

# Sky Mobile Tariff Guide

Plan

Add Ons

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Prices effective from 17 November 2021

Sky Mobile is Sky's consumer mobile phone service.

This tariff guide gives you detailed pricing information for Sky Mobile usage both within and outside of your plan, including data, calls and texts, in the UK and while roaming.

If you have any further questions please call us on **03442 414141** for more information.

## Plan

### Data Plan

		Monthly allowance
<b>100MB</b>	<b>£5</b> per month	Includes 100MB of data usage within the UK and EU
<b>2GB</b>	<b>£6</b> per month	Includes 2GB of data usage within the UK and EU
<b>8GB</b>	<b>£10</b> per month	Includes 8GB of data usage within the UK and EU
<b>12GB</b>	<b>£11</b> per month	Includes 12GB of data usage within the UK and EU
<b>20GB</b>	<b>£12</b> per month	Includes 20GB of data usage within the UK and EU
<b>30GB</b>	<b>£15</b> per month	Includes 30GB of data usage within the UK and EU
<b>60GB</b>	<b>£30</b> per month	Includes 60GB of data usage within the UK and EU

### Calls and texts

		Monthly allowance
<b>Unlimited Calls and Texts</b>	<b>Inclusive</b> for new customers from January 2019	Includes calls and texts to UK landline and mobile numbers <sup>1</sup>
	<b>£10</b> per month for non Sky TV customers prior to January 2019	
<b>Pay As You Use</b>	<b>£0.10</b> per minute and per text	Pay As You Use - no monthly allowance. Calls and texts to UK landlines and mobiles are charged at 10p per minute and per text. Refer to Usage Charges section for full details. <sup>2</sup>

## International Saver

		Monthly allowance
<b>International Saver</b>	<b>£3</b> per month	Gets you discounted charges on calls and texts from the UK & Roaming Passport Plus destinations to over 60 international landline and mobile destinations (5p per minute, 10p per text) <sup>3</sup>

International Saver will remain part of your plan every month until you remove it, which you can request at any time.

## Add Ons

		Allowance
<b>1GB Add On</b>	<b>£6</b> one-off charge	Includes 1GB of data usage within the UK and EU
<b>5G Add On</b>	<b>Free</b>	Access to your existing data allowance with our fastest ever speeds on the 5G network

Calls to Sky 03 numbers are inclusive using Sky Mobile, otherwise they cost the same as 01 and 02 numbers or may be included in your calls package (check your provider's tariff guide for charges).

1. Inclusive calls and texts to UK Mobile numbers (07) and calls to UK landline numbers (01, 02 and 03) only. Excludes Channel Islands (Jersey & Guernsey), Isle of Man indirect access and 070/076 numbers.

Calls and texts to other UK numbers (other than freephone) and all numbers outside of the UK are chargeable (including to international destinations and when roaming). Subject to Acceptable Use Policy - see [sky.com/mobile/terms](https://www.sky.com/mobile/terms).

2. Excludes Channel Islands and Isle of Man.

3. See 'International Charges' section of this guide.

5G requires a compatible handset and activating 5G with a 4G handset will result in a degraded 4G service.

5G coverage and availability can be checked at [sky.com/coveragechecker](https://www.sky.com/coveragechecker) for more information.

5G Add-on subject to 30 day rolling contract, will be ready to use straight away and will stay as part of your monthly plan until you choose to remove it.

## Usage Charges

These charges apply to any usage outside of your plan allowances when in the UK.

### Calls to UK mobiles and UK geographic landlines

Call type	£ per minute
Calls to UK mobiles starting 07 <sup>1</sup>	0.10
Calls to UK landlines starting 01, 02, 03	0.10
Calls to Sky voicemail (759)	0.10

The above calls are all included in Unlimited Calls and Texts.

### Messages

Message type	£ per message
Texts to UK mobiles <sup>1</sup>	0.10
Picture messages to UK mobiles <sup>1</sup>	0.40

Text messages to UK mobile numbers are included in Unlimited Calls and Texts<sup>1</sup>

### Non-geographic, pager and personal numbers

Call type	£ per minute
Non-geographic numbers starting 055 or 056	0.45
Non-geographic numbers starting 0800, 0808 or 116	Free
Radio-paging services starting 076 <sup>2</sup>	0.50
Personal numbering services starting 070 <sup>3</sup>	0.55

### Sky Customer Service

Call type	£ per minute
All Sky Customer Service numbers <sup>2</sup>	Inclusive

### Emergency services

Call type	£ per call
999, 112	Free

1. Excludes Channel Islands (Mobile), Isle of Man (Mobile), Personal Numbers and Radio-paging numbers. To check exactly which numbers are classified as these services, please refer to the Specialised Numbers Guide at [sky.com/specialisednumbers](http://sky.com/specialisednumbers).

2. To check exactly which numbers are classified as this service, please refer to the Specialised Number Guide at [sky.com/specialisednumbers](http://sky.com/specialisednumbers).

3. Personal Numbers include all 070 numbers and also a number of other prefixes. To check which other numbers are classified as this service, please refer to the Specialised Numbers Guide at [sky.com/specialisednumbers](http://sky.com/specialisednumbers).

## Non-Emergency Services

Call type	£ per call
111 (NHS Services)	Free
101 (Police Services)	Free
105 (Electricity Helpline)	Free

## Speaking Clock

Call type	£ per minute
123	0.45

## Text Relay

Call type	£ per minute
18000 (Emergency calls)	Free
18001/18002 + number	Free

## Call Forwarding

You can set your phone up to forward calls to another UK mobile (07)<sup>1</sup> or UK landline (01, 02, 03) number. The charge for a forwarded call is the same as if you made the call yourself from your Sky Mobile to the forwarded number e.g. if you have Unlimited Calls & Texts, forwarded calls to a UK mobile (07)<sup>1</sup> or UK landline (01, 02, 03) number will be inclusive.

For details of charges for calling a UK mobile or landline while abroad, see the Roaming section.

## Visual Voicemail

Visual Voicemail on compatible handsets is free and will not come out of your data allowance or be chargeable if you are outside of the EU.

## Wi-Fi Calling

Wi-Fi Calling allows you to make calls via a Wi-Fi network rather than a normal cellular connection. This could mean using a Wi-Fi hotspot or connection set up at home. Working in the same way as way as normal calls, Wi-Fi calls are charged at the same rate as normal cellular connection.

Wi-Fi Calling with Sky Mobile is currently available on [the following handsets](#).

## 4G Calling

4G calling allows you to make calls over the 4G network rather than moving your call to 3G or 2G, allowing for a better quality call and connection. Working the same way as normal calls, 4G calling is charged at the same rate as a normal cellular connection.

1. Excludes personal and pager numbers (070 and 076). To check exactly which numbers are personal numbering and radio paging services, please refer to the Specialised Numbers Guide at [sky.com/specialisednumbers](http://sky.com/specialisednumbers).

## UK Service Numbers

For calls to chargeable service numbers (starting 084, 087, 09 and 118), the cost of the call will be broken down into two parts:

An **Access Charge** - this part is what Sky charges you for these calls.

	£ per minute
Access Charge, (Numbers starting 084, 087, 09 and 118)	0.45

A **Service Charge** - this is the rest of the call charge. The organisation you're calling decides how much this charge will be and will tell you this.

Both the Access and Service charges make up the total cost of any call to a chargeable service number.

### Caps on charges for UK Service Numbers, Voice and SMS short codes

Under the Payment Services Regulations 2017, Sky is restricted in terms of the charges that can be imposed on a customer's bill for calls to UK Service Numbers, Voice and SMS Short Codes.

As a result, we must limit the Service Charges across these services to £40 (i.e. £33.33 ex VAT) for any single transaction and for cumulative combined Access and Service Charges to these services to £240 (i.e. £200 ex VAT) across all transactions each month.

We're obliged to ensure our customers stay within these limits, and as a result calls and texts to these numbers will automatically terminate or will not send when the cap is reached.

If you exceed the monthly threshold, then we're required to limit your expenditure by applying a restriction on calls and texts to these services.

Unfortunately, as this is a legal requirement, we are not able to remove these caps even if a customer requests us to do so however the restriction won't affect or limit any other usage or spend.

### Charge-bands

There are four different ways the Service Charge can be calculated. The service number you are calling will fall into a 'charge-band' with a corresponding rate (set out in the tables below).

A charge-band is assigned to a set of numbers which are charged the same rates.

Charge-bands have codes designated to them e.g. 'Service Charge 1'. Each charge-band is explained in more detail below.

This Tariff Guide shows the calling charges assigned to the charge-bands. For a list showing which numbers are attached to which charge-bands, please refer to the Specialised Numbers Guide at [sky.com/specialisednumbers](https://sky.com/specialisednumbers). Use that document in conjunction with this Tariff Guide to find out the cost of a particular call.

## 1. Service calls charged by timed duration:

Charge-band	£ per call	£ per minute
Service Charge 1	0.00	0.00
Service Charge 2	0.00	0.01
Service Charge 3	0.00	0.02
Service Charge 4	0.00	0.03
Service Charge 5	0.00	0.04
Service Charge 6	0.00	0.05
Service Charge 7	0.00	0.06
Service Charge 8	0.00	0.07
Service Charge 9	0.00	0.08
Service Charge 10	0.00	0.09
Service Charge 11	0.00	0.10
Service Charge 12	0.00	0.11
Service Charge 13	0.00	0.12
Service Charge 14	0.00	0.13
Service Charge 15	0.00	0.15
Service Charge 16	0.00	0.20
Service Charge 17	0.00	0.25
Service Charge 18	0.00	0.30
Service Charge 19	0.00	0.35
Service Charge 20	0.00	0.36
Service Charge 21	0.00	0.40
Service Charge 22	0.00	0.45
Service Charge 23	0.00	0.46
Service Charge 24	0.00	0.50
Service Charge 25	0.00	0.55
Service Charge 26	0.00	0.60
Service Charge 27	0.00	0.65
Service Charge 28	0.00	0.70
Service Charge 29	0.00	0.75
Service Charge 30	0.00	0.80
Service Charge 31	0.00	0.90
Service Charge 32	0.00	0.95
Service Charge 33	0.00	0.99
Service Charge 34	0.00	1.00
Service Charge 35	0.00	1.10
Service Charge 36	0.00	1.20
Service Charge 37	0.00	1.45
Service Charge 38	0.00	1.50
Service Charge 39	0.00	1.55
Service Charge 40	0.00	1.80

Charge-band	£ per call	£ per minute
Service Charge 41	0.00	2.00
Service Charge 42	0.00	2.20
Service Charge 43	0.00	2.50
Service Charge 44	0.00	3.00
Service Charge 45	0.00	3.60
Service Charge 68	0.00	2.43
Service Charge 81	0.00	0.18
Service Charge 82	0.00	0.22
Service Charge 83	0.00	3.50

## 2. Service calls charged at a fixed fee:

Charge-band	£ per call	£ per minute
Service Charge 46	0.05	0.00
Service Charge 47	0.10	0.00
Service Charge 48	0.15	0.00
Service Charge 49	0.25	0.00
Service Charge 50	0.30	0.00
Service Charge 51	0.35	0.00
Service Charge 52	0.40	0.00
Service Charge 53	0.48	0.00
Service Charge 54	0.50	0.00
Service Charge 55	0.70	0.00
Service Charge 56	0.75	0.00
Service Charge 57	1.00	0.00
Service Charge 58	1.45	0.00
Service Charge 59	1.50	0.00
Service Charge 60	2.00	0.00
Service Charge 61	2.50	0.00
Service Charge 62	3.00	0.00
Service Charge 63	4.00	0.00
Service Charge 64	5.00	0.00
Service Charge 65	6.00	0.00
Service Charge 88	3.65	0.00



### 3. Service calls charged at a fixed fee and timed duration (where the fixed fee and the duration charge apply from the start of the call)

Charge-band	£ per call	£ per minute
Service Charge 66	0.77	1.55
Service Charge 67	0.80	0.25
Service Charge 69	3.50	0.10
Service Charge 84	2.50	0.75
Service Charge 85	2.60	0.99
Service Charge 86	2.75	0.78

### 4. Service calls charged at a fixed fee and timed duration (where the fixed fee is a minimum charge of 60 seconds and the duration charge applies after the first 60 seconds)

Charge-band	£ per call	£ per minute
Service Charge 70	2.43	2.43
Service Charge 71	2.60	2.10
Service Charge 72	2.76	1.77
Service Charge 73	0.00	2.50
Service Charge 74	0.05	0.05
Service Charge 75	0.10	0.10
Service Charge 76	0.40	0.40
Service Charge 77	0.70	0.70
Service Charge 78	1.50	1.50
Service Charge 79	2.00	2.00
Service Charge 80	4.45	2.57
Service Charge 87	3.00	1.30
Service Charge 89	11.98	5.99
Service Charge 90	13.98	6.99
Service Charge 91	15.98	7.99
Service Charge 92	0.07	0.07
Service Charge 93	0.13	0.13
Service Charge 94	0.80	0.80
Service Charge 95	1.00	1.00
Service Charge 96	3.00	3.00
Service Charge 97	3.60	0.50
Service Charge 98	3.60	1.50
Service Charge 99	3.60	2.00
Service Charge 100	3.60	3.60

## Voice Shortcodes

Voice Short Code calls (used for voting on TV shows such as X-Factor or Strictly Come Dancing) are charged per connected call and the charge is set by the organisation you are calling and they will explain the cost when promoting the number. A charge band is assigned to these short codes which are charged at the same rates.

Charge-bands have codes designated to them e.g. 'Voice Short Code 15'. Each charge-band is explained in more detail below.

This Tariff Guide shows the calling charges assigned to the charge-bands. For a list showing which numbers are attached to which charge-bands, please refer to the Specialised Numbers Guide at [sky.com/specialisednumbers](http://sky.com/specialisednumbers). Use that document in conjunction with this Tariff Guide to find out the cost of a particular call.

Charge-band	£ per call
Voice Short Code 15	0.15
Voice Short Code 35	0.35
Voice Short Code 50	0.50

## SMS Shortcodes

SMS Short Codes (used for competitions, marketing, charities and many other services) can be charged per sent message and / or per received message. The charge is set by the organisation you are messaging and they will explain the cost when promoting the number.

The cost and the company providing each SMS Short Code (free, standard or premium rate) can be checked on the Phone-paid Services Authority website. Please remember to check the service providers terms and condition before using the service.

## Roaming Charges

When you travel abroad we'll text you information about the roaming charges in the destination you're visiting.

We've also set up a worldwide data roaming spend cap of £45 per month for each SIM so you'll never spend more than you want to on data. If you prefer, you can remove this cap at [sky.com/settings](https://sky.com/settings).

Calls made to your Sky voicemail from abroad (+44 7488 222000) will be charged at the same rate as calls to UK landlines from abroad.

Calls made to Sky Mobile Customer Service from abroad are inclusive only when calling: +44 131 2783778, 150 and +44 3442 414141.

Picture messages can only be sent to UK mobile numbers.

### Roaming Passport (within the EU/EEA)

You're now able to use your phone in more than 40 EU and EEA destinations at no additional cost. Any mobile data used will come out of your UK data plan. You can also use data from your Sky Piggybank whenever you need it or if you need more just mix up your plan at My Sky.

If you have Unlimited Calls and Texts whilst you are roaming in the EU/EEA, calls and texts to standard EU/EEA mobiles and landlines will be inclusive (and it won't cost anything extra to receive calls either).

If you're a Pay As You Use customer whilst you are roaming in the EU/EEA, the cost to make a call or send a text message to standard EU/EEA mobiles and landlines is 10p per minute or per text (and it won't cost anything extra to receive calls either).

The cost to send a picture message is the same as if you were sending it from the UK (40p per message).

You'll find the complete list of EU/EEA destinations where you can roam at no extra cost below.

Aruba (Netherlands Antilles) <sup>1</sup>	Gibraltar	Norway
Austria	Greece	Poland
Azores	Guadeloupe (French West Indies)	Portugal
Belgium	Hungary	Reunion (French Territories in the Indian Ocean)
Bonaire (Netherlands Antilles) <sup>1</sup>	Iceland	
Bulgaria	Ireland (Republic of)	Romania
Canary Islands	Italy	Saba (Netherlands Antilles) <sup>1</sup>
Croatia	Latvia	Sint Eustatius (Netherlands Antilles) <sup>1</sup>
Curacao (Netherlands Antilles) <sup>1</sup>	Liechtenstein	Sint Maarten (Netherlands Antilles) <sup>1</sup>
Cyprus (excl. Northern Cyprus)	Lithuania	Slovakia
Czech Republic	Luxembourg	Slovenia
Denmark	Madeira	Spain
Estonia	Malta	St Barthelemy (French West Indies)
Finland	Martinique (French West Indies)	St Martin (French West Indies)
France	Mayotte (French Territories in the Indian Ocean)	Sweden
French Guiana (French West Indies)		
Germany	Netherlands	

Roaming Passport applies when using data or making/receiving a call or sending a message to standard mobile and landline numbers in the EU/EEA. Calls and messages made or sent from the UK to EU/EEA numbers are excluded as they are not roaming calls/texts (please see "International Charges" for more information on how these calls and messages are charged).

Calls and messages made or sent whilst roaming in the EU/EEA to numbers in destinations outside the EU/EEA will be charged as follows:

- Unlimited Calls and Texts customers – you'll pay the charge set out in the International Charges section below. Exceptions apply\*
- Pay As You Use customers – you'll pay £0.10p per minute/text plus the charge set out in the International Charges section below. Exceptions apply\*

\*Calls and SMS from the EU/EEA to the below destinations will be charged at the local roaming rate + £1.50 per minute for calls and £0.35 per text.

Andorra, Australia, Bangladesh, Barbados, Bermuda, Brazil, Canada, China, Christmas Islands, Cocos Islands, Egypt, Faroe Islands, Ghana, Hong Kong, India, Iran, Israel, Jamaica, Japan, Kenya, Malaysia, Mexico, Monaco, New Zealand, Nigeria, Pakistan, Philippines, Russia, Saint Lucia, San Marino, Saudi Arabia, Singapore, South Africa, Sri Lanka, Switzerland, Thailand, Trinidad & Tobago, Turkey, United Arab Emirates, USA and Vatican City

## Roaming Passport Plus (RPP)

Roaming Passport Plus gives you access to your UK plan in 12 popular roaming destinations outside the European Union for **£6 a day**. It will be **automatically** activated and added to your account when you **make a call, send a text** or use **more than 10MB of data** a day in these destinations<sup>2</sup> :

**Australia, Canada, Christmas Islands, Cocos Islands, Hong Kong, New Zealand, Qatar, South Africa, Switzerland, Thailand, Turkey (incl Northern Cyprus) and USA.**

How it works	
Data	As per UK Plan
Call to UK Mobile / Landline numbers	As per UK Plan
Call to a Local number	As per "International Charges" section. If you have International Saver and the destination of the local number is included in the International Saver then as per "International Saver"
Call to another International destination	As per "International Charges" section. If you have International Saver and the destination of the number is included in the International Saver then as per "International Saver"
Call to an EU destination	£1.00 per minute <sup>3</sup> . If you have International Saver and the destination of the number is included in the International Saver then as per "International Saver".
Receiving a Call	Inclusive (Receiving a call will not activate a pass)
Text to UK Mobile	As per UK Plan
Text to a Local Mobile number	As per "International Charges" section. If you have International Saver and the destination of the local number is included in the International Saver then as per "International Saver" section
Text to another International Mobile destination	As per "International Charges" section. If you have International Saver and the destination of the number is included in the International Saver then as per "International Saver"
Text to an EU destination	£0.35 per text. If you have International Saver and the destination of the number is included in the International Saver then as per "International Saver".
Receiving a Text	Inclusive (Receiving a text will not activate a pass)
MMS	£0.48 (Turkey incl Northern Cyprus & Switzerland) / £0.58

The Pass lasts for 24 hours and you will only be charged for the days you use. It's based on **local time** (not from midnight to midnight) and will reset after 24 hours. Another Pass will only be activated again if the above thresholds are reached or if you are travelling to another RPP destination within 24 hours.

1. All countries listed as Netherlands Antilles will follow the same rules as all other EU / EEA destinations, despite not being part of the EU.

2. Please note 10MB data threshold is shared daily across all RPP destinations and is not on a per destination basis. The threshold resets each day at midnight UK time.

3. Exceptions apply to : Ireland (Republic of) which is charged at £0.50 per minute.

## Roaming outside of the EU/EEA

When roaming outside of the EU/EEA, you will incur charges for any calls, texts and data that you use. The table below details the charges for each destination where you are able to roam.

Roaming destination	Data	Calls to local or UK mobile and landline numbers	Receiving calls	Texts to local mobile numbers or to UK mobiles	Picture messages to UK mobiles
	£ per MB	£ per minute		£ per message	
Afghanistan	2.16	2.16	1.80	0.50	0.58
Albania	2.16	2.16	1.80	0.50	0.58
Algeria	4.32	3.60	1.80	0.79	1.08
Andorra	2.16	2.16	1.80	0.50	0.58
Angola	No roaming	3.60	1.80	0.72	No roaming
Anguilla	2.16	2.16	1.80	0.50	0.58
Antigua and Barbuda	2.16	2.16	1.80	0.50	0.58
Argentina	2.16	2.16	1.80	0.50	0.58
Armenia	2.16	2.16	1.80	0.50	0.58
Ascension Island	0.07	0.36	0.00	0.12	0.48
Azerbaijan	2.16	2.16	1.80	0.50	0.58
Bahamas	4.32	6.60	1.80	0.60	0.58
Bahrain	2.16	2.16	1.80	0.50	0.58
Bangladesh	2.16	2.16	1.80	0.50	0.58
Barbados	2.16	2.16	1.80	0.50	0.58
Belarus	2.16	2.16	1.80	0.50	0.58
Benin	2.16	2.16	1.80	0.50	0.58
Bermuda	2.16	2.16	1.80	0.50	0.58
Bhutan	7.20	3.00	1.50	0.42	2.40
Bolivia	2.16	2.16	1.80	0.50	0.58
Bosnia and Herzegovina	2.16	2.16	1.80	0.50	0.58
Brazil	2.16	2.16	1.80	0.50	0.58
British Virgin Islands	2.16	2.16	1.80	0.50	0.58
Burundi	4.32	6.60	1.80	0.60	0.58
Cambodia	4.32	3.60	1.80	0.79	1.08
Cameroon	4.32	6.60	1.80	0.60	0.58
Cape Verde	4.32	3.60	1.80	0.79	1.08
Cayman Islands	2.16	2.16	1.80	0.50	0.58
Central African Republic	No roaming	3.60	1.80	0.72	No roaming
Chad	2.16	2.16	1.80	0.50	0.58
Chile	2.16	2.16	1.80	0.50	0.58
China	2.16	2.16	1.80	0.50	0.58
Colombia	2.16	2.16	1.80	0.50	0.58
Costa Rica	2.16	2.16	1.80	0.50	0.58

Roaming destination	Data	Calls to local or UK mobile and landline numbers	Receiving calls	Texts to local mobile numbers or to UK mobiles	Picture messages to UK mobiles
	£ per MB	£ per minute		£ per message	
Cuba	No roaming	3.60	1.80	0.72	No roaming
Democratic Republic of Congo	2.16	2.16	1.80	0.50	0.58
Djibouti	2.16	2.16	1.80	0.50	0.58
Dominica	2.16	2.16	1.80	0.50	0.58
Dominican Republic	2.16	2.16	1.80	0.50	0.58
Ecuador	2.16	2.16	1.80	0.50	0.58
Egypt	2.16	2.16	1.80	0.50	0.58
El Salvador	2.16	2.16	1.80	0.50	0.58
Equatorial Guinea	4.32	6.60	1.80	0.60	0.58
Ethiopia	No roaming	8.64	2.88	1.08	No roaming
Faroe Islands	2.16	2.16	1.80	0.50	0.58
Fiji	2.16	2.16	1.80	0.50	0.58
French Polynesia	4.32	4.68	1.80	0.72	0.58
Gambia	2.16	2.16	1.80	0.50	0.58
Georgia	2.16	2.16	1.80	0.50	0.58
Ghana	2.16	2.16	1.80	0.50	0.58
Greenland	2.16	2.16	1.80	0.50	0.58
Grenada	2.16	2.16	1.80	0.50	0.58
Guatemala	2.16	2.16	1.80	0.50	0.58
Guernsey	0.07	0.36	0.00	0.12	0.48
Guinea	2.16	2.16	1.80	0.50	0.58
Honduras	2.16	2.16	1.80	0.50	0.58
India	2.16	2.16	1.80	0.50	0.58
Indonesia	2.16	2.16	1.80	0.50	0.58
Iran	2.16	2.16	1.80	0.50	0.58
Iraq	2.16	2.16	1.80	0.50	0.58
Isle of Man	0.07	0.36	0.00	0.12	0.48
Israel	2.16	2.16	1.80	0.50	0.58
Ivory Coast	2.16	2.16	1.80	0.50	0.58
Jamaica	2.16	2.16	1.80	0.50	0.58
Japan	2.16	2.16	1.80	0.50	0.58
Jersey	0.07	0.36	0.00	0.12	0.48
Jordan	4.32	4.68	1.80	0.72	0.58
Kazakhstan	2.16	2.16	1.80	0.50	0.58
Kenya	2.16	2.16	1.80	0.50	0.58
Korea Republic (South)	2.16	2.16	1.80	0.50	0.58
Kuwait	2.16	2.16	1.80	0.50	0.58
Kyrgyzstan	2.16	2.16	1.80	0.50	0.58
Laos	2.16	2.16	1.80	0.50	0.58

Roaming destination	Data	Calls to local or UK mobile and landline numbers	Receiving calls	Texts to local mobile numbers or to UK mobiles	Picture messages to UK mobiles
	£ per MB	£ per minute		£ per message	
Liberia	12.00	3.30	1.80	0.66	3.30
Macau	2.16	2.16	1.80	0.50	0.58
Macedonia	2.16	2.16	1.80	0.50	0.58
Malaysia	0.36	0.72	0.14	0.14	0.58
Maldives	No roaming	8.64	2.88	1.08	No roaming
Mali	2.16	2.16	1.80	0.50	0.58
Mauritania	2.16	2.16	1.80	0.50	0.58
Mauritius	4.32	3.60	1.80	0.79	1.08
Mexico	2.16	2.16	1.80	0.50	0.58
Moldova	4.32	3.60	1.80	0.79	1.08
Monaco	0.36	0.72	0.14	0.14	0.58
Mongolia	7.20	3.00	1.50	0.42	2.40
Montenegro	2.16	2.16	1.80	0.50	0.58
Montserrat	2.16	2.16	1.80	0.50	0.58
Morocco	2.16	2.16	1.80	0.50	0.58
Mozambique	12.00	3.30	1.80	0.66	3.30
Myanmar	2.16	2.16	1.80	0.50	0.58
Nepal	4.32	3.60	1.80	0.79	1.08
Nicaragua	2.16	2.16	1.80	0.50	0.58
Nigeria	2.16	2.16	1.80	0.50	0.58
Oman	2.16	2.16	1.80	0.50	0.58
Over the sea	No roaming	3.60	1.80	0.72	No roaming
Pakistan	2.16	2.16	1.80	0.50	0.58
Palestine (State)	2.16	2.16	1.80	0.50	0.58
Panama	2.16	2.16	1.80	0.50	0.58
Paraguay	2.16	2.16	1.80	0.50	0.58
Peru	2.16	2.16	1.80	0.50	0.58
Philippines	2.16	2.16	1.80	0.50	0.58
Puerto Rico	0.36	0.72	0.14	0.14	0.58
Russia	2.16	2.16	1.80	0.50	0.58
Rwanda	2.16	2.16	1.80	0.50	0.58
Saint Kitts and Nevis	2.16	2.16	1.80	0.50	0.58
Saint Lucia	2.16	2.16	1.80	0.50	0.58
Saint Vincent and the Grenadines	2.16	2.16	1.80	0.50	0.58
Saudi Arabia	2.16	2.16	1.80	0.50	0.58
Senegal	2.16	2.16	1.80	0.50	0.58
Serbia	2.16	2.16	1.80	0.50	0.58
Seychelles	No roaming	8.64	2.88	1.08	No roaming
Sierra Leone	4.32	3.60	1.80	0.79	1.08



Roaming destination	Data	Calls to local or UK mobile and landline numbers	Receiving calls	Texts to local mobile numbers or to UK mobiles	Picture messages to UK mobiles
	£ per MB	£ per minute		£ per message	
Singapore	0.36	0.72	0.14	0.14	0.58
South Sudan	No roaming	3.60	1.80	0.72	No roaming
Sri Lanka	2.16	2.16	1.80	0.50	0.58
Sudan	7.20	3.00	1.50	0.42	2.40
Suriname	2.16	2.16	1.80	0.50	0.58
Taiwan	2.16	2.16	1.80	0.50	0.58
Tajikistan	2.16	2.16	1.80	0.50	0.58
Tanzania	2.16	2.16	1.80	0.50	0.58
Togolese Republic	2.16	2.16	1.80	0.50	0.58
Tonga	2.16	2.16	1.80	0.50	0.58
Trinidad and Tobago	12.00	3.30	1.80	0.66	3.30
Tunisia	4.32	4.68	2.10	0.72	0.58
Turks and Caicos Islands	2.16	2.16	1.80	0.50	0.58
Uganda	2.16	2.16	1.80	0.50	0.58
Ukraine	2.16	2.16	1.80	0.50	0.58
United Arab Emirates	2.16	2.16	1.80	0.50	0.58
Uruguay	2.16	2.16	1.80	0.50	0.58
Uzbekistan	4.32	3.60	1.80	0.79	1.08
Vietnam	2.16	2.16	1.80	0.50	0.58
Yemen	12.00	3.30	1.80	0.66	3.30
Zambia	2.16	2.16	1.80	0.50	0.58
Zimbabwe	4.32	4.68	1.80	0.72	0.58

## Roaming outside of the EU/EEA continued

Unfortunately, there may be some rare occasions where our services will not work for you whilst you are abroad. You can check your current service availability in a particular destination before you travel by contacting us on 03442 414141.

Whilst roaming outside the EU/EEA and Roaming Passport Plus destinations, calls and texts to all other destinations (i.e. aside from the roaming destination and the UK) will be charged at the local roaming rate + the standard international charge, except for:

Ireland (Republic of), where you will be charged the local roaming rate +£0.50 per minute for calls and £0.35 per text.

All other EU destinations listed below - These will be charged at the local roaming rate + £1.00 per minute for calls and £0.35 per text.

Austria, Azores, Belgium, Bulgaria, Canary islands, Croatia, Cyprus, Cyprus (Northern), Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Netherlands, Norway, Poland, Portugal, Reunion, Romania, St Barthelemy, St Martin, Slovakia, Slovenia, Spain and Sweden.

The below destinations be charged at the local roaming rate + £1.50 per minute for calls and £0.35 per text.

Andorra, Australia, Bangladesh, Barbados, Bermuda, Brazil, Canada, China, Christmas Islands, Cocos Islands, Egypt, Faroe Islands, Ghana, Hong Kong, India, Iran, Israel, Jamaica, Japan, Kenya, Malaysia, Mexico, Monaco, New Zealand, Nigeria, Pakistan, Philippines, Russia, Saint Lucia, San Marino, Saudi Arabia, Singapore, South Africa, Sri Lanka, Switzerland, Thailand, Trinidad & Tobago, Turkey, United Arab Emirates, USA and Vatican City

## International Charges

Charges for calls and texts to international destinations from the UK fall into one of two types:

1. Standard charges; or
2. Discounted charges for customers with International Saver (see International Saver section).

Destinations in bold are included.

The charges below only apply to mobile and geographic landline numbers in those destinations.

Picture messages can only be sent to UK mobile numbers.

International destination	Standard charge	
	Calls	Texts
	£ per minute	£ per message
Afghanistan	1.60	0.35
Albania	1.60	0.35
Algeria	1.60	0.35
Andorra	1.75	0.45
Angola	1.60	0.35
Anguilla	1.60	0.35
Antarctica (Australian Territory)	1.60	0.35
Antigua and Barbuda	1.60	0.35
Antilles (Netherlands)	1.60	0.35
Argentina	1.60	0.35
Armenia	1.60	0.35
Aruba	1.60	0.35
Ascension Island	1.60	0.35
<b>Australia</b>	1.75	0.45
<b>Austria</b>	0.19	0.06
Azerbaijan	1.60	0.35
<b>Azores</b>	0.19	0.06
Bahamas	1.60	0.35
Bahrain	1.60	0.35
<b>Bangladesh</b>	1.75	0.45
Barbados	1.75	0.45
Belarus	1.60	0.35
<b>Belgium</b>	0.19	0.06
Belize	1.60	0.35
Benin	1.60	0.35
<b>Bermuda</b>	1.75	0.45
Bhutan	1.60	0.35
Bolivia	1.60	0.35
Bonaire	1.60	0.35
Bosnia and Herzegovina	1.60	0.35
Botswana	1.60	0.35

International destination	Standard charge	
	Calls	Texts
	£ per minute	£ per message
<b>Brazil</b>	1.75	0.45
British Virgin Islands	1.60	0.35
<b>Brunei</b>	1.60	0.35
<b>Bulgaria</b>	0.19	0.06
Burkina Faso	1.60	0.35
Burundi	1.60	0.35
<b>Cambodia</b>	1.60	0.35
Cameroon	1.60	0.35
<b>Canada</b>	1.75	0.45
<b>Canary Islands</b>	0.19	0.06
Cape Verde	1.60	0.35
Cayman Islands	1.60	0.35
Central African Republic	1.60	0.35
Chad	1.60	0.35
<b>Chile</b>	1.60	0.35
<b>China</b>	1.75	0.45
<b>Christmas Islands</b>	1.75	0.45
<b>Cocos Islands</b>	1.75	0.45
<b>Colombia</b>	1.60	0.35
Comoros	1.60	0.35
Congo	1.60	0.35
Cook Islands	1.60	0.35
Costa Rica	1.60	0.35
Croatia	0.19	0.06
Cuba	1.60	0.35
Curacao	1.60	0.35
<b>Cyprus</b>	0.19	0.06
<b>Cyprus (Northern)</b>	0.19	0.06
Czech Republic	0.19	0.06
Democratic Republic of Congo	1.60	0.35
<b>Denmark</b>	0.19	0.06
Djibouti	1.60	0.35
Dominica	1.60	0.35
Dominican Republic	1.60	0.35
Ecuador	1.60	0.35
Egypt	1.75	0.45
El Salvador	1.60	0.35
Equatorial Guinea	1.60	0.35
Eritrea	1.60	0.35
Estonia	0.19	0.06

International destination	Standard charge	
	Calls	Texts
	£ per minute	£ per message
Ethiopia	1.60	0.35
Falkland Islands	1.60	0.35
Faroe Islands	1.75	0.45
Fiji	1.60	0.35
<b>Finland</b>	0.19	0.06
<b>France</b>	0.19	0.06
<b>French Guiana</b>	0.19	0.06
French Polynesia	1.60	0.35
Gabon	1.60	0.35
Gambia	1.60	0.35
Georgia	1.60	0.35
<b>Germany</b>	0.19	0.06
Ghana	1.75	0.45
Gibraltar	0.19	0.06
<b>Greece</b>	0.19	0.06
Greenland	1.60	0.35
Grenada	1.60	0.35
<b>Guadeloupe</b>	0.19	0.06
<b>Guam</b>	1.60	0.35
Guatemala	1.60	0.35
Guernsey	0.45	0.18
Guinea Bissau	1.60	0.35
Guinea Republic	1.60	0.35
Guyana	1.60	0.35
Haiti	1.60	0.35
Honduras	1.60	0.35
<b>Hong Kong</b>	1.75	0.45
<b>Hungary</b>	0.19	0.06
<b>Iceland</b>	0.19	0.06
<b>India</b>	1.75	0.45
<b>Indonesia</b>	1.60	0.35
Iran	1.75	0.45
Iraq	1.60	0.35
<b>Ireland (Republic of)</b>	0.19	0.06
Isle of Man	0.45	0.18
<b>Israel</b>	1.75	0.45
<b>Italy</b>	0.19	0.06
Ivory Coast	1.60	0.35
Jamaica	1.75	0.45
<b>Japan</b>	1.75	0.45

International destination	Standard charge	
	Calls	Texts
	£ per minute	£ per message
Jersey	0.45	0.18
Jordan	1.60	0.35
Kazakhstan	1.60	0.35
Kenya	1.75	0.45
Kiribati	1.60	0.35
Korea PDR (North)	1.60	0.35
Kosovo	1.60	0.35
<b>Korea Republic (South)</b>	1.60	0.35
<b>Kuwait</b>	1.60	0.35
Kyrgyzstan	1.60	0.35
Laos	1.60	0.35
<b>Latvia</b>	0.19	0.06
Lebanon	1.60	0.35
Lesotho	1.60	0.35
Liberia	1.60	0.35
Libya	1.60	0.35
Liechtenstein	0.19	0.06
<b>Lithuania</b>	0.19	0.06
<b>Luxembourg</b>	0.19	0.06
Macau	1.60	0.35
Macedonia	1.60	0.35
Madagascar	1.60	0.35
<b>Madeira</b>	0.19	0.06
Malawi	1.60	0.35
<b>Malaysia</b>	1.75	0.45
Maldives	1.60	0.35
Mali	1.60	0.35
<b>Malta</b>	0.19	0.06
<b>Martinique</b>	0.19	0.06
Mauritania	1.60	0.35
Mauritius	1.60	0.35
Mayotte	0.19	0.06
<b>Mexico</b>	1.75	0.45
Micronesia	1.60	0.35
Moldova	1.60	0.35
Monaco	1.75	0.45
<b>Mongolia</b>	1.60	0.35
Montenegro	1.60	0.35
Montserrat	1.60	0.35
Morocco	1.60	0.35

International destination	Standard charge	
	Calls	Texts
	£ per minute	£ per message
Mozambique	1.60	0.35
Myanmar	1.60	0.35
Namibia	1.60	0.35
Nauru	1.60	0.35
Nepal	1.60	0.35
<b>Netherlands</b>	0.19	0.06
New Caledonia	1.60	0.35
<b>New Zealand</b>	1.75	0.45
Nicaragua	1.60	0.35
Niger	1.60	0.35
<b>Nigeria</b>	1.75	0.45
Niue	1.60	0.35
Norfolk Island	1.60	0.35
<b>Northern Marianas</b>	1.60	0.35
<b>Norway</b>	0.19	0.06
Oman	1.60	0.35
<b>Pakistan</b>	1.75	0.45
Palestine (State)	1.60	0.35
Panama	1.60	0.35
Papua New Guinea	1.60	0.35
Paraguay	1.60	0.35
<b>Peru</b>	1.60	0.35
Philippines	1.75	0.45
<b>Poland</b>	0.19	0.06
<b>Portugal</b>	0.19	0.06
<b>Puerto Rico</b>	1.60	0.35
Qatar	1.60	0.35
<b>Reunion</b>	0.19	0.06
Rodriguez Island	1.60	0.35
<b>Romania</b>	0.19	0.06
Ross Island	1.60	0.35
Russia	1.75	0.45
Rwanda	1.60	0.35
<b>St Barthelemy</b>	0.19	0.06
Saint Helena	1.60	0.35
Saint Kitts and Nevis	1.60	0.35
Saint Lucia	1.75	0.45
<b>St Martin</b>	0.19	0.06
Saint Vincent and the Grenadines	1.60	0.35
Samoa (Western)	1.60	0.35

International destination	Standard charge	
	Calls	Texts
	£ per minute	£ per message
<b>San Marino</b>	1.75	0.45
Sao Tome and Principe	1.60	0.35
Satellite numbers	5.50	Disabled
Saudi Arabia	1.75	0.45
Senegal	1.60	0.35
Serbia	1.60	0.35
Seychelles	1.60	0.35
Sierra Leone	1.60	0.35
<b>Singapore</b>	1.75	0.45
Sint Maarten	1.60	0.35
<b>Slovakia</b>	0.19	0.06
Slovenia	0.19	0.06
Solomon Islands	1.60	0.35
Somalia	1.60	0.35
<b>South Africa</b>	1.75	0.45
South Sudan	1.60	0.35
<b>Spain</b>	0.19	0.06
Sri Lanka	1.75	0.45
Sudan	1.60	0.35
Suriname	1.60	0.35
Swaziland	1.60	0.35
<b>Sweden</b>	0.19	0.06
Switzerland	1.75	0.45
Syria	1.60	0.35
Taiwan	1.60	0.35
Tajikistan	1.60	0.35
Tanzania	1.60	0.35
Thailand	1.75	0.45
Togolese Republic	1.60	0.35
Tokelau	1.60	0.35
Tonga	1.60	0.35
Trinidad and Tobago	1.75	0.45
Tunisia	1.60	0.35
Turkey	1.75	0.45
Turkmenistan	1.60	0.35
Turks and Caicos Islands	1.60	0.35
Tuvalu	1.60	0.35
Uganda	1.60	0.35
Ukraine	1.60	0.35
United Arab Emirates	1.75	0.45



International destination	Standard charge	
	Calls	Texts
	£ per minute	£ per message
Uruguay	1.60	0.35
<b>USA</b>	1.75	0.45
Uzbekistan	1.60	0.35
Vanuatu	1.60	0.35
<b>Vatican City</b>	1.75	0.45
Venezuela	1.60	0.35
Vietnam	1.60	0.35
<b>Virgin Islands (US)</b>	1.60	0.35
Yemen	1.60	0.35
Zambia	1.60	0.35
Zimbabwe	1.60	0.35

## International Freephone Numbers

International Freephone Numbers are typically used by multinational organisations in several countries and are free to call irrespective of your location.

International Freephone Numbers	Standard charge	
	Calls	Texts
	£ per minute	£ per message
Calls starting 00800	Free	Disabled

## International Saver

Adding International Saver for £3 per month will give you discounted charges on calls and texts from the UK and Roaming Passport Plus destinations to mobile and geographic landline numbers in over 60 destinations.

Once added, International Saver will remain part of your plan every month until you remove it, which you can request at any time.

Picture messages can only be sent to UK mobile numbers.

Calls and texts will be charged at the below discounted rates:

	Charge
Calls (to geographic landline or mobile numbers)	£0.05 per minute
Texts	£0.10 per text / £0.06 per text*

When calling/texting from the UK to any of the international destinations listed below:

Australia	Greece*	New Zealand
Austria*	Guadeloupe*	Nigeria
Azores*	Guam	Northern Marianas
Bangladesh	Hong Kong	Norway*
Belgium*	Hungary*	Pakistan
Bermuda	Iceland*	Peru
Brazil	India	Poland*
Brunei	Indonesia	Portugal*
Bulgaria*	Ireland (Republic of)*	Puerto Rico
Cambodia	Israel	Reunion*
Canada	Italy*	Romania*
Canary Islands*	Japan	St Barthelemy*
Chile	Korea Republic (South)	St Martin*
China	Kuwait	San Marino
Christmas Islands	Latvia*	Singapore
Cocos Islands	Lithuania*	Slovakia*
Colombia	Luxembourg*	South Africa
Cyprus*	Madeira*	Spain*
Cyprus (Northern)*	Malaysia	Sweden*
Denmark*	Malta*	USA
Finland*	Martinique*	Vatican City
France*	Mexico	Virgin Islands (US)
French Guiana*	Mongolia	
Germany*	Netherlands*	

## Rounding and VAT

### Duration and usage rounding

#### Data sessions

A 'data session' represents a continuous period of data usage. The data session will be rounded up and charged to the next whole kilobyte (KB).

#### Call duration rounding

The duration of all calls will be rounded up to the next whole minute, except for:

- Calls made while roaming within the European Union (EU) and European Economic Area (EEA) to any other destination in the EU/EEA, which will be rounded up to the next whole second, with a minimum duration of 30 seconds.
- The Service Charge aspect of calls made to service numbers (unless they have a fixed fee), which will be rounded up to the next whole second, with no minimum duration.
- All times shown as at UK Time.

#### Texts

A single text message is up to 160 characters long.

#### Picture messages

Each picture message can be a maximum of 300KB.

### Individual charge rounding

All individual data, calls and texts charges will be rounded up to the next whole penny (except for fixed fee only numbers or services).

### VAT

All prices that appear in this Tariff Guide are inclusive of VAT.