

Sky Talk Tariff Guide Freetime and Unlimited

Prices effective from 2 October 2009

Sky Talk is Sky's home telephony service, exclusively for Sky TV customers.

This Tariff Guide allows Sky Talk Freetime and Unlimited customers to find the rates for all call destinations quickly and easily and outlines certain features of the service. Customers of other tariffs should call **08442 410 499** for details of their rates.

If you have any further questions, please call us on **08442 410 499** for more information.

Package Overview (including UK call rates)

Package	Monthly fee	UK ¹ Daytime Mon-Fri 6am to 6pm	UK ¹ Evening Mon-Fri before 6am and after 6pm	UK ¹ Weekend all day Sat and Sun	UK Mobile	International
Sky Talk Freetime	Free	5.25p per minute	Free		Daytime: 12.23p per min Evening: 7.34p per min	see pages 6-10 of this tariff guide
Sky Talk Unlimited	£5	Unlimited			Daytime: 9.78p per min Evening: 5.87p per min	Unlimited calls to 20 popular destinations ²

An 9p connection fee applies to all non-inclusive UK landline, mobile and international calls.

- UK calls are to 01, 02, 03 & 0870 numbers only (excludes calls to Channel Islands, indirect and dial-up Internet access numbers and 070 numbers). Calls from Northern Ireland to the Republic of Ireland are charged at UK rates. "Free" and "Unlimited" UK calls last up to an hour, after which 5.25p per minute rates apply, or you can hang up and redial as often as you like. Subject to Acceptable Use Policy – see sky.com/skytalk. UK rates apply for calls to the g21 charge-band.
Max price for other 08 numbers is 10ppm, with a max connection fee of 10p, please see pages 5 and 12-14. Max price for 070 is 48ppm, with a max connection fee of 50p, please see page 10.
- Unlimited international landline calls to Austria, Australia, Belgium, Canada, Czech Rep, Denmark, France, Germany, Greece, Hungary, Irish Republic, Italy, Luxembourg, Netherlands, New Zealand, Norway, Spain, Sweden, Switzerland and USA (also includes calls to mobiles in Canada and USA). Unlimited calls to the 20 popular destinations last up to an hour after which standard Sky international rates apply, or you can hang up and redial as often as you like. Subject to Acceptable Use Policy – see sky.com/skytalk.

Sky Talk Line Rental

Sky Talk customers can also get line rental from Sky, just £11 per month. This means that you'll only receive one bill for all of your telephone charges. Plus there are a number of Call Features which come as standard and you can choose to take additional features for a little extra.

Call Features

Product	Description	Price
141 – Withhold Number	Dial 141 before your call to hide your number from the person you're calling.	No Extra Charge
1470 – Override Withhold Number	If you have Number Withheld on all calls, dial 1470 to override it and send your number.	No Extra Charge
1471 – Play Last Caller's Number	Call 1471 to discover who phoned you last.	No Extra Charge
1471 – Return call	"Press 3" to return the call.	12p per use
1475 – Erase Last Caller Number	Call 1475 to remove the latest caller from your 1471 list.	No Extra Charge
Always Withhold Number	Your number is never shown when you make a call.	No Extra Charge (on request)
1571 – Voicemail	Callers can leave you a message if you don't answer or if your line is engaged.	No Extra Charge (on request)
1571 – Return call	"Press 0" to return the call.	12p per use
Caller Display	See who's calling before you answer. If a number's in your phonebook you'll even see the name.	No Extra Charge (on request)
Anonymous Caller Reject	Reject calls from people who withhold their number.	£4.00 per month
Call Diversion	Divert your calls to another landline or mobile number so you never miss a call.*	£2.50 per month
Call Waiting	Shows if you have a second call and lets you put your current call on hold while you take another.	£2.50 per month
Last Caller Barring	Bar incoming calls from the last number. Block up to 10 numbers in your phone.	£3.35 per month
Reminder Call	Set up an incoming call to remind yourself about birthdays, appointments and meetings.	£2.50 per month or 35p per use
Ring Back	If a number's engaged, request a ring back and you'll be called when the number becomes free.	£2.50 per month or 35p per use
Three-way Calling	Enables a three way call to be established.	£2.50 per month or 65p per use
Text	Send text messages from a text enabled telephone – limited to fixed or mobile numbers in the UK. Caller Display required.	10p per use
Voicemail Plus	Lets you record a personal greeting, store 30 messages and access your messages from any phone.	£2.50 per month

The diverted part of the call is charged to the Sky Talk customer at the standard Sky Talk rate depending on the type of phone the call is diverted to, e.g. mobile. The person calling is charged for a standard UK landline call and will be charged as normal by their calls provider.

Sky Talk: 12 month minimum term applies to new Sky Talk customers and to existing customers taking up Sky Talk Line Rental. Sky Talk is only available to Sky digital subscribers paying by Direct Debit/continuous card mandate. Calls packages not available to BT line rental customers with BT Basic or if outgoing calls are barred. Compatible BT line required for Sky Talk line rental. Codes of Practice can be found at sky.com/skytalk. Calls to Sky 0844 numbers are free for Sky Talk Freetime customers calling during the evening and weekends and inclusive for Sky Talk Unlimited customers at all times. Calls to 0844 numbers cost 5p per minute plus 9.05p connection for BT customers at all times and 9p connection fee for Sky Talk Freetime customers calling during the daytime on weekdays. Calls from other providers may vary.

Call Charge Details

118SKY (118759) – Sky Talk directory enquiry service

Sky Talk customers automatically receive a 25% discount off the standard price of Sky's service every time they call 118SKY from their Sky Talk landline. Just dial 118SKY (118759) to find the number you are looking for.

Calls to 118SKY cost 18.75p per minute (plus a 51.75p connection charge) for Sky Talk customers calling from their Sky Talk landline. From BT landlines, calls cost 25p per minute (plus a 69p connection charge). Calls from other providers may vary. Sky Customer Services 08442 41 41 41.

Time-bands

Calls to UK mobiles and 0845 numbers fall within one of two time-bands:

- **Daytime** – Monday to Sunday, 6am to 6pm
- **Evening** – Monday to Sunday, before 6am and after 6pm.

All other calls fall within one of three time-bands:

- **Daytime** – Monday to Friday, 6am to 6pm
- **Evening** – Monday to Friday, before 6am and after 6pm
- **Weekend** – Between midnight on Friday and midnight on Sunday.

Charge-bands

- A charge-band is assigned to a set of numbers which are charged the same rates. For example, all numbers starting 0900 90 and 0901 20 are in the same charge-band and the rate for both calls will be the same
- Charge-bands have codes designated to them, e.g. 'dq' for directory enquiries, 'p' for premium rate services etc. Each charge-band is explained in more detail below
- This tariff guide shows the calling rates assigned to the charge-bands. For a list of which numbers are attached to which charge-bands please see the list at www.sky.com/callpricing

VAT

All prices that appear on this tariff guide are inclusive of VAT.

Duration rounding

The duration of all call types will be rounded up to the next whole minute

Call charge rounding

Each call charge will be rounded up to the next penny with the exception of calls to fixed fee only numbers

Bill total rounding

Your total call charges are rounded up to the nearest whole penny.

Connection fee

A connection fee of 9p (inc VAT) will be applied to all calls except:

- Free or unlimited calls (including free or unlimited calls that commence within an uncharged period but end in a charged period)
- Fixed fee calls (including fixed fee directory enquiries calls)
- Calls charged by time duration that start with a fixed fee (including some directory enquiries calls)

Call Rates to Major UK Mobile Networks

Sky Talk Freetime

Mobile Operator	Daytime	Evening
Vodafone	12.23	7.34
02	12.23	7.34
Orange	12.23	7.34
T Mobile (also Virgin)	12.23	7.34
3	12.23	7.34

A 9p connection fee applies to all calls.
All call rates are in pence per minute.

Sky Talk Unlimited

All UK Mobile call rates are 20% cheaper than Sky Talk Freetime rates for calls to UK mobiles.

Mobile Operator	Daytime	Evening
Vodafone	9.78	5.87
02	9.78	5.87
Orange	9.78	5.87
T Mobile (also Virgin)	9.78	5.87
3	9.78	5.87

A 9p connection fee applies to all calls.
All call rates are in pence per minute.

Call Rates to 0800, 0845 and 0870 Internet Access Numbers

Calls to 0845 are known as Number Translation Services (NTS), meaning that the cost of the call is not dependent on the location of the caller or the destination of the number dialled.

Calls to 0870 09, 0870 185, 0870 187 and 0870 188 are used to connect to the internet for dial-up Internet Service Providers (ISPs). These are charged at the g2 rate, please see the Call Rates to Internet Services Table on Page 12.

Charge bands	Daytime	Evening
Local NTS (0845 numbers)	6.00	6.00
Freephone (0800 numbers)	Free	Free

A 9p connection fee applies to all chargeable calls.
All call rates are in pence per minute.

Calls to The Channel Islands

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

Destination	Daytime	Evening	Weekend
The Channel Islands	5.25	1.45	1.00

A 9p connection fee applies to all calls.
All call rates are in pence per minute.

International Call Rates

Calls to twenty popular international landline destinations listed below (and in ***bold italics*** on the international rate tables that follow) are unlimited for customers on the Sky Talk Unlimited package.

Unlimited International Destinations

Australia	Austria	Belgium	Canada (includes calls to mobiles)	Czech Republic
Denmark	France	Germany	Greece	Hungary
Ireland	Italy	Luxembourg	Netherlands	New Zealand
Norway	Spain	Sweden	Switzerland	USA (includes calls to mobiles)

Unlimited international calls last up to an hour after which Sky Talk standard international rates apply or you can hang up and redial as often as you like. Subject to our Acceptable Use Policy which is available at sky.com/skytalk.

Destination	LANDLINE			MOBILE		
	Daytime	Evening	Weekend	Daytime	Evening	Weekend
Afghanistan	128.00	122.00	122.00	152.50	146.50	146.50
Albania	48.50	43.50	43.50	73.00	68.00	68.00
Algeria	48.50	43.50	43.50	73.00	68.00	68.00
Andorra	42.00	33.50	33.50	66.50	58.00	58.00
Angola	96.50	92.00	92.00	121.00	116.50	116.50
Anguilla	74.50	63.50	63.50	99.00	88.00	88.00
Antarctica Australian Territory	152.50	146.00	146.00	152.50	146.00	146.00
Antigua & Barbuda	25.70	23.20	23.20	50.20	47.70	47.70
Antilles (Netherlands)	73.00	59.00	59.00	97.50	83.50	83.50
Argentina	93.00	75.50	75.50	117.50	100.00	100.00
Armenia	96.50	79.00	79.00	121.00	103.50	103.50
Aruba	73.00	59.00	59.00	97.50	83.50	83.50
Ascension Island	96.50	92.00	92.00	96.50	92.00	92.00
Australia (incl. Christmas Is. & Cocos Is.)	26.70	11.20	11.20	51.20	35.70	35.70
Austria	30.00	26.70	26.70	54.50	51.20	51.20
Azerbaijani Republic	58.00	52.00	52.00	82.50	76.50	76.50
Azores	26.70	22.50	22.50	51.20	47.00	47.00
Bahamas	74.50	63.50	63.50	74.50	63.50	63.50
Bahrain	96.50	79.00	79.00	121.00	103.50	103.50
Bangladesh	27.50	24.00	24.00	52.00	48.50	48.50
Barbados	25.70	23.20	23.20	50.20	47.70	47.70
Belarus	58.00	52.00	52.00	82.50	76.50	76.50
Belgium	20.50	11.20	11.20	45.00	35.70	35.70
Belize	96.50	79.00	79.00	121.00	103.50	103.50
Benin	93.00	75.50	75.50	117.50	100.00	100.00
Bermuda	25.70	23.20	23.20	50.20	47.70	47.70
Bhutan	77.50	73.00	73.00	102.00	97.50	97.50
Bolivia	96.50	92.00	92.00	121.00	116.50	116.50
Bosnia-Herzegovina	48.50	43.50	43.50	73.00	68.00	68.00
Botswana	93.00	75.50	75.50	117.50	100.00	100.00
Brazil	93.00	75.50	75.50	117.50	100.00	100.00
Brunei Darussalam	77.50	73.00	73.00	102.00	97.50	97.50
Bulgaria	48.50	43.50	43.50	73.00	68.00	68.00
Burkina Faso	96.50	92.00	92.00	121.00	116.50	116.50
Burundi	96.50	92.00	92.00	121.00	116.50	116.50
Cambodia (Kingdom of)	222.00	216.50	216.50	246.50	241.00	241.00
Cameroon	93.00	75.50	75.50	117.50	100.00	100.00
Canada	18.00	11.20	11.20	18.00	11.20	11.20
Canary Islands (mapped to Spain)	26.70	22.50	22.50	51.20	47.00	47.00
Cape Verde	96.50	92.00	92.00	121.00	116.50	116.50
Cayman Islands	74.50	63.50	63.50	99.00	88.00	88.00
Central African Republic	150.00	143.50	143.50	150.00	143.50	143.50
Chad	152.50	146.00	146.00	152.50	146.00	146.00
Chile	93.00	75.50	75.50	117.50	100.00	100.00
China	25.70	23.20	23.20	50.20	47.70	47.70

All call rates are in pence per minute.

A 9p connection fee applies to all international calls excluding unlimited calls to twenty popular destinations on Sky Talk Unlimited.

Destination	LANDLINE			MOBILE		
	Daytime	Evening	Weekend	Daytime	Evening	Weekend
Colombia	96.50	92.00	92.00	121.00	116.50	116.50
Comoros	128.00	122.00	122.00	152.50	146.50	146.50
Congo	128.00	122.00	122.00	152.50	146.50	146.50
Cook Islands	152.50	146.00	146.00	152.50	146.00	146.00
Costa Rica	93.00	75.50	75.50	117.50	100.00	100.00
Cote d'Ivoire	123.00	100.00	100.00	147.50	124.50	124.50
Croatia	48.50	43.50	43.50	73.00	68.00	68.00
Cuba	128.00	122.00	122.00	152.50	146.50	146.50
Cyprus (including the north of Cyprus)	26.70	22.50	22.50	51.20	47.00	47.00
Czech Republic	30.00	26.70	26.70	54.50	51.20	51.20
Democratic Republic of the Congo (formerly Zaire)	96.50	92.00	92.00	121.00	116.50	116.50
Denmark	22.00	11.20	11.20	46.50	35.70	35.70
Diego Garcia	196.50	191.00	191.00	196.50	191.00	191.00
Djibouti	96.50	92.00	92.00	121.00	116.50	116.50
Dominica	87.00	73.00	73.00	111.50	97.50	97.50
Dominican Republic	74.50	63.50	63.50	99.00	88.00	88.00
East Timor	222.00	216.50	216.50	246.50	241.00	241.00
Ecuador	96.50	92.00	92.00	121.00	116.50	116.50
Egypt	91.50	79.00	79.00	116.00	103.50	103.50
El Salvador	123.00	100.00	100.00	147.50	124.50	124.50
Equatorial Guinea	128.00	122.00	122.00	152.50	146.50	146.50
Eritrea	123.00	100.00	100.00	147.50	124.50	124.50
Estonia	58.00	52.00	52.00	82.50	76.50	76.50
Ethiopia (Federal Democratic Republic of)	123.00	100.00	100.00	147.50	124.50	124.50
Falkland Islands	96.50	92.00	92.00	96.50	92.00	92.00
Faroe Islands	42.00	33.50	33.50	66.50	58.00	58.00
Fiji	96.50	92.00	92.00	121.00	116.50	116.50
Finland	30.00	26.70	26.70	54.50	51.20	51.20
France	20.50	11.20	11.20	45.00	35.70	35.70
French Guiana	128.00	122.00	122.00	152.50	146.50	146.50
French Polynesia	196.50	191.00	191.00	221.00	215.50	215.50
Gabon	93.00	75.50	75.50	117.50	100.00	100.00
Gambia	93.00	75.50	75.50	117.50	100.00	100.00
Georgia	73.00	59.00	59.00	97.50	83.50	83.50
Germany	20.50	11.20	11.20	45.00	35.70	35.70
Ghana	93.00	75.50	75.50	117.50	100.00	100.00
Gibraltar	26.70	22.50	22.50	51.20	47.00	47.00
Greece	15.50	11.20	11.20	40.00	35.70	35.70
Greenland	96.50	92.00	92.00	121.00	116.50	116.50
Grenada (inc Carriacou)	25.70	23.20	23.20	50.20	47.70	47.70
Guadeloupe	96.50	79.00	79.00	121.00	103.50	103.50
Guam	128.00	122.00	122.00	128.00	122.00	122.00
Guatemala	93.00	75.50	75.50	117.50	100.00	100.00
Guinea	96.50	92.00	92.00	121.00	116.50	116.50
Guinea Bissau	152.50	146.00	146.00	152.50	146.00	146.00
Guyana	123.00	100.00	100.00	147.50	124.50	124.50
Haiti	115.00	92.50	92.50	139.50	117.00	117.00
Honduras	93.00	75.50	75.50	117.50	100.00	100.00
Hong Kong	13.50	9.20	9.20	13.50	9.20	9.20
Hungary	30.00	26.70	26.70	54.50	51.20	51.20
Iceland	48.50	43.50	43.50	73.00	68.00	68.00
India	27.50	24.00	24.00	52.00	48.50	48.50
Indonesia	75.50	73.00	73.00	100.00	97.50	97.50
Iran	123.00	100.00	100.00	147.50	124.50	124.50
Iraq	123.00	100.00	100.00	147.50	124.50	124.50
Ireland (Republic of)	17.00	11.20	11.20	41.50	35.70	35.70
Israel	58.00	52.00	52.00	82.50	76.50	76.50
Italy (inc. Vatican City)	24.00	11.20	11.20	48.50	35.70	35.70
Jamaica	25.70	23.20	23.20	50.20	47.70	47.70
Japan	11.00	7.50	7.50	35.50	32.00	32.00
Jordan	120.00	103.50	103.50	144.50	128.00	128.00
Kazakhstan	75.50	71.00	71.00	100.00	95.50	95.50
Kenya	93.00	75.50	75.50	117.50	100.00	100.00

All call rates are in pence per minute.

A 9p connection fee applies to all international calls excluding unlimited calls to twenty popular destinations on Sky Talk Unlimited.

*Calls from Northern Ireland to the Republic of Ireland are charged at UK rates.

Destination	LANDLINE			MOBILE		
	Daytime	Evening	Weekend	Daytime	Evening	Weekend
Kiribati	152.50	146.00	146.00	152.50	146.00	146.00
Korea PDR (North)	152.50	146.00	146.00	152.50	146.00	146.00
Korea Republic (South)	77.50	73.00	73.00	102.00	97.50	97.50
Kuwait	96.50	79.00	79.00	121.00	103.50	103.50
Kyrgyz Republic	75.50	71.00	71.00	100.00	95.50	95.50
Laos	150.00	143.50	143.50	174.50	168.00	168.00
Latvia	58.00	52.00	52.00	82.50	76.50	76.50
Lebanon	120.00	103.50	103.50	144.50	128.00	128.00
Lesotho	93.00	75.50	75.50	117.50	100.00	100.00
Liberia	93.00	75.50	75.50	117.50	100.00	100.00
Libya	48.50	43.50	43.50	73.00	68.00	68.00
Liechtenstein	22.00	21.00	21.00	46.50	45.50	45.50
Lithuania	58.00	52.00	52.00	82.50	76.50	76.50
Luxembourg	22.00	20.50	20.50	46.50	45.00	45.00
Macao	77.50	73.00	73.00	102.00	97.50	97.50
Macedonia	48.50	43.50	43.50	73.00	68.00	68.00
Madagascar	96.50	92.00	92.00	121.00	116.50	116.50
Madeira (Mapped to Portugal)	26.70	22.50	22.50	51.20	47.00	47.00
Malawi (The Republic of)	93.00	75.50	75.50	117.50	100.00	100.00
Malaysia	46.50	43.50	43.50	71.00	68.00	68.00
Maldives	96.50	92.00	92.00	121.00	116.50	116.50
Mali	96.50	92.00	92.00	121.00	116.50	116.50
Malta	30.00	26.70	26.70	54.50	51.20	51.20
Marshall Island	152.50	146.00	146.00	152.50	146.00	146.00
Martinique	96.50	79.00	79.00	121.00	103.50	103.50
Mauritania	128.00	122.00	122.00	152.50	146.50	146.50
Mauritius	123.00	100.00	100.00	147.50	124.50	124.50
Mayotte	123.00	100.00	100.00	147.50	124.50	124.50
Mexico	77.50	73.00	73.00	102.00	97.50	97.50
Micronesia	152.50	146.00	146.00	152.50	146.00	146.00
Moldova	73.00	59.00	59.00	97.50	83.50	83.50
Monaco	39.50	31.00	31.00	64.00	55.50	55.50
Mongolia	150.00	143.50	143.50	174.50	168.00	168.00
Montenegro	48.50	43.50	43.50	73.00	68.00	68.00
Montserrat	87.00	73.00	73.00	111.50	97.50	97.50
Morocco	48.50	43.50	43.50	73.00	68.00	68.00
Mozambique	96.50	92.00	92.00	121.00	116.50	116.50
Myanmar (formerly Burma)	128.00	122.00	122.00	152.50	146.50	146.50
Namibia	93.00	75.50	75.50	117.50	100.00	100.00
Nauru	152.50	146.00	146.00	152.50	146.00	146.00
Nepal	77.50	73.00	73.00	102.00	97.50	97.50
Netherlands	20.50	11.20	11.20	45.00	35.70	35.70
New Caledonia	196.50	191.00	191.00	221.00	215.50	215.50
New Zealand (inc Chatham Islands)	34.50	25.50	25.50	59.00	50.00	50.00
Nicaragua	123.00	100.00	100.00	147.50	124.50	124.50
Niger	96.50	92.00	92.00	121.00	116.50	116.50
Nigeria	75.50	71.00	71.00	100.00	95.50	95.50
Niue	150.00	143.50	143.50	150.00	143.50	143.50
Norfolk Island	128.00	122.00	122.00	128.00	122.00	122.00
Northern Marianas	123.00	100.00	100.00	123.00	100.00	100.00
Norway	26.70	11.20	11.20	51.20	35.70	35.70
Oman	96.50	79.00	79.00	121.00	103.50	103.50
Pakistan	27.50	24.00	24.00	52.00	48.50	48.50
Palau (The Republic of)	152.50	146.00	146.00	152.50	146.00	146.00
Palestinian National Authority	58.00	52.00	52.00	82.50	76.50	76.50
Panama	93.00	75.50	75.50	117.50	100.00	100.00
Papua New Guinea	96.50	92.00	92.00	121.00	116.50	116.50
Paraguay	93.00	75.50	75.50	117.50	100.00	100.00
Peru	93.00	75.50	75.50	117.50	100.00	100.00
Philippines	77.50	73.00	73.00	102.00	97.50	97.50
Poland	30.00	26.70	26.70	54.50	51.20	51.20
Portugal	25.70	21.50	21.50	50.20	46.00	46.00
Puerto Rico	56.50	48.50	48.50	56.50	48.50	48.50

All call rates are in pence per minute.

A 9p connection fee applies to all international calls excluding unlimited calls to twenty popular destinations on Sky Talk Unlimited.

Destination	LANDLINE			MOBILE		
	Daytime	Evening	Weekend	Daytime	Evening	Weekend
Qatar	96.50	9.00	79.00	121.00	103.50	103.50
Reunion	96.50	92.00	92.00	121.00	116.50	116.50
Rodriguez Islands	128.00	122.00	122.00	128.00	122.00	122.00
Romania	58.00	52.00	52.00	82.50	76.50	76.50
Ross Island	74.50	63.50	63.50	74.50	63.50	63.50
Russian Federation (inc Nakhodka)	58.00	52.00	52.00	82.50	76.50	76.50
Rwandese Republic	96.50	92.00	92.00	121.00	116.50	116.50
Samoa (US)	152.50	146.00	146.00	152.50	146.00	146.00
Samoa (Western)	196.50	191.00	191.00	221.00	215.50	215.50
San Marino	48.50	43.50	43.50	48.50	43.50	43.50
Sao Tome & Principe	152.50	146.00	146.00	177.00	170.50	170.50
Saudi Arabia	73.00	59.00	59.00	97.50	83.50	83.50
Senegal	123.00	100.00	100.00	147.50	124.50	124.50
Serbia	48.50	43.50	43.50	73.00	68.00	68.00
Seychelles	123.00	100.00	100.00	147.50	124.50	124.50
Sierra Leone	93.00	75.50	75.50	117.50	100.00	100.00
Singapore	21.50	17.00	17.00	46.00	41.50	41.50
Slovak Republic	30.00	26.70	26.70	54.50	51.20	51.20
Slovenia	48.50	43.50	43.50	73.00	68.00	68.00
Solomon Islands	152.50	146.00	146.00	152.50	146.00	146.00
Somalia	152.50	146.00	146.00	177.00	170.50	170.50
South Africa	58.00	51.00	51.00	82.50	75.50	75.50
Spain (inc the Balearic Islands)	24.00	11.20	11.20	48.50	35.70	35.70
Sri Lanka	92.00	81.00	81.00	116.50	105.50	105.50
St Helena	150.00	143.50	143.50	150.00	143.50	143.50
St Kitts & Nevis (formerly St Christopher)	74.50	63.50	63.50	99.00	88.00	88.00
St Lucia	25.70	23.20	23.20	50.20	47.70	47.70
St Pierre & Miquelon	74.50	63.50	63.50	99.00	88.00	88.00
St Vincent & the Grenadines	74.50	63.50	63.50	99.00	88.00	88.00
Sudan	93.00	75.50	75.50	117.50	100.00	100.00
Suriname	145.50	116.50	116.50	170.00	141.00	141.00
Swaziland	93.00	75.50	75.50	117.50	100.00	100.00
Sweden	20.50	18.50	18.50	45.00	43.00	43.00
Switzerland	20.50	11.20	11.20	45.00	35.70	35.70
Syria	120.00	103.50	103.50	144.50	128.00	128.00
Taiwan	77.50	73.00	73.00	102.00	97.50	97.50
Tajikistan	96.50	92.00	92.00	121.00	116.50	116.50
Tanzania	93.00	75.50	75.50	117.50	100.00	100.00
Thailand	75.50	73.00	73.00	100.00	97.50	97.50
Togolese Republic (The)	123.00	100.00	100.00	147.50	124.50	124.50
Tokelau	196.50	191.00	191.00	196.50	191.00	191.00
Tonga	150.00	143.50	143.50	174.50	168.00	168.00
Trinidad & Tobago	25.70	23.20	23.20	50.20	47.70	47.70
Tunisia	48.50	43.50	43.50	73.00	68.00	68.00
Turkey	26.50	22.50	22.50	51.00	47.00	47.00
Turkmenistan	91.00	84.00	84.00	115.50	108.50	108.50
Turks & Caicos Islands	87.00	73.00	73.00	111.50	97.50	97.50
Tuvalu	152.50	146.00	146.00	152.50	146.00	146.00
Uganda	93.00	75.50	75.50	117.50	100.00	100.00
Ukraine	58.00	52.00	52.00	82.50	76.50	76.50
United Arab Emirates	73.00	59.00	59.00	97.50	83.50	83.50
Uruguay	93.00	75.50	75.50	117.50	100.00	100.00
USA	17.00	11.20	11.20	17.00	11.20	11.20
Uzbekistan	75.50	71.00	71.00	100.00	95.50	95.50
Vanuatu	152.50	146.00	146.00	177.00	170.50	170.50
Venezuela	93.00	75.50	75.50	117.50	100.00	100.00
Vietnam	150.00	143.50	143.50	174.50	168.00	168.00
Virgin Islands (UK)	74.50	63.50	63.50	99.00	88.00	88.00
Virgin Islands (US)	74.50	63.50	63.50	74.50	63.50	63.50
Wallis and Futuna	195.50	185.50	185.50	195.50	185.50	185.50
Yemen (formerly Yemen AR and Yemen PDR)	123.00	100.00	100.00	147.50	124.50	124.50
Zambia	93.00	75.50	75.50	117.50	100.00	100.00
Zimbabwe	93.00	75.50	75.50	117.50	100.00	100.00

All call rates are in pence per minute.

A 9p connection fee applies to all international calls excluding unlimited calls to twenty popular destinations on Sky Talk Unlimited.

Call Rates to Personal Numbering Services

Personal Numbering Services (070 numbers) allow the user to be contacted on a single personal telephone number so they can receive calls on almost any telephone number (including mobile numbers) e.g. at work, at home and on a mobile.

Charge-band	Daytime	Evening	Weekend
c	12.57	7.29	3.84
d	15.87	9.36	9.36
e	4.69	4.69	4.69
f	28.50	19.00	9.50
j	30.40	20.90	9.97
k	35.62	23.74	11.87
pn1	22.80	15.20	7.60
pn2	47.50	47.50	47.50
pn3	46.55	37.05	37.05
pn4	24.70	24.70	24.70
pn5	16.15	16.15	16.15
pn6	19.00	19.00	19.00
pn8	18.98	18.98	18.98
pn9	22.33	22.33	22.33
pn10	33.25	33.25	33.25
pn11	37.05	27.55	27.55
pn12	25.65	25.65	25.65
pn13	37.05	37.05	37.05
pn14	28.03	28.03	28.03
pn15	12.35	12.35	12.35
pn16	13.30	13.30	13.30
pn17	14.25	14.25	14.25
pn18	15.20	15.20	15.20
pn19	9.50	9.50	9.50
pn20	22.80	22.80	22.80

All call rates are in pence per minute.
A connection fee of 9p applies to all calls.

Charge-band	Daytime	Evening	Weekend
pn7	3.95	1.00	1.00

All call rates are in pence per minute.
A connection charge of 50.06p applies to pn7 calls.

Call Rates to WiFi Numbers

Charge-band	Daytime	Evening	Weekend
fw1	14.74	14.74	7.19
fw2	13.95	11.61	5.92
fw3	15.52	12.39	6.25
fw4	15.07	9.21	4.61
fw5	14.07	11.39	6.36
fw6	12.28	9.82	5.92
fw7	11.72	11.72	11.72
fw8	17.86	13.95	5.92
fw9	15.29	15.29	15.29

All call rates are in pence per minute.
A connection fee of 9p applies to all calls.

Call Rates to Pager and Voice Messaging Services

Charge-band	Daytime	Evening	Weekend
r	7.91	3.95	2.95

All call rates are in pence per minute.
A connection fee of 9p applies to all calls.

Call Rates to Premium Rate Services

Premium rate services are typically calls to competition hotlines, voting lines, weather forecasts, charity fundraising lines and adult content lines. Premium rate numbers always start with 09.

Charge-band	Connection fee	Daytime	Evening	Weekend
g1	9.00	6.00	2.50	2.50
m	9.00	38.99	26.90	26.90
n	9.00	14.81	14.81	14.81
p0	9.00	149.99	149.99	149.99
p1	9.00	49.00	39.00	39.00
p2	9.00	50.00	45.00	45.00
p3	9.00	100.00	100.00	100.00
p4	9.00	49.00	49.00	49.00
p5	9.00	50.00	50.00	50.00
p6	9.00	25.00	25.00	25.00
p7	9.00	60.00	60.00	60.00
p8	9.00	75.00	75.00	75.00
p9	9.00	10.00	10.00	10.00
p10	9.00	35.00	35.00	35.00
p11	9.00	130.00	130.00	130.00
p12	9.00	15.00	15.00	15.00
p13	9.00	20.00	20.00	20.00
p14	9.00	30.00	30.00	30.00
p15	9.00	40.00	40.00	40.00
p16	9.00	45.00	45.00	45.00
p17	9.00	55.00	55.00	55.00
p18	9.00	65.00	65.00	65.00
p19	9.00	70.00	70.00	70.00
p20	9.00	80.00	80.00	80.00
p21	9.00	85.00	85.00	85.00
p22	9.00	90.00	90.00	90.00
p23	9.00	95.00	95.00	95.00
p24	9.00	110.00	110.00	110.00
p25	9.00	120.00	120.00	120.00
p26	9.00	140.00	140.00	140.00
p27	9.00	5.00	5.00	5.00
p28	9.00	37.50	24.99	12.49
p29	9.00	28.00	14.00	14.00
p30	9.00	55.00	35.00	35.00
p31	9.00	13.01	13.01	13.01
p32	9.00	18.00	18.00	18.00
p33	9.00	125.00	125.00	125.00
p34*	60.00	60.00	60.00	60.00
p35*	50.00	50.00	50.00	50.00
p36*	45.00	45.00	45.00	45.00
p37	9.00	7.91	3.95	1.49
p38	9.00	6.00	6.00	6.00
p39	9.00	7.00	7.00	7.00
p40	9.00	8.00	8.00	8.00
p41	9.00	9.00	9.00	9.00
p42	10.40	10.30	10.30	10.30
p43	146.80	146.80	146.80	146.80

All call rates are in pence per minute (with the exception of connection fees).

* The connection fee is charged for the first 60 seconds of the call, or part thereof, and the duration charge applies following the first 60 seconds.

Call Rates to Internet Services

These are mainly 0844 numbers but also include calls to 0870 09, 0870 185, 0870 187 and 0870 188. These numbers are used to connect to the internet for dial-up Internet Service Providers (ISPs). Please speak to your ISP about the particular number you use to connect to the Internet and see the Sky Talk Specialised Phone Numbers document to find out your charge-band below.

Charge-band	Connection fee	Daytime	Evening	Weekend
g2	9.00	4.95	2.48	2.00
g4	9.00	2.00	1.00	1.00
g5	9.00	1.00	0.60	0.50
i1	9.00	5.00	5.00	5.00
i2	9.00	10.00	10.00	10.00
i3	9.00	1.00	1.00	1.00
i4	9.00	2.00	2.00	2.00
i5	9.00	3.00	3.00	3.00
i8	9.00	4.00	4.00	4.00
i9	9.00	6.00	6.00	6.00
i10	9.00	7.00	7.00	7.00
i11	9.00	8.00	8.00	8.00
i12	9.00	9.00	9.00	9.00
i13	9.00	3.00	2.00	1.00
i14	9.00	3.95	1.49	1.00
i15	9.00	3.95	1.00	1.00
i16	9.00	3.95	3.95	3.95
i17	9.00	3.75	0.95	0.95
i18	9.00	3.56	0.90	0.90
i19	9.00	3.36	0.86	0.86
i20	9.00	3.16	0.81	0.81
i21	9.00	3.00	1.00	1.00
i22	9.00	2.85	0.95	0.95
i23	9.00	2.70	0.90	0.90
i24	9.00	2.85	1.00	1.00
i25	9.00	2.70	1.00	1.00
i26	9.00	4.00	2.00	1.00
i27	9.00	7.91	3.95	1.49
i28*	5.01	5.00	5.00	5.00
i29*	10.00	10.00	10.00	10.00
i30	9.00	4.00	3.00	1.00
i31	9.00	1.50	1.50	1.50
i32	9.00	2.50	2.50	2.50
i33	9.00	5.00	4.00	2.00

All call rates are in pence per minute (with the exception of connection fees).

* The connection fee is charged for the first 60 seconds of the call, or part thereof, and the duration charge applies following the first 60 seconds.

Calls not including internet services

These charge-bands are for calls to some 08 numbers (these are not used by ISPs as dial up numbers).

Charge-band	Connection fee	Daytime	Evening	Weekend
g6	9.00	5.00	5.00	5.00
g7	9.00	10.00	10.00	10.00
g8	9.00	1.00	1.00	1.00
g9	9.00	2.00	2.00	2.00
g10	9.00	3.00	3.00	3.00
g11	9.00	4.00	4.00	4.00
g12	9.00	6.00	6.00	6.00
g13	9.00	7.00	7.00	7.00
g14	9.00	8.00	8.00	8.00
g15	9.00	9.00	9.00	9.00
g16	9.00	2.00	1.00	1.00
g17	9.00	3.00	2.00	1.00
g18	9.00	3.95	1.00	1.00
g19	9.00	3.95	1.49	1.00
g20	9.00	4.95	2.48	2.00
g22	9.00	0.50	0.50	0.50
g23	9.00	7.91	3.95	1.49
g24*	5.01	5.00	5.00	5.00
g25*	10.00	10.00	10.00	10.00
g26	9.00	4.00	3.00	1.00
g27	9.00	1.50	1.50	1.50
g28	9.00	2.50	2.50	2.50

All call rates are in pence per minute (with the exception of connection fees).

* The connection fee is charged for the first 60 seconds of the call, or part thereof, and the duration charge applies following the first 60 seconds.

Calls to Satellite Numbers

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

Charge-band	Minimum Call Fee	£ per min at all times
INMARSAT A	9p	5.93
INMARSAT B-Sat (incl. BGAN)	9p	3.80
INMARSAT B-Sat High Speed Data – Duplex (incl. BGAN High Speed Data)	9p	9.50
INMARSAT M-Sat	9p	3.95
M4 High Speed Data PSTN/ISDN	9p	7.05
Mobiq (Mini-M) / M4 Voice	9p	2.59
Skyphone	9p	5.70
Emsat	9p	2.18

Charge-band	Minimum Call Fee	£ per min at all times
Thuraya (code 00882 16)	£1.76	3.53
Iridium (code 00 8816/7)	£1.76	3.53
Navitas	£1.76	0.90

Fixed Fee Calls

Fixed fee calls can be to a range of numbers for example those starting 07, 08, 09. Numbers starting 07 are for paging services, 08 numbers are mainly for information services and 09 numbers are for premium rate services. The price of the call is not dependent on its duration but may change depending on the time of day.

Charge-band	Daytime (pence per call)	Evening (pence per call)	Weekend (pence per call)
Timeline	30.00	30.00	30.00
ff0	10.20	10.20	10.20
ff1	24.70	24.70	24.70
ff2	49.40	49.40	49.40
ff3	25.10	13.60	13.60
ff6	30.10	30.10	30.10
ff8	18.60	18.60	18.60
ff9	42.60	42.60	42.60
ff10	25.50	25.50	25.50
ff11	60.10	60.10	60.10
ff12	75.10	75.10	75.10
ff13	100.20	100.20	100.20
ff14	90.10	90.10	90.10
ff15	6.00	6.00	6.00
ff16	15.00	15.00	15.00
ff17	20.00	20.00	20.00
ff18	34.90	34.90	34.90
ff19	40.00	40.00	40.00
ff20	44.90	44.90	44.90
ff21	150.10	150.10	150.10
ff24	80.10	80.10	80.10
ff25	120.10	120.10	120.10
ff26	125.10	125.10	125.10
ff27	130.10	130.10	130.10
ff28	10.00	10.00	10.00
ff29	5.00	5.00	5.00
ff30	65.00	65.00	65.00
ff31	10.00	10.00	10.00
ff32	85.00	85.00	85.00

All call rates are in pence per call.

Call Rates to Multimedia Services

Charge-band	Connection fee	Daytime	Evening	Weekend
g3	12.00	3.95	1.49	1.00
mm1	15.00	5.00	5.00	5.00
mm2	25.01	3.95	1.49	1.00
mm3	50.00	3.95	1.49	1.00
mm4	15.00	3.95	1.49	1.00
mm5	20.01	3.95	1.49	1.00
mm6	25.00	4.00	4.00	4.00
mm7	25.00	4.95	2.49	2.00

All call rates are in pence per minute (with the exception of connection fees).

Call Rates to Directory Enquiries

There are four different call types to directory enquiries:

1. Calls charged by timed duration.
2. Fixed fee calls.
3. Calls charged by a connection fee and by timed duration, where the connection fee and the duration charge apply from the start of the call.
4. Calls charged by a connection fee and by timed duration, where the connection fee is the charge for the first 60 seconds of the call, or part thereof, and the duration charge applies following the first 60 seconds.

1. Calls to the charge-bands below are charged by timed duration.

Charge-band	Daytime	Evening	Weekend
dq1	25.00	25.00	25.00
dq2	35.00	35.00	35.00
dq3	40.00	40.00	40.00
dq4	45.00	45.00	45.00
dq5	50.00	50.00	50.00
dq6	55.00	55.00	55.00
dq7	70.00	70.00	70.00
dq8	80.00	80.00	80.00
dq9	100.00	100.00	100.00
dq10	120.00	120.00	120.00
dq11	125.00	125.00	125.00
dq12	150.00	150.00	150.00
dq13	160.00	160.00	160.00
dq39	75.00	75.00	75.00
dq43	20.00	20.00	20.00
dq61	74.01	74.01	74.01
dq89	60.00	60.00	60.00

All call rates are in pence per minute.
A connection fee of 9p applies to all calls.

2. Calls to the charge-bands below are charged at a fixed fee per call, which is the same at any time of day, irrespective of the duration of the call.

Charge-band	Fixed fee
dq14	27.00
dq15	30.00
dq16	35.00
dq17	40.00
dq18	140.00
dq19	150.00
dq20	151.00
dq21	170.00
dq22	200.00
dq50	31.80
dq57	23.50
dq58	189.20
dq59	195.10
dq62	160.10
dq66	29.10
dq79	45.00
dq88	100.00
dq99	60.10
dq101	No Charge
dq110	40.00

All call rates are in pence per call.

3. Calls to the charge-bands below are charged by a connection fee and by timed duration, where the connection fee and the duration charge apply from the start of the call.

Charge-band	Connection fee	Daytime	Evening	Weekend
dq23	20.00	40.00	40.00	40.00
dq24	20.00	125.00	125.00	125.00
dq25	25.00	20.00	20.00	20.00
dq26	25.00	30.00	30.00	30.00
dq27	35.00	10.00	10.00	10.00
dq28	49.00	9.00	9.00	9.00
dq29	100.00	60.00	60.00	60.00
dq30	150.00	30.00	30.00	30.00
dq36	12.50	15.00	15.00	15.00
dq37	25.00	18.00	18.00	18.00
dq38	99.00	59.00	59.00	59.00
dq41	40.00	80.00	80.00	80.00
dq42	59.00	8.00	8.00	8.00
dq44	30.00	30.00	30.00	30.00
dq45	35.00	5.00	5.00	5.00
dq46	39.00	9.00	9.00	9.00
dq47	50.00	80.00	80.00	80.00
dq52	29.00	29.00	29.00	29.00
dq53	39.00	19.00	19.00	19.00
dq54	30.00	5.00	5.00	5.00
dq56	29.00	9.00	9.00	9.00
dq60	20.00	20.00	20.00	20.00
dq64	40.00	15.00	15.00	15.00
dq65	200.11	10.01	10.01	10.01
dq68	49.00	14.00	14.00	14.00
dq69	149.93	75.00	75.00	75.00
dq70	39.95	23.00	23.00	23.00
dq71	39.95	14.00	14.00	14.00
dq72	58.99	14.00	14.00	14.00
dq73	58.99	23.00	23.00	23.00
dq74	58.99	19.01	19.01	19.01
dq75	49.00	24.00	24.00	24.00
dq76*	74.97	150.00	150.00	150.00
dq77	58.99	27.00	27.00	27.00
dq78	58.99	31.00	31.00	31.00
dq80	45.00	10.00	10.00	10.00
dq81	45.00	12.00	12.00	12.00
dq82	45.00	30.00	30.00	30.00
dq83	80.00	80.00	80.00	80.00
dq84	69.00	14.00	14.00	14.00
dq85	150.00	120.00	120.00	120.00
dq86	69.00	19.00	19.00	19.00
dq87*	24.00	42.00	42.00	42.00
dq90	24.00	42.00	42.00	42.00
dq91	79.00	14.00	14.00	14.00
dq92	79.00	19.00	19.00	19.00
dq93	51.75	18.75	18.75	18.75
dq94	79.00	25.00	25.00	25.00
dq95*	29.00	49.00	49.00	49.00
dq96	59.00	40.00	40.00	40.00
dq97*	69.00	199.00	199.00	199.00
dq98	169.00	199.00	199.00	199.00
dq100	150.00	180.00	180.00	180.00
dq103	23.00	64.00	64.00	64.00
dq104	47.00	69.00	69.00	69.00
dq105	69.00	29.00	29.00	29.00
dq106	31.00	78.00	78.00	78.00
dq107	61.00	84.00	84.00	84.00
dq108	99.00	29.00	29.00	29.00
dq109	79.00	25.21	25.21	25.21
dq111	180.00	180.00	180.00	180.00

All call rates are in pence per minute (with the exception of connection fees).

* The duration based charge rate for this charge band applies to each minute of duration or part thereof.

4. Calls to the charge-bands below are charged by a fixed fee and by timed duration, where the fixed fee is the charge for the first 60 seconds of the call, or part thereof, and the duration charge applies following the first 60 seconds.

Charge-band	Connection fee	Daytime	Evening	Weekend
dq31	35.00	10.00	10.00	10.00
dq32	39.00	9.00	9.00	9.00
dq33	49.00	20.00	20.00	20.00
dq34	50.00	10.00	10.00	10.00
dq35	60.00	10.00	10.00	10.00
dq40	20.00	20.00	20.00	20.00
dq48	50.00	20.00	20.00	20.00
dq49	50.00	50.00	50.00	50.00
dq51	150.00	150.00	150.00	150.00
dq67	40.00	40.00	40.00	40.00
dq102	60.00	60.00	60.00	60.00

All call rates are in pence per minute (with the exception of connection fees).

Call Rates to Other UK Mobile Networks

Sky Talk Freetime

Charge-band	Daytime	Evening
fm1	12.23	7.34
fm2	12.23	7.34
fm3	12.23	7.34
fm4	12.23	7.34
fm5	12.23	7.34
fm6	12.23	7.34
fm7	12.23	7.34
fm8	12.23	7.34
fm9	12.23	7.34

A 9p connection fee applies to all calls
All call rates are in pence per minute

Charge-band	Daytime	Evening	Weekend
fm10	17.48	13.65	5.79
fm11	15.29	15.29	15.29
fm12	12.27	12.27	12.27

A 9p connection fee applies to all calls
All call rates are in pence per minute

Sky Talk Unlimited

Charge-band	Daytime	Evening
fm1	9.78	5.87
fm2	9.78	5.87
fm3	9.78	5.87
fm4	9.78	5.87
fm5	9.78	5.87
fm6	9.78	5.87
fm7	9.78	5.87
fm8	9.78	5.87
fm9	9.78	5.87

A 9p connection fee applies to all calls
All call rates are in pence per minute

Charge-band	Daytime	Evening	Weekend
fm10	13.98	10.92	4.63
fm11	12.23	12.23	12.23
fm12	9.81	9.81	9.81

A 9p connection fee applies to all calls
All call rates are in pence per minute

Reverse Charge Calls

This section only applies to customers who take Line Rental from Sky. Customers who pay BT for their Line Rental will be charged BT's reverse charge call rates and these charges will appear on their BT bill.

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

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

You will not be charged a connection fee or call charge if the call cannot be connected (e.g. because you are not at home), or if you refuse to accept the call.

UK Reverse Charge Calls

The cost of a UK Reverse Charge Call is divided into two parts, a connection fee and a charging rate. The cost of the call is dependent on the type of line the call was made from.

These charges are also applied when a customer receives a call from somebody using the 0800 REVERSE service.

Type of line – origin of call	Service charge in £	Call charge in pence per minute (anytime)
UK landline	£5.20	40.00 ¹
UK payphone	£5.20	250.00 ²
UK mobile	£5.20	250.00 ²

¹ Charges are for each minute or part thereof. The minimum charge is for 5 minutes.

² Charges are for each 5 minute or part thereof. The minimum charge is for 5 minutes.

The timed duration of a call includes the time element for setting up and disconnecting the call on the BT network.

International Reverse Charge calls

International reverse charge calls are also sometimes known abroad 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. The cost of the call depends on which country the call was made from and which charge-band that country is in.

The table below shows the International Call Bands and the cost incurred for accepting a reverse charge call from each of those Call Bands. To see which charge band a country is in please see the Specialised Numbers document.

Charge band	Service charge in £	Call charge in pence per minute (anytime)
IR	£6.30	90.00
A	£10.30	240.00
B	£10.30	350.00
C	£10.30	550.00
D	£10.30	600.00
BT B-Sat (incl. BGAN)	£10.30	760.00
BT M-Sat	£10.30	760.00
Navitas	£10.30	550.00

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

The timed duration of a call includes the time element for setting up and disconnecting the call on the BT network.

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 calls direct, so customers should try to make direct calls wherever possible (this is not the case for the Special Assistance Operator).

The different operators available to call are:

Operator type	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 make calls via an operator in the UK to the destinations below. Customers cannot make operator calls to Premium rate numbers. Customers who connect to Directory Enquiries (DQ) via the 100 Operator will be charged as though they had made the call direct to DQ.

For details of Operator calls from Northern Ireland to the Republic of Ireland please see the separate section below.

Charge band	Operator Service charge in £	Call charge in pence per minute (anytime)
UK landline/0870	£6.30	90.00
0845	£10.30	240.00
UK mobile	£10.30	350.00
g2, g4-g23, g26-g28		
i1-i5, i8-i27, i30-i33	£10.30	550.00
Personal Numbering Costbands	£10.30	600.00

Charges are for each minute. The minimum charge is for 5 minutes.

The timed duration of a call includes the time element for setting up and disconnecting the call on the BT network.

Operator Connected calls to International Numbers

The cost of an International Operator Connected call depends on which charge-band the destination country is in. Please see the table below for a list of the International Charge Bands and rates. To see which charge-band a particular country is in please see the Specialised Numbers document.

Operator Connected Calls to most international mobile telephones will be charged at 25p per minute more than the landline rate. Operator Connected Calls to some international mobile destinations (e.g. USA, Canada, Hong Kong) are charged at the same rate as a landline call.

Customers who connect to Directory Enquiries (DQ) via the 155 International Operator will be charged as though they had made the call direct to DQ.

For details of Operator calls from Northern Ireland to the Republic of Ireland please see the separate section below.

Charge Band	Operator Service charge in £	Call charge in pence per minute (anytime)	Mobile Call rate in pence per minute
IR	£6.30	80.00	105.00
A	£6.30	80.00	105.00
B	£6.30	115.00	140.00
C	£6.30	155.00	180.00
D	£6.30	305.00	330.00
E	£6.30	200.00	225.00
B-Sat (incl. BGAN)	£6.30	820.00	N/A
M-Sat	£6.30	820.00	N/A
Mobiq (Mini-M) / M4 Voice	£6.30	820.00	N/A
Skyphone	£6.30	820.00	N/A
Navitas	£6.30	155.00	N/A
Emsat	£6.30	820.00	N/A
Iridium	£6.30	820.00	N/A
Thuraya	£6.30	820.00	N/A

Charges are for each minute. The minimum charge is for 5 minutes.

The timed duration of a call includes the time element for setting up and disconnecting the call on the BT network.

Special Assistance Operator Connected Calls

Customers that require special assistance may dial 198 (or 195 Blind and Disabled) to connect to many destinations via an operator. There is no charge for making a call to the 198 (195) Special Assistance Operator. Customers will be charged standard Sky Talk rates for these calls depending whether they are on Sky Talk Freetime or Sky Talk Unlimited.

Customers who connect to Directory Enquiries (DQ) via the 198 Special Assistance Operator will be charged as though they had made the call direct to DQ.

Calls made between the Republic of Ireland and Northern Ireland

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

Calls made between Northern Ireland and the Republic of Ireland have special rates which are outlined here.

Reverse Charge Calls

Reverse Charge calls to a Sky Talk phone in Northern Ireland from fixed telephones in the Republic of Ireland are charged as if they were a Reverse Charge Call in the UK.

Operator Connected Calls

Operator Connected Calls made from a Sky Talk phone in Northern Ireland to the Republic of Ireland are charged as if they were a UK Operator Connected Call.

Operator Connected Calls from Northern Ireland to mobile telephones registered in the Republic of Ireland will be charged at the same rate as Operator Connected Calls from the rest of the United Kingdom to mobile telephones registered in the Republic of Ireland.

Special Assistance Operator Connected Calls

Special Assistance Operator Connected Calls from a Sky Talk phone in Northern Ireland to a fixed line in the Republic of Ireland are charged as if they were a 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 the rest of the United Kingdom to mobile telephones registered in the Republic of Ireland.