

Sky Mobile Tariff Guide

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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.

Data Plan

Data plans allow you a set amount of data for a monthly fee. Data usage is inclusive within the UK, Channel Islands, Isle of Man and the Republic of Ireland for usage outside this area please refer to the relevant destination.

Amount	Monthly Price	Monthly Allowance
100MB	£5	Includes 100MB of data usage
2GB	£6	Includes 2GB of data usage
3GB	£7	Includes 3GB of data usage
8GB	£9	Includes 8GB of data usage
12GB	£12	Includes 12GB of data usage
25GB	£15	Includes 25GB of data usage
50GB	£25	Includes 50GB of data usage

Talk and SMS Plans

Talk and SMS plans provide unlimited calls and texts to select numbers. Please note that additional features may cost more as detailed in this tariff guide. Pay As You Use will be your default plan unless you choose to add Unlimited Calls and Texts.

Calls and Texts	Price	Allowance
Unlimited Calls and Texts	Inclusive for new customers from January 2019	Includes calls and texts to UK landline and mobile numbers ¹
Unlimited Calls and Texts	£10 per month for non Sky TV customers prior to January 2019	Includes calls and texts to UK landline and mobile numbers ¹
Pay As You Use	£0.10 per minute and per text	Pay As You Use includes 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. ²

International Saver Plan

International Saver provides discounted charges on calls and texts to select international destinations, and is automatically included as part of your plan every month until you remove it, which you can request at any time.

International Saver Plan	Price	Allowance
International Saver	£3 per month	Includes 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) ³

Add On

Add Ons	Price	Allowance
1GB Add On	£6 one off charge	Includes a one-off 1GB of Data.
5G Add On	Free	Access to your existing data allowance with our fastest ever speeds on the 5G network

Footnotes

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, Channel Islands and Isle of Man landline (01, 02 and 03) and mobile (07) numbers only.

Excludes indirect access and 070/076 numbers.

Calls and texts to other UK numbers (other than freephone) and all numbers outside of the UK, Channel Islands and the Isle of Man are chargeable.

Subject to Acceptable Use Policy - see [sky.com/mobile/terms](#).

2. Includes Channel Islands and Isle of Man.

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

5G coverage and availability can be checked at [www.sky.com/shop/mobile/coverage-checker](#) for more information.

Usage Charges

These charges apply to any usage outside of your plan allowances when in the UK, Channel Islands, Isle of Man and the Republic of Ireland.

Calls to UK mobiles and UK geographic landlines	Price Per Minute (£)
Calls to UK mobiles starting 07 ¹	£0.10
Calls to UK landlines starting 01, 02, 03 ¹	£0.10
Calls to Sky voicemail (759)	£0.10

Message type	Price Per Message (£)
Texts to UK mobiles ¹	£0.10
Picture messages to UK mobiles	£0.40

Call type	Price 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 ²	£0.50
Personal numbering services starting 070 ³	£0.55

Sky Customer Service	Price Per Minute (£)
All Sky Customer Service numbers ²	Inclusive

Emergency services	Price Per Call (£)
999, 112	Free

Non Emergency Services	Price Per Call (£)
111 (NHS Services)	Free
101 (Police Services)	Free
105 (Electricity Helpline)	Free

Speaking Clock	Price Per Minute (£)
123	£0.45

Text Relay	Price Per Minute (£)
18000 (Emergency calls)	Free
18001/18002 + number	Free

Footnotes

1. Includes Channel Islands & Isle of Man. Excludes Personal numbers and Radio-paging numbers. To check exactly which numbers are classified as these services, please refer to the Specialised Numbers Guide [Specialised Numbers Guide](#).

2. To check exactly which numbers are classified as this service, please refer to the [Specialised Number Guide](#).

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](#).

Please note, Non-Geographical Calls, Paging Services, Speaking Clock, Voice short codes, Non-Emergency Services & Personal numbering services are only available in the UK and not while roaming in the Channel Islands and Isle of Man.

Call Forwarding

You can set your phone up to forward calls to another UK mobile (07)¹ 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)¹ 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 whether you are in the UK or any roaming destination.

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 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.

Footnotes

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](#).

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.

Call Type	£ per minute
Access Charge, (Numbers starting 084, 087, 09 and 118)	£0.60

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

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.

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).

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

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

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](#). 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
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, who should 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. 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 conditions 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.

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, +44 3442 414141 and 150.

Picture messages can only be sent to UK mobile numbers.

Roaming Passport Plus (RPP)

Roaming Passport Plus gives you access to your UK plan in over 55 popular roaming destinations including the EU/EEA⁶ for £2 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 day². The Pass lasts for 24 hours and you will only be charged for the days you use. It's based on UK time (not from midnight to midnight) and will reset after 24 hours.

When your 24 hour pass has expired further passes will trigger when the above thresholds are reached or if you are travelling to another RPP destination within 24 hours except when travelling within the EU/EEA⁶ (including Switzerland) where one 24-hour pass can be used across multiple EU/EEA⁶ destinations. For example, if you're travelling across country borders within the EU/EEA⁶ in a 24-hour period you'll only be charged once.

If you run out of data when roaming in a Passport Plus destination, you can still roll your Piggybank data, just like you would do in the UK.

Roaming Passport Plus is available in the following destinations²:

How it works	Price
Data	As per UK Plan
Call to UK Mobile / Landline numbers	As per UK Plan
Call to a Local number (excluding EU/EEA)	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 an EU/EEA destination (Including Switzerland)	£0.55 per minute ³ . 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 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" ⁵
Receiving a Call	Inclusive (Receiving a call will not activate a pass)
Receiving a Text	Inclusive (Receiving a call will not activate a pass)
Text to UK Mobile	As per UK Plan
Text to a Local Mobile number (excluding EU/EEA)	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 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/EEA destination (Including Switzerland)	£0.10 per text. If you have International Saver and the destination of the number is included in the International Saver then as per "International Saver".
MMS ⁴	£0.40 EU/EEA destinations, Turkey inc. Northern Cyprus, Switzerland £0.58 Non-EU/EEA destinations

Destinations List
Aruba (Netherlands Antilles)¹
Austria
Australia
Azores
Belgium
Bonaire (Netherlands Antilles)¹
Bulgaria
Canada
Canary Islands
Christmas Islands
Cocos Islands
Croatia
Curacao (Netherlands Antilles)¹
Cyprus (excl. Northern Cyprus)
Czech Republic

Denmark
Estonia
Finland
France
French Guiana (French West Indies)
Germany
Gibraltar
Greece
Guadeloupe (French West Indies)
Hungary
Iceland
Italy
Latvia
Liechtenstein
Lithuania
Luxembourg
Madeira
Malta
Martinique (French West Indies)
Mayotte (French Territories in the Indian Ocean)
Netherlands
New Zealand
Norway
Poland
Portugal
Reunion (French Territories in the Indian Ocean)
Romania
Saba (Netherlands Antilles)¹
Sint Eustatius (Netherlands Antilles)¹
Sint Maarten (Netherlands Antilles)¹
Slovakia
Slovenia
South Africa
Spain
St Barthelemy (French West Indies)
St Martin (French West Indies)
Sweden
Switzerland
Turkey (Including Northern Cyprus)
USA
United Arab Emirates

*Destinations in bold are included in EU/EEA

Roaming In Channel Islands, Isle of Man, Ascension Island and Republic of Ireland

Calls and messages made or sent whilst roaming in the Channel Islands, Isle of Man, Ascension Island and Republic of Ireland to numbers in destinations outside of the , Channel Islands, Isle of Man, Ascension Island and UK will be charged as follows:

- Unlimited Calls and Texts customers - you'll pay the charge set out in the International Charges section below.
- Pay As You Use customers - you'll pay charges set out in the International Charges section below.

You can still roam in the Republic of Ireland at no extra cost, but charges still apply to calls and texts to local (+353) and other non-UK destinations.

Footnotes

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

4. MMS can only be sent to a UK Mobile.

5. Calls and SMS from the EU/EEA (excluding Republic of Ireland) 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, Thailand, Trinidad & Tobago, Turkey, United Arab Emirates, USA and Vatican City

6. Excludes Republic of Ireland

Rest of the World

When roaming outside of Roaming Passport Plus destinations, 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 £ per MB	Calls to local or UK mobile and landline numbers £ per minute	Receiving calls £ per minute	Texts to local mobile numbers or to UK mobiles £ per message	Picture messages to UK mobiles £ 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
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
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	£2.16	£2.16	£1.80	£0.50	£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
Guinea	£2.16	£2.16	£1.80	£0.50	£0.58
Honduras	£2.16	£2.16	£1.80	£0.50	£0.58
Hong Kong	£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
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
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
Lebanon	£4.32	£3.60	£1.80	£0.79	£1.08
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

Roaming destination	Data £ per MB	Calls to local or UK mobile and landline numbers £ per minute	Receiving calls £ per minute	Texts to local mobile numbers or to UK mobiles £ per message	Picture messages to UK mobiles £ per message
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
Qatar	£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 Grenadine	£2.16	£2.16	£1.80	£0.50	£0.58
Saudi Arabia	£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
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
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
Thailand	£0.36	£0.72	£0.14	£0.14	£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	£0.00	£0.00	£0.00	£0.00	£0.00
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

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/EEA destinations listed below - These will be charged at the local roaming rate + £0.55 per minute for calls and £0.10 per text.

Aruba (Netherlands Antilles), Austria, Azores, Belgium, Bonaire (Netherlands Antilles), Bulgaria, Canary islands, Croatia, Curacao (Netherlands Antilles), Cyprus, 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, Saba (Netherlands Antilles), Sint Eustatius (Netherlands Antilles), Sint Maarten (Netherlands Antilles), St Barthelemy, St Martin, Slovakia, Slovenia, Spain and Sweden, Switzerland.

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, 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 in International Saver.

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	Calls	Texts
Destination List	£ 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
Australia	£1.75	£0.45
Austria	£0.19	£0.06
Azerbaijan	£1.60	£0.35
Azores	£0.19	£0.06
Bahamas	£1.60	£0.35
Bahrain	£1.60	£0.35
Bangladesh	£1.75	£0.45
Barbados	£1.75	£0.45
Belarus	£1.60	£0.35
Belgium	£0.19	£0.06
Belize	£1.60	£0.35
Benin	£1.60	£0.35
Bermuda	£1.75	£0.45
Bhutan	£1.60	£0.35
Bolivia	£1.60	£0.35

International Destination	Calls	Texts
Bonaire	£1.60	£0.35
Bosnia and Herzegovina	£1.60	£0.35
Botswana	£1.60	£0.35
Brazil	£1.75	£0.45
British Virgin Islands	£1.60	£0.35
Brunei	£1.60	£0.35
Bulgaria	£0.19	£0.06
Burkina Faso	£1.60	£0.35
Burundi	£1.60	£0.35
Cambodia	£1.60	£0.35
Cameroon	£1.60	£0.35
Canada	£1.75	£0.45
Canary Islands	£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
Chile	£1.60	£0.35
China	£1.75	£0.45
Christmas Islands	£1.75	£0.45
Cocos Islands	£1.75	£0.45
Colombia	£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
Cyprus	£0.19	£0.06
Cyprus (Northern)	£0.19	£0.06
Czech Republic	£0.19	£0.06
Democratic Republic of Congo	£1.60	£0.35
Denmark	£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
Ethiopia	£1.60	£0.35
Falkland Islands	£1.60	£0.35
Faroe Islands	£1.75	£0.45
Fiji	£1.60	£0.35
Finland	£0.19	£0.06

International Destination	Calls	Texts
France	£0.19	£0.06
French Guiana	£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
Germany	£0.19	£0.06
Ghana	£1.75	£0.45
Gibraltar	£0.19	£0.06
Greece	£0.19	£0.06
Greenland	£1.60	£0.35
Grenada	£1.60	£0.35
Guadeloupe	£0.19	£0.06
Guam	£1.60	£0.35
Guatemala	£1.60	£0.35
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
Hong Kong	£1.60	£0.35
Hungary	£0.19	£0.06
Iceland	£0.19	£0.06
India	£1.75	£0.45
Indonesia	£1.60	£0.35
Iran	£1.75	£0.45
Iraq	£1.60	£0.35
Ireland (Republic of)	£0.19	£0.06
Israel	£1.75	£0.45
Italy	£0.19	£0.06
Ivory Coast	£1.60	£0.35
Jamaica	£1.75	£0.45
Japan	£1.75	£0.45
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
Korea Republic (South)	£1.60	£0.35
Kuwait	£1.60	£0.35
Kyrgyzstan	£1.60	£0.35
Laos	£1.60	£0.35
Latvia	£0.19	£0.06
Lebanon	£1.60	£0.35
Lesotho	£1.60	£0.35
Liberia	£1.60	£0.35

International Destination	Calls	Texts
Libya	£1.60	£0.35
Liechtenstein	£0.19	£0.06
Lithuania	£0.19	£0.06
Luxembourg	£0.19	£0.06
Macau	£1.60	£0.35
Macedonia	£1.60	£0.35
Madagascar	£1.60	£0.35
Madeira	£0.19	£0.06
Malawi	£1.60	£0.35
Malaysia	£1.75	£0.45
Maldives	£1.60	£0.35
Mali	£1.60	£0.35
Malta	£0.19	£0.06
Martinique	£0.19	£0.06
Mauritania	£1.60	£0.35
Mauritius	£1.60	£0.35
Mayotte	£0.19	£0.06
Mexico	£1.75	£0.45
Micronesia	£1.60	£0.35
Moldova	£1.60	£0.35
Monaco	£1.75	£0.45
Mongolia	£1.60	£0.35
Montenegro	£1.60	£0.35
Montserrat	£1.60	£0.35
Morocco	£1.60	£0.35
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
Netherlands	£0.19	£0.06
New Caledonia	£1.60	£0.35
New Zealand	£1.75	£0.45
Nicaragua	£1.60	£0.35
Niger	£1.60	£0.35
Nigeria	£1.75	£0.45
Niue	£1.60	£0.35
Norfolk Island	£1.60	£0.35
Northern Marianas	£1.60	£0.35
Norway	£0.19	£0.06
Oman	£1.60	£0.35
Pakistan	£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
Peru	£1.60	£0.35
Philippines	£1.75	£0.45

International Destination	Calls	Texts
Poland	£0.19	£0.06
Portugal	£0.19	£0.06
Puerto Rico	£1.60	£0.35
Qatar	£1.75	£0.45
Reunion	£0.19	£0.06
Rodriguez Island	£1.60	£0.35
Romania	£0.19	£0.06
Ross Island	£1.60	£0.35
Russia	£1.75	£0.45
Rwanda	£1.60	£0.35
St Barthelemy	£0.19	£0.06
Saint Helena	£1.60	£0.35
Saint Kitts and Nevis	£1.60	£0.35
Saint Lucia	£1.75	£0.45
St Martin	£0.19	£0.06
Saint Vincent and the Grenadines	£1.60	£0.35
Samoa (Western)	£1.60	£0.35
San Marino	£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
Singapore	£1.75	£0.45
Sint Maarten	£1.60	£0.35
Slovakia	£0.19	£0.06
Slovenia	£0.19	£0.06
Solomon Islands	£1.60	£0.35
Somalia	£1.60	£0.35
South Africa	£1.75	£0.45
South Sudan	£1.60	£0.35
Spain	£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
Sweden	£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

International Destination	Calls	Texts
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	£0.00	£0.00
United Arab Emirates	£1.75	£0.45
Uruguay	£1.60	£0.35
USA	£1.75	£0.45
Uzbekistan	£1.60	£0.35
Vanuatu	£1.60	£0.35
Vatican City	£1.75	£0.45
Venezuela	£1.60	£0.35
Vietnam	£1.60	£0.35
Virgin Islands (US)	£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	Calls	Texts
Call type	£ per minute	£ per message
Calls starting 00800	Free	n/a

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:

International Saver	Charge
Calls (to geographic landline or mobile numbers)	£0.05 per minute
Texts from Roaming Passport Plus countries	£0.10 per text
Texts from UK	£0.10 per text / £0.06 per text*

International Destinations List
Australia
Austria*
Azores*
Bangladesh
Belgium*
Bermuda
Brazil
Brunei
Bulgaria*
Cambodia
Canada
Canary Islands*
Chile
China
Christmas Islands
Cocos Islands
Colombia
Cyprus*
Cyprus (Northern)*
Denmark*
Finland*
France*
French Guiana*
Germany*
Greece*
Guadeloupe*
Guam
Hong Kong
Hungary*
Iceland*
India
Indonesia
Ireland (Republic of)*
Israel
Italy*

Japan
Korea Republic (South)
Kuwait
Latvia*
Lithuania*
Luxembourg*
Madeira*
Malaysia
Malta*
Martinique*
Mexico
Mongolia
Netherlands*
New Zealand
Nigeria
Northern Marianas
Norway*
Pakistan
Peru
Poland*
Portugal*
Puerto Rico
Reunion*
Romania*
St Barthelemy*
St Martin*
San Marino
Singapore
Slovakia*
South Africa
Spain*
Sweden*
USA
Vatican City
Virgin Islands (US)

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.

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 on 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.