17 pence	48.67 pence
Japan	9.53 pence	35.03 pence
Jordan	104.34 pence	129.84 pence
Kazakhstan	65.62 pence	91.12 pence
Kenya	84.83 pence	110.33 pence
Kiribati	132.60 pence	132.60 pence
Korea PDR (North)	132.60 pence	132.60 pence
Korea Republic (South)	67.32 pence	92.82 pence
Kosovo	42.13 pence	67.63 pence
Kuwait	83.83 pence	109.33 pence
Kyrgyz Republic	65.62 pence	91.12 pence
Laos	130.38 pence	155.88 pence
Lebanon	104.34 pence	129.84 pence
Lesotho	80.85 pence	106.35 pence

Country	Landline	Mobile/higher rate per minute
Liberia	80.85 pence	106.35 pence
Libya	42.13 pence	67.63 pence
Macao	67.32 pence	92.82 pence
Macedonia	42.13 pence	67.63 pence
Madagascar	83.83 pence	109.33 pence
Malawi (The Republic of)	80.85 pence	106.35 pence
Malaysia	40.43 pence	65.93 pence
Maldives	83.83 pence	109.33 pence
Mali	83.83 pence	109.33 pence
Marshall Island	132.60 pence	132.60 pence
Mauritania	111.23 pence	136.73 pence
Mauritius	106.89 pence	132.39 pence
Mexico	67.32 pence	92.82 pence
Micronesia	132.60 pence	132.60 pence
Moldova	63.40 pence	88.90 pence
Monaco	34.30 pence	59.80 pence
Mongolia	130.38 pence	155.88 pence

Country	Landline	Mobile/higher rate per minute
Montenegro	42.13 pence	67.63 pence
Montserrat	75.57 pence	101.07 pence
Morocco	42.13 pence	67.63 pence
Mozambique	83.83 pence	109.33 pence
Myanmar (formerly Burma)	111.23 pence	136.73 pence
Namibia	80.85 pence	106.35 pence
Nauru	132.60 pence	132.60 pence
Nepal	67.32 pence	92.82 pence
New Caledonia	170.81 pence	196.31 pence
New Zealand (inc Chatham Islands)	31.00 pence	56.50 pence
Nicaragua	106.89 pence	132.39 pence
Niger	83.83 pence	109.33 pence
Nigeria	68.67 pence	94.17 pence
Niue	130.38 pence	130.38 pence
Norfolk Island	111.23 pence	111.23 pence
Northern Marianas	106.89 pence	106.89 pence

Country	Landline	Mobile/higher rate per minute
Oman	83.83 pence	109.33 pence
Pakistan	24.92 pence	50.42 pence
Palau (The Republic of)	132.60 pence	132.60 pence
Palestinian National Authority	50.38 pence	75.88 pence
Panama	80.85 pence	106.35
Papua New Guinea	83.83 pence	109.33 pence
Paraguay	80.85 pence	106.35 pence
Peru	80.85 pence	106.35 pence
Philippines	70.42 pence	95.92 pence
Puerto Rico	49.11 pence	49.11 pence
Qatar	83.83 pence	109.33 pence
Rodriguez Islands	111.23 pence	111.23 pence
Ross Island	64.77 pence	64.77 pence
Russian Federation	52.50 pence	78.00 pence
Rwandese Republic	83.83 pence	109.33 pence
Samoa (US)	132.60 pence	132.60 pence
Samoa (Western)	170.81 pence	196.31 pence

Country	Landline	Mobile/higher rate per minute
San Marino	42.13 pence	42.13 pence
Sao Tome & Principe	132.60 pence	158.10 pence
Saudi Arabia	66.50 pence	92.00 pence
Senegal	106.89 pence	132.39 pence
Serbia	42.13 pence	67.63 pence
Seychelles	106.89 pence	132.39 pence
Sierra Leone	80.85 pence	106.35 pence
Singapore	18.64 pence	44.14 pence
Sint Maarten	63.40 pence	88.90 pence
Solomon Islands	132.60 pence	132.60 pence
Somalia	132.60 pence	158.10 pence
South Africa	52.50 pence	78.00 pence
South Sudan	80.85 pence	106.35 pence
Sri Lanka	80.00 pence	105.50 pence
St Helena	130.38 pence	130.38 pence
St Kitts & Nevis (formerly St Christopher)	64.77 pence	90.27 pence

Country	Landline	Mobile/higher rate per minute
St Lucia	22.30 pence	47.80 pence
St Pierre & Miquelon	64.77 pence	90.27 pence
St Vincent & the Grenadines	64.77 pence	90.27 pence
Sudan	80.85 pence	106.35 pence
Suriname	126.47 pence	151.97 pence
Swaziland	80.85 pence	106.35 pence
Switzerland	18.33 pence	43.83 pence
Syria	104.34 pence	129.84 pence
Taiwan	67.32 pence	92.82 pence
Tajikistan	83.83 pence	109.33 pence
Tanzania	80.85 pence	106.35 pence
Thailand	68.67 pence	94.17 pence
Togolese Republic (The)	106.89 pence	132.39 pence
Tokelau	170.81 pence	170.81 pence
Tonga	130.38 pence	155.88 pence
Trinidad & Tobago	22.30 pence	47.80 pence

Country	Landline	Mobile/higher rate per minute
Tristan Da Cunha	193.02 pence	193.02 pence
Tunisia	42.13 pence	67.63 pence
Turkey	24.00 pence	49.50 pence
Turkmenistan	79.06 pence	104.56 pence
Turks & Caicos Islands	75.57 pence	101.07 pence
Tuvalu	132.60 pence	132.60 pence
Uganda	80.85 pence	106.35 pence
Ukraine	50.38 pence	75.88 pence
United Arab Emirates	66.50 pence	92.00 pence
Uruguay	80.85 pence	106.35 pence
USA	15.25 pence	15.25 pence
Uzbekistan	65.62 pence	91.12 pence
Vanuatu	132.60 pence	158.10 pence
Venezuela	80.85 pence	106.35 pence
Vietnam	130.38 pence	155.88 pence
Virgin Islands (UK)	64.77 pence	90.27 pence
Virgin Islands (US)	64.77 pence	64.77 pence

Country	Landline	Mobile/higher rate per minute
Wallis and Futuna	169.96 pence	169.96 pence
Yemen (formerly Yemen AR and Yemen PDR)	106.89 pence	132.39 pence
Zambia	80.85 pence	106.35 pence
Zimbabwe	84.83 pence	110.33 pence

3.9.3 International add-on

This add-on can be added to your selected Sky Connect package and provides minute allocations to both international landline and mobile calls to the following destinations. 500 minute limit applies and pricing will then revert to pence per minute set out above for any further calls made:

Destination			
Austria	Australia	Bangladesh	Belgium
Brazil	Bulgaria	Canada	Canary Islands
China	Croatia	Cyprus	Czech Republic
Denmark	Estonia	Finland	France
Germany	Gibraltar	Greece	Hong Kong
Hungary	India	Ireland	Israel (excluding Palestine)
Italy	Japan	Latvia	Lithuania
Luxembourg	Madeira	Malaysia	Netherlands
New Zealand	Norway	Pakistan	Poland
Portugal	Romania	Russia	Slovakia
Slovenia	Spain	Sweden	Switzerland
Thailand	Turkey	USA	Vietnam

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