

Sky Talk

Tariff Guide

Freetime and Unlimited

Prices effective from 5 April 2011

Sky Talk is Sky's home telephony service.

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 7am to 7pm	UK ¹ Evening Mon-Fri after 7pm and before 7am	UK ¹ Weekend all day Sat and Sun	UK Mobile	International
Sky Talk Freetime	Free	6.03p per minute	Free		Daytime: 12.77p per min Evening: 7.66p per min	See pages 6-10 of this Tariff Guide
Sky Talk Unlimited	£5	Unlimited			Daytime: 10.21p per min Evening: 6.12p per min	Unlimited calls to 20 popular destinations ²

A 10.11p 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 6.03p 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 10.21p per minute, with a max connection fee of 11p, please see pages 5 and 12-14. Max price for 070 is 49p per minute, with a max connection fee of 52p, 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, for just £11.25 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.	16.5p 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.	16.5p 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

*May not be available in some areas.

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 customers 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. Sky 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 and inclusive for Sky Talk Unlimited customers at all times. Calls to 0844 numbers cost 5.11p per minute plus 11.5p connection for BT customers. 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 directory 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 19.15p per minute (plus a 52.73p connection charge) for Sky Talk customers calling from their Sky Talk landline. From BT landlines, calls cost 25.53p per minute (plus a 70.3p connection charge). Calls from other providers may vary. To find out more call Sky Customer Services on 08442 41 41 41.

Time-bands

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

- **Daytime** – Monday to Sunday, 7am to 7pm
- **Evening** – Monday to Sunday, after 7pm and before 7am

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

- **Daytime** – Monday to Friday, 7am to 7pm
- **Evening** – Monday to Friday, after 7pm and before 7am
- **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 overleaf.
- 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 10.11p (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	12.77	7.66
02	12.77	7.66
Orange	12.77	7.66
T Mobile (also Virgin)	12.77	7.66
3	12.77	7.66

A 10.11p 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	10.21	6.12
02	10.21	6.12
Orange	10.21	6.12
T Mobile (also Virgin)	10.21	6.12
3	10.21	6.12

A 10.11p 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 numbers 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)	6.13	6.13
Freephone (0800 numbers)	Free	Free

A 10.11p connection fee applies to all chargeable calls. All call rates are in pence per minute.
Calls to Virgin Number 0870 730 12 15 are free of charge. Calls to selected 0870 Sky Numbers are free of charge.

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	6.03	1.48	1.02

A 10.11p 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** 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	133.48	127.25	127.25	159.01	152.78	152.78
Albania	50.55	45.34	45.34	76.09	70.88	70.88
Algeria	50.55	45.34	45.34	76.09	70.88	70.88
Andorra	43.81	34.93	34.93	69.34	60.46	60.46
Angola	100.60	96.00	96.00	126.13	121.53	121.53
Anguilla	77.72	66.18	66.18	103.25	91.71	91.71
Antarctica Australian Territory	159.11	152.27	152.27	159.11	152.27	152.27
Antigua & Barbuda	26.76	24.20	24.20	52.29	49.74	49.74
Antilles (Netherlands)	76.09	61.48	61.48	101.62	87.01	87.01
Argentina	97.02	78.74	78.74	122.55	104.27	104.27
Armenia	100.60	82.42	82.42	126.13	107.95	107.95
Aruba	76.09	61.48	61.48	101.62	87.01	87.01
Ascension Island	100.60	96.00	96.00	100.60	96.00	96.00
Australia (incl. Christmas Is. & Cocos Is.)	27.78	11.64	11.64	53.31	37.17	37.17
Austria	31.25	27.78	27.78	56.78	53.31	53.31
Azerbaijan Republic	60.46	54.23	54.23	85.99	79.76	79.76
Azores	27.78	23.39	23.39	53.31	48.92	48.92
Bahamas	77.72	66.18	66.18	77.72	66.18	66.18
Bahrain	100.60	82.42	82.42	126.13	107.95	107.95
Bangladesh	28.60	25.02	25.02	54.13	50.55	50.55
Barbados	26.76	24.20	24.20	52.29	49.74	49.74
Belarus	60.46	54.23	54.23	85.99	79.76	79.76
Belgium	21.34	11.64	11.64	46.88	37.17	37.17
Belize	100.60	82.42	82.42	126.13	107.95	107.95
Benin	97.02	78.74	78.74	122.55	104.27	104.27
Bermuda	26.76	24.20	24.20	52.29	49.74	49.74
Bhutan	80.78	76.09	76.09	106.31	101.62	101.62
Bolivia	100.60	96.00	96.00	126.13	121.53	121.53
Bosnia-Herzegovina	50.55	45.34	45.34	76.09	70.88	70.88
Botswana	97.02	78.74	78.74	122.55	104.27	104.27
Brazil	97.02	78.74	78.74	122.55	104.27	104.27
Brunei Darussalam	80.78	76.09	76.09	106.31	101.62	101.62
Bulgaria	50.55	45.34	45.34	76.09	70.88	70.88
Burkina Faso	100.60	96.00	96.00	126.13	121.53	121.53
Burundi	100.60	96.00	96.00	126.13	121.53	121.53
Cambodia (Kingdom of)	231.63	225.91	225.91	257.16	251.44	251.44
Cameroon	97.02	78.74	78.74	122.55	104.27	104.27
Canada	18.69	11.64	11.64	18.69	11.64	11.64
Canary Islands	27.78	23.39	23.39	53.31	48.92	48.92
Cape Verde	100.60	96.00	96.00	126.13	121.53	121.53
Cayman Islands	77.72	66.18	66.18	103.25	91.71	91.71
Central African Republic	156.46	149.72	149.72	156.46	149.72	149.72
Chad	159.11	152.27	152.27	159.11	152.27	152.27
Chile	97.02	78.74	78.74	122.55	104.27	104.27
China	26.76	24.20	24.20	52.29	49.74	49.74

All call rates are in pence per minute.

A 10.11p 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	100.60	96.00	96.00	126.13	121.53	121.53
Comoros	133.48	127.25	127.25	159.01	152.78	152.78
Congo	133.48	127.25	127.25	159.01	152.78	152.78
Cook Islands	159.11	152.27	152.27	159.11	152.27	152.27
Costa Rica	97.02	78.74	78.74	122.55	104.27	104.27
Cote d'Ivoire	128.27	104.27	104.27	153.80	129.80	129.80
Croatia	50.55	45.34	45.34	76.09	70.88	70.88
Cuba	133.48	127.25	127.25	159.01	152.78	152.78
Cyprus (including the north of Cyprus)	27.78	23.39	23.39	53.31	48.92	48.92
Czech Republic	31.25	27.78	27.78	56.78	53.31	53.31
Democratic Republic of the Congo (formerly Zaire)	100.60	96.00	96.00	126.13	121.53	121.53
Denmark	22.88	11.64	11.64	48.41	37.17	37.17
Diego Garcia	204.97	199.25	199.25	204.97	199.25	199.25
Djibouti	100.60	96.00	96.00	126.13	121.53	121.53
Dominica	90.69	76.09	76.09	116.22	101.62	101.62
Dominican Republic	77.72	66.18	66.18	103.25	91.71	91.71
East Timor	231.63	225.91	225.91	257.16	251.44	251.44
Ecuador	100.60	96.00	96.00	126.13	121.53	121.53
Egypt	95.39	82.42	82.42	120.92	107.95	107.95
El Salvador	128.27	104.27	104.27	153.80	129.80	129.80
Equatorial Guinea	133.48	127.25	127.25	159.01	152.78	152.78
Eritrea	128.27	104.27	104.27	153.80	129.80	129.80
Estonia	60.46	54.23	54.23	85.99	79.76	79.76
Ethiopia (Federal Democratic Republic of)	128.27	104.27	104.27	153.80	129.80	129.80
Falkland Islands	100.60	96.00	96.00	100.60	96.00	96.00
Faroe Islands	43.81	34.93	34.93	69.34	60.46	60.46
Fiji	100.60	96.00	96.00	126.13	121.53	121.53
Finland	31.25	27.78	27.78	56.78	53.31	53.31
France	21.34	11.64	11.64	46.88	37.17	37.17
French Guiana	133.48	127.25	127.25	159.01	152.78	152.78
French Polynesia	204.97	199.25	199.25	230.50	224.78	224.78
Gabon	97.02	78.74	78.74	122.55	104.27	104.27
Gambia	97.02	78.74	78.74	122.55	104.27	104.27
Georgia	76.09	61.48	61.48	101.62	87.01	87.01
Germany	21.34	11.64	11.64	46.88	37.17	37.17
Ghana	97.02	78.74	78.74	122.55	104.27	104.27
Gibraltar	27.78	23.39	23.39	53.31	48.92	48.92
Greece	16.14	11.64	11.64	41.67	37.17	37.17
Greenland	100.60	96.00	96.00	126.13	121.53	121.53
Grenada (inc Carriacou)	26.76	24.20	24.20	52.29	49.74	49.74
Guadeloupe	100.60	82.42	82.42	126.13	107.95	107.95
Guam	133.48	127.25	127.25	133.48	127.25	127.25
Guatemala	97.02	78.74	78.74	122.55	104.27	104.27
Guinea	100.60	96.00	96.00	126.13	121.53	121.53
Guinea Bissau	159.11	152.27	152.27	159.11	152.27	152.27
Guyana	128.27	104.27	104.27	153.80	129.80	129.80
Haiti	120.00	96.51	96.51	145.53	122.04	122.04
Honduras	97.02	78.74	78.74	122.55	104.27	104.27
Hong Kong	13.99	9.60	9.60	13.99	9.60	9.60
Hungary	31.25	27.78	27.78	56.78	53.31	53.31
Iceland	50.55	45.34	45.34	76.09	70.88	70.88
India	28.60	25.02	25.02	54.13	50.55	50.55
Indonesia	78.74	76.09	76.09	104.27	101.62	101.62
Iran	128.27	104.27	104.27	153.80	129.80	129.80
Iraq	128.27	104.27	104.27	153.80	129.80	129.80
Ireland (Republic of)	17.67	11.64	11.64	43.20	37.17	37.17
Israel	60.46	54.23	54.23	85.99	79.76	79.76
Italy (inc. Vatican City)	25.02	11.64	11.64	50.55	37.17	37.17
Jamaica	26.76	24.20	24.20	52.29	49.74	49.74
Japan	11.44	7.76	7.76	36.97	33.29	33.29
Jordan	125.21	107.95	107.95	150.74	133.48	133.48
Kazakhstan	78.74	74.04	74.04	104.27	99.57	99.57
Kenya	97.02	78.74	78.74	122.55	104.27	104.27

All call rates are in pence per minute.

A 10.11p 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	159.11	152.27	152.27	159.11	152.27	152.27
Korea PDR (North)	159.11	152.27	152.27	159.11	152.27	152.27
Korea Republic (South)	80.78	76.09	76.09	106.31	101.62	101.62
Kuwait	100.60	82.42	82.42	126.13	107.95	107.95
Kyrgyz Republic	78.74	74.04	74.04	104.27	99.57	99.57
Laos	156.46	149.72	149.72	181.99	175.25	175.25
Latvia	60.46	54.23	54.23	85.99	79.76	79.76
Lebanon	125.21	107.95	107.95	150.74	133.48	133.48
Lesotho	97.02	78.74	78.74	122.55	104.27	104.27
Liberia	97.02	78.74	78.74	122.55	104.27	104.27
Libya	50.55	45.34	45.34	76.09	70.88	70.88
Liechtenstein	22.88	21.86	21.86	48.41	47.39	47.39
Lithuania	60.46	54.23	54.23	85.99	79.76	79.76
Luxembourg	22.88	21.34	21.34	48.41	46.88	46.88
Macao	80.78	76.09	76.09	106.31	101.62	101.62
Macedonia	50.55	45.34	45.34	76.09	70.88	70.88
Madagascar	100.60	96.00	96.00	126.13	121.53	121.53
Madeira (Mapped to Portugal)	27.78	23.39	23.39	53.31	48.92	48.92
Malawi (The Republic of)	97.02	78.74	78.74	122.55	104.27	104.27
Malaysia	48.51	45.34	45.34	74.04	70.88	70.88
Maldives	100.60	96.00	96.00	126.13	121.53	121.53
Mali	100.60	96.00	96.00	126.13	121.53	121.53
Malta	31.25	27.78	27.78	56.78	53.31	53.31
Marshall Islands	159.11	152.27	152.27	159.11	152.27	152.27
Martinique	100.60	82.42	82.42	126.13	107.95	107.95
Mauritania	133.48	127.25	127.25	159.01	152.78	152.78
Mauritius	128.27	104.27	104.27	153.80	129.80	129.80
Mayotte	128.27	104.27	104.27	153.80	129.80	129.80
Mexico	80.78	76.09	76.09	106.31	101.62	101.62
Micronesia	159.11	152.27	152.27	159.11	152.27	152.27
Moldova	76.09	61.48	61.48	101.62	87.01	87.01
Monaco	41.16	32.27	32.27	66.69	57.80	57.80
Mongolia	156.46	149.72	149.72	181.99	175.25	175.25
Montenegro	50.55	45.34	45.34	76.09	70.88	70.88
Montserrat	90.69	76.09	76.09	116.22	101.62	101.62
Morocco	50.55	45.34	45.34	76.09	70.88	70.88
Mozambique	100.60	96.00	96.00	126.13	121.53	121.53
Myanmar (formerly Burma)	133.48	127.25	127.25	159.01	152.78	152.78
Namibia	97.02	78.74	78.74	122.55	104.27	104.27
Nauru	159.11	152.27	152.27	159.11	152.27	152.27
Nepal	80.78	76.09	76.09	106.31	101.62	101.62
Netherlands	21.34	11.64	11.64	46.88	37.17	37.17
New Caledonia	204.97	199.25	199.25	230.50	224.78	224.78
New Zealand (inc Chatham Islands)	35.95	26.55	26.55	61.48	52.09	52.09
Nicaragua	128.27	104.27	104.27	153.80	129.80	129.80
Niger	100.60	96.00	96.00	126.13	121.53	121.53
Nigeria	78.74	74.04	74.04	104.27	99.57	99.57
Niue	156.46	149.72	149.72	156.46	149.72	149.72
Norfolk Island	133.48	127.25	127.25	133.48	127.25	127.25
Northern Marianas	128.27	104.27	104.27	128.27	104.27	104.27
Norway	27.78	11.64	11.64	53.31	37.17	37.17
Oman	100.59	82.42	82.42	126.13	107.95	107.95
Pakistan	28.60	25.02	25.02	54.13	50.55	50.55
Palau (The Republic of)	159.11	152.27	152.27	159.11	152.27	152.27
Palestinian National Authority	60.46	54.23	54.23	85.99	79.76	79.76
Panama	97.02	78.74	78.74	122.55	104.27	104.27
Papua New Guinea	100.60	96.00	96.00	126.13	121.53	121.53
Paraguay	97.02	78.74	78.74	122.55	104.27	104.27
Peru	97.02	78.74	78.74	122.55	104.27	104.27
Philippines	80.78	76.09	76.09	106.31	101.62	101.62
Poland	31.25	27.78	27.78	56.78	53.31	53.31
Portugal	26.76	22.37	22.37	52.29	47.90	47.90
Puerto Rico	58.93	50.55	50.55	58.93	50.55	50.55

All call rates are in pence per minute.

A 10.11p 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	100.60	82.42	82.42	126.13	107.95	107.95
Reunion	100.60	96.00	96.00	126.13	121.53	121.53
Rodriguez Island	133.48	127.25	127.25	133.48	127.25	127.25
Romania	60.46	54.23	54.23	85.99	79.76	79.76
Ross Island	77.72	66.18	66.18	77.72	66.18	66.18
Russian Federation (inc Nakhodka)	60.46	54.23	54.23	85.99	79.76	79.76
Rwanda (The Republic of)	100.60	96.00	96.00	126.13	121.53	121.53
Samoa (US)	159.11	152.27	152.27	159.11	152.27	152.27
Samoa (Western)	204.97	199.25	199.25	230.50	224.78	224.78
San Marino	50.55	45.34	45.34	50.55	45.34	45.34
Sao Tome & Principe	159.11	152.27	152.27	184.65	177.80	177.80
Saudi Arabia	76.09	61.48	61.48	101.62	87.01	87.01
Senegal	128.27	104.27	104.27	153.80	129.80	129.80
Serbia	50.55	45.34	45.34	76.09	70.88	70.88
Seychelles	128.27	104.27	104.27	153.80	129.80	129.80
Sierra Leone	97.02	78.74	78.74	122.55	104.27	104.27
Singapore	22.37	17.67	17.67	47.90	43.20	43.20
Slovak Republic	31.25	27.78	27.78	56.78	53.31	53.31
Slovenia	50.55	45.34	45.34	76.09	70.88	70.88
Solomon Islands	159.11	152.27	152.27	159.11	152.27	152.27
Somalia	159.11	152.27	152.27	184.65	177.80	177.80
South Africa	60.46	53.21	53.21	85.99	78.74	78.74
Spain (inc the Balearic Islands)	25.02	11.64	11.64	50.55	37.17	37.17
Sri Lanka	96.00	84.46	84.46	121.53	109.99	109.99
St Helena	156.46	149.72	149.72	156.46	149.72	149.72
St Kitts & Nevis (formerly St Christopher)	77.72	66.18	66.18	103.25	91.71	91.71
St Lucia	26.76	24.20	24.20	52.60	50.04	50.04
St Pierre & Miquelon	77.72	66.18	66.18	103.25	91.71	91.71
St Vincent & the Grenadines	77.72	66.18	66.18	103.25	91.71	91.71
Sudan	97.02	78.74	78.74	122.55	104.27	104.27
Suriname	151.76	121.53	121.53	177.29	147.06	147.06
Swaziland	97.02	78.74	78.74	122.55	104.27	104.27
Sweden	21.34	19.30	19.30	46.88	44.83	44.83
Switzerland	21.34	11.64	11.64	46.88	37.17	37.17
Syria	125.21	107.95	107.95	150.74	133.48	133.48
Taiwan	80.78	76.09	76.09	106.31	101.62	101.62
Tajikistan	100.60	96.00	96.00	126.13	121.53	121.53
Tanzania	97.02	78.74	78.74	122.55	104.27	104.27
Thailand	78.74	76.09	76.09	104.27	101.62	101.62
Togo (The Republic of)	128.27	104.27	104.27	153.80	129.80	129.80
Tokelau	204.97	199.25	199.25	204.97	199.25	199.25
Tonga	156.46	149.72	149.72	181.99	175.25	175.25
Trinidad & Tobago	26.76	24.20	24.20	52.29	49.74	49.74
Tristan da Cunha	231.63	225.91	225.91	231.63	225.91	225.91
Tunisia	50.55	45.34	45.34	76.09	70.88	70.88
Turkey	27.78	23.39	23.39	53.31	48.92	48.92
Turkmenistan	94.88	87.63	87.63	120.41	113.16	113.16
Turks & Caicos Islands	90.69	76.09	76.09	116.22	101.62	101.62
Tuvalu	159.11	152.27	152.27	159.11	152.27	152.27
Uganda	97.02	78.74	78.74	122.55	104.27	104.27
Ukraine	60.46	54.23	54.23	85.99	79.76	79.76
United Arab Emirates	76.09	61.48	61.48	101.62	87.01	87.01
Uruguay	97.02	78.74	78.74	122.55	104.27	104.27
USA	17.67	11.64	11.64	17.67	11.64	11.64
Uzbekistan	78.74	74.04	74.04	104.27	99.57	99.57
Vanuatu	159.11	152.27	152.27	184.65	177.80	177.80
Venezuela	97.02	78.74	78.74	122.55	104.27	104.27
Vietnam	156.46	149.72	149.72	181.99	175.25	175.25
Virgin Islands (UK)	77.72	66.18	66.18	103.25	91.71	91.71
Virgin Islands (US)	77.72	66.18	66.18	77.72	66.18	66.18
Wallis and Fatuna	203.95	193.53	193.53	203.95	193.53	193.53
Yemen (formerly Yemen AR and Yemen PDR)	128.27	104.27	104.27	153.80	129.80	129.80
Zambia	97.02	78.74	78.74	122.55	104.27	104.27
Zimbabwe	97.02	78.74	78.74	122.55	104.27	104.27

All call rates are in pence per minute.

A 10.11p 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	12.84	7.45	3.92
d	16.21	9.55	9.55
e	4.78	4.78	4.78
f	29.10	19.39	9.70
j	31.04	21.33	10.17
k	36.38	24.25	12.11
pn1	23.29	15.52	7.76
pn2	48.51	48.51	48.51
pn3	47.54	37.84	37.84
pn4	25.23	25.23	25.23
pn5	16.49	16.49	16.49
pn6	19.40	19.40	19.40
pn8	19.37	19.37	19.37
pn9	22.79	22.79	22.79
pn10	33.96	33.96	33.96
pn11	37.83	28.13	28.13
pn12	26.20	26.20	26.20
pn13	37.83	37.83	37.83
pn14	28.62	28.62	28.62
pn15	12.61	12.61	12.61
pn16	13.58	13.58	13.58
pn17	14.55	14.55	14.55
pn18	15.52	15.52	15.52
pn19	9.70	9.70	9.70
pn20	23.29	23.29	23.29
pn21	39.90	39.90	39.90
pn22	10.01	6.44	5.45

All call rates are in pence per minute.
A connection fee of 10.11p applies to all calls.

Charge-band	Daytime	Evening	Weekend
pn7	4.03	1.02	1.02

All call rates are in pence per minute.
A connection charge of 51.17p applies to pn7 calls.

Call Rates to WiFi Numbers

Charge-band	Daytime	Evening	Weekend
fw1	15.04	15.04	7.33
fw2	14.25	11.85	6.04
fw3	15.84	12.65	6.38
fw4	15.39	9.41	4.71
fw5	14.36	11.62	6.50
fw6	12.53	10.03	6.04
fw7	11.97	11.97	11.97
fw8	18.24	14.25	6.04
fw9	15.95	15.95	15.95
fw10	9.54	9.54	9.54

All call rates are in pence per minute.
A connection fee of 10.11p applies to all calls.

Call Rates to Pager and Voice Messaging Services

Charge-band	Daytime	Evening	Weekend
r	8.07	4.02	3.01

All call rates are in pence per minute.
A connection fee of 10.11p 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	10.11	6.13	2.55	2.55
m	10.11	39.82	27.47	27.47
n	10.11	15.11	15.11	15.11
p0	10.11	153.17	153.17	153.17
p1	10.11	50.03	39.82	39.82
p2	10.11	51.06	45.96	45.96
p3	10.11	102.13	102.13	102.13
p4	10.11	50.03	50.03	50.03
p5	10.11	51.06	51.06	51.06
p6	10.11	25.53	25.53	25.53
p7	10.11	61.27	61.27	61.27
p8	10.11	76.59	76.59	76.59
p9	10.11	10.21	10.21	10.21
p10	10.11	35.74	35.74	35.74
p11	10.11	132.77	132.77	132.77
p12	10.11	15.31	15.31	15.31
p13	10.11	20.43	20.43	20.43
p14	10.11	30.63	30.63	30.63
p15	10.11	40.85	40.85	40.85
p16	10.11	45.95	45.95	45.95
p17	10.11	56.17	56.17	56.17
p18	10.11	66.38	66.38	66.38
p19	10.11	71.49	71.49	71.49
p20	10.11	81.70	81.70	81.70
p21	10.11	86.81	86.81	86.81
p22	10.11	91.91	91.91	91.91
p23	10.11	97.02	97.02	97.02
p24	10.11	112.34	112.34	112.34
p25	10.11	122.55	122.55	122.55
p26	10.11	142.97	142.97	142.97
p27	10.11	5.11	5.11	5.11
p28	10.11	38.29	25.52	12.76
p29	10.11	28.59	14.29	14.29
p30	10.11	56.17	35.74	35.74
p31	10.11	13.29	13.29	13.29
p32	10.11	18.38	18.38	18.38
p33	10.11	127.66	127.66	127.66
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	10.11	8.07	4.02	1.52
p38	10.11	6.13	6.13	6.13
p39	10.11	7.15	7.15	7.15
p40	10.11	8.17	8.17	8.17
p41	10.11	9.19	9.19	9.19
p42	10.56	10.52	10.52	10.52
p43	153.24	153.18	153.18	153.18
p45	10.11	35.00	35.00	35.00
p46	10.11	50.00	50.00	50.00
p47	10.11	60.00	60.00	60.00
p48	10.11	70.00	70.00	70.00
p49	10.11	100.00	100.00	100.00
p50	10.11	110.00	110.00	110.00
p51	10.11	130.00	130.00	130.00
p52	10.11	140.00	140.00	140.00
p53	10.11	150.00	150.00	150.00
p54	35.00	35.00	35.00	35.00
p55	50.00	50.00	50.00	50.00
p56	60.00	60.00	60.00	60.00
p57	70.00	70.00	70.00	70.00
p58	100.00	100.00	100.00	100.00
p59	110.00	110.00	110.00	110.00
p60	130.00	130.00	130.00	130.00
p61	140.00	140.00	140.00	140.00
p62	150.00	150.00	150.00	150.00

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.

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	10.11	6.03	1.48	1.00
g4	10.11	2.04	1.02	1.02
g5	10.11	1.02	0.61	0.51
i1	10.11	5.11	5.11	5.11
i2	10.11	10.21	10.21	10.21
i3	10.11	1.02	1.02	1.02
i4	10.11	2.04	2.04	2.04
i5	10.11	3.06	3.06	3.06
i8	10.11	4.09	4.09	4.09
i9	10.11	6.13	6.13	6.13
i10	10.11	7.15	7.15	7.15
i11	10.11	8.17	8.17	8.17
i12	10.11	9.19	9.19	9.19
i13	10.11	3.06	2.04	1.02
i14	10.11	4.03	1.52	1.02
i15	10.11	4.03	1.02	1.02
i16	10.11	4.03	4.03	4.03
i17	10.11	3.83	0.97	0.97
i18	10.11	3.63	0.92	0.92
i19	10.11	3.42	0.88	0.88
i20	10.11	3.23	0.83	0.83
i21	10.11	3.06	1.02	1.02
i22	10.11	2.91	0.97	0.97
i23	10.11	2.75	0.91	0.91
i24	10.11	2.91	1.02	1.02
i25	10.11	2.76	1.02	1.02
i26	10.11	4.09	2.04	1.02
i27	10.11	8.07	4.02	1.52
i28*	5.01	5.00	5.00	5.00
i29*	10.00	10.00	10.00	10.00
i30	10.11	4.09	3.06	1.02
i31	10.11	1.53	1.53	1.53
i32	10.11	2.55	2.55	2.55
i33	10.11	5.11	4.09	2.04

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	10.11	5.11	5.11	5.11
g7	10.11	10.21	10.21	10.21
g8	10.11	1.02	1.02	1.02
g9	10.11	2.04	2.04	2.04
g10	10.11	3.06	3.06	3.06
g11	10.11	4.09	4.09	4.09
g12	10.11	6.13	6.13	6.13
g13	10.11	7.15	7.15	7.15
g14	10.11	8.17	8.17	8.17
g15	10.11	9.19	9.19	9.19
g16	10.11	2.04	1.02	1.02
g17	10.11	3.06	2.04	1.02
g18	10.11	4.03	1.02	1.02
g19	10.11	4.03	1.52	1.02
g20	10.11	5.05	2.53	2.04
g22	10.11	0.51	0.51	0.51
g23	10.11	8.07	4.02	1.52
g24*	5.12	5.11	5.11	5.11
g25*	10.21	10.21	10.21	10.21
g26	10.11	4.09	3.06	1.02
g27	10.11	1.53	1.53	1.53
g28	10.11	2.55	2.55	2.55

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	10.11	6.06
INMARSAT B-Sat (incl. BGAN)	10.11	3.88
INMARSAT B-Sat High Speed Data – Duplex (incl. BGAN High Speed Data)	10.11	9.70
INMARSAT M-Sat	10.11	4.03
M4 High Speed Data PSTN/ISDN	10.11	7.20
Mobiq (Mini-M) / M4 Voice	10.11	2.65
Skyphone	10.11	5.82
Emsat	10.11	2.23

Charge-band	Minimum Call Fee	£ per min at all times
Thuraya (code 00882 16)	£1.80	3.61
Iridium (code 00 8816/7)	£1.80	3.61
Navitas	£1.80	0.92

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	30.64	30.64	30.64
ff0	10.42	10.42	10.42
ff1	25.23	25.23	25.23
ff2	50.45	50.45	50.45
ff3	25.63	13.89	13.89
ff6	30.74	30.74	30.74
ff8	19.00	19.00	19.00
ff9	43.51	43.51	43.51
ff10	26.04	26.04	26.04
ff11	61.38	61.38	61.38
ff12	76.70	76.70	76.70
ff13	102.33	102.33	102.33
ff14	92.02	92.02	92.02
ff15	6.13	6.13	6.13
ff16	15.32	15.32	15.32
ff17	20.43	20.43	20.43
ff18	35.64	35.64	35.64
ff19	40.85	40.85	40.85
ff20	45.86	45.86	45.86
ff21	153.29	153.29	153.29
ff24	81.80	81.80	81.80
ff25	122.66	122.66	122.66
ff26	127.76	127.76	127.76
ff27	132.87	132.87	132.87
ff28	10.21	10.21	10.21
ff29	5.11	5.11	5.11
ff30	66.38	66.38	66.38
ff31	10.21	10.21	10.21
ff32	86.81	86.81	86.81
ff33	35.00	35.00	35.00
ff34	100.00	100.00	100.00
ff35	150.00	150.00	150.00
ff36	50.00	50.00	50.00
ff37	60.00	60.00	60.00
ff38	70.00	70.00	70.00
ff39	110.00	110.00	110.00
ff40	130.00	130.00	130.00
ff41	140.00	140.00	140.00

All call rates are in pence per call.

Call Rates to Multimedia Services

Charge-band	Connection fee	Daytime	Evening	Weekend
g3	12.26	4.03	1.52	1.02
mm1	15.32	5.11	5.11	5.11
mm2	25.54	4.03	1.52	1.02
mm3	51.06	4.03	1.52	1.02
mm4	15.32	4.03	1.52	1.02
mm5	20.44	4.03	1.52	1.02
mm6	25.53	4.09	4.09	4.09
mm7	25.53	5.06	2.54	2.04

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	25.53	25.53	25.53
dq2	35.74	35.74	35.74
dq3	40.85	40.85	40.85
dq4	45.96	45.96	45.96
dq5	51.06	51.06	51.06
dq6	56.17	56.17	56.17
dq7	71.49	71.49	71.49
dq8	81.70	81.70	81.70
dq9	102.13	102.13	102.13
dq10	122.55	122.55	122.55
dq11	127.66	127.66	127.66
dq12	153.19	153.19	153.19
dq13	163.40	163.40	163.40
dq39	76.60	76.60	76.60
dq43	20.43	20.43	20.43
dq61	75.58	75.58	75.58
dq89	61.28	61.28	61.28

All call rates are in pence per minute.
A connection fee of 10.11p 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	27.57
dq15	30.64
dq16	35.74
dq17	40.85
dq18	142.98
dq19	153.19
dq20	154.21
dq21	173.62
dq22	204.26
dq50	32.48
dq57	24.00
dq58	193.23
dq59	199.25
dq62	163.51
dq66	29.72
dq79	45.96
dq88	102.13
dq99	61.38
dq110	40.85
dq117	51.06
dq118	101.11
dq123	50.00

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	20.43	40.85	40.85	40.85
dq24	20.43	127.66	127.66	127.66
dq25	25.53	20.43	20.43	20.43
dq26	25.53	30.64	30.64	30.64
dq27	35.74	10.21	10.21	10.21
dq28	50.04	9.19	9.19	9.19
dq29	102.13	61.28	61.28	61.28
dq30	153.19	30.64	30.64	30.64
dq36	12.77	15.32	15.32	15.32
dq37	25.53	18.38	18.38	18.38
dq38	101.11	60.26	60.26	60.26
dq41	40.85	81.70	81.70	81.70
dq42	60.26	8.17	8.17	8.17
dq44	30.64	30.64	30.64	30.64
dq45	35.74	5.11	5.11	5.11
dq46	39.83	9.19	9.19	9.19
dq47	51.06	81.70	81.70	81.70
dq52	29.62	29.62	29.62	29.62
dq53	39.83	19.40	19.40	19.40
dq54	30.64	5.11	5.11	5.11
dq56	29.62	9.19	9.19	9.19
dq60	20.43	20.43	20.43	20.43
dq64	40.85	15.32	15.32	15.32
dq65	204.46	10.22	10.22	10.22
dq68	50.04	14.30	14.30	14.30
dq69	153.19	76.60	76.60	76.60
dq70	40.85	23.49	23.49	23.49
dq71	40.85	14.30	14.30	14.30
dq72	60.26	14.30	14.30	14.30
dq73	60.26	23.49	23.49	23.49
dq74	60.26	19.41	19.41	19.41
dq75	50.04	24.51	24.51	24.51
dq76*	76.60	153.19	153.19	153.19
dq77	60.26	27.57	27.57	27.57
dq78	60.26	31.66	31.66	31.66
dq80	45.96	10.21	10.21	10.21
dq81	45.96	12.26	12.26	12.26
dq82	45.96	30.64	30.64	30.64
dq83	81.70	81.70	81.70	81.70
dq84	70.47	14.30	14.30	14.30
dq85	153.19	122.55	122.55	122.55
dq86	70.47	19.40	19.40	19.40
dq87*	24.51	42.89	42.89	42.89
dq90	24.51	42.89	42.89	42.89
dq91	80.68	14.30	14.30	14.30
dq92	80.68	19.40	19.40	19.40
dq93	70.47	25.53	25.53	25.53
dq94	80.68	25.53	25.53	25.53
dq95*	29.62	50.04	50.04	50.04
dq96	60.26	40.85	40.85	40.85
dq97*	99.00	299.03	299.03	299.03
dq98	221.11	271.30	271.30	271.30

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.

Call Rates to Directory Enquiries (continued)

Charge-band	Connection fee	Daytime	Evening	Weekend
dq100	153.19	183.83	183.83	183.83
dq103*	23.49	65.36	65.36	65.36
dq104	48.00	70.47	70.47	70.47
dq105	70.47	29.62	29.62	29.62
dq106*	49.00	139.00	139.00	139.00
dq107	106.00	144.00	144.00	144.00
dq108	103.30	51.13	51.13	51.13
dq109	82.44	30.26	30.26	30.26
dq111	187.71	187.82	187.82	187.82
dq112	86.81	35.74	35.74	35.74
dq113	40.85	101.11	101.11	101.11
dq114	203.23	183.83	183.83	183.83
dq115	131.74	39.83	39.83	39.83
dq116	51.06	101.11	101.11	101.11
dq119	253.20	301.23	301.23	301.23
dq120	129.00	42.00	42.00	42.00
dq121	55.00	99.00	99.00	99.00
dt22	200.00	186.00	186.00	186.00

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	35.74	10.21	10.21	10.21
dq32	39.83	9.19	9.19	9.19
dq33	50.04	20.43	20.43	20.43
dq34	51.06	10.21	10.21	10.21
dq35	61.28	10.21	10.21	10.21
dq40	20.43	20.43	20.43	20.43
dq48	51.06	20.43	20.43	20.43
dq49	51.06	51.06	51.06	51.06
dq51	153.19	153.19	153.19	153.19
dq55	19.40	19.40	19.40	19.40
dq67	40.85	40.85	40.85	40.85
dq102	61.28	61.28	61.28	61.28

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	12.77	7.66
fm2	12.77	7.66
fm3	12.77	7.66
fm4	12.77	7.66
fm5	12.77	7.66
fm6	12.77	7.66
fm7	12.77	7.66
fm8	12.77	7.66
fm9	12.77	7.66

A 10.11p connection fee applies to all calls. All call rates are in pence per minute.

Charge-band	Daytime	Evening	Weekend
fm10	18.24	14.25	6.04
fm11	15.96	15.96	15.96
fm12	12.81	12.81	12.81
fm13	17.07	14.52	8.11
fm14	10.95	10.95	10.95
fm15	12.45	12.45	12.45
fm16	10.57	10.57	10.57
fm17	11.40	11.40	11.40

A 10.11p connection fee applies to all calls. All call rates are in pence per minute.

Sky Talk Unlimited

Charge-band	Daytime	Evening
fm1	10.21	6.12
fm2	10.21	6.12
fm3	10.21	6.12
fm4	10.21	6.12
fm5	10.21	6.12
fm6	10.21	6.12
fm7	10.21	6.12
fm8	10.21	6.12
fm9	10.21	6.12

A 10.11p connection fee applies to all calls. All call rates are in pence per minute.

Charge-band	Daytime	Evening	Weekend
fm10	14.59	11.40	4.83
fm11	12.76	12.76	12.76
fm12	10.24	10.24	10.24
fm13	13.65	11.61	6.48
fm14	8.75	8.75	8.75
fm15	9.96	9.96	9.96
fm16	8.46	8.46	8.46
fm17	9.12	9.12	9.12

A 10.11p 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	£5.31	40.85
UK payphone	£5.31	255.32
UK mobile	£5.31	255.32

Only applies to customers who take Line Rental from Sky.

Call durations are rounded up to the next whole minute and the call charge is rounded up to the nearest penny.

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	£6.43	91.91
A	£10.52	245.11
B	£10.52	357.45
C	£10.52	561.70
D	£10.52	612.77
BT B-Sat (incl. BGAN)	£10.52	776.17
BT M-Sat	£10.52	776.17
Navitas	£10.52	561.70

Only applies to customers who take Line Rental from Sky.

Call durations are rounded up to the next whole minute and the call charge is rounded up to the nearest penny.

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 page 22.

Charge-band	Service charge in £	Call charge in pence per minute (anytime)
UK landline/0870	£6.43	91.91
0845	£10.52	245.11
UK mobile	£10.52	357.45
g4-g23, g26-g28 i1-i5, i8-i27, i30-i33	£10.52	561.70
Personal Numbering Costbands	£10.52	612.77

Only applies to customers who take Line Rental from Sky.
Call durations are rounded up to the next whole minute and the call charge is rounded up to the nearest penny.

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 page 22.

Charge-band	Operator service charge in £	Call charge in pence per minute (anytime)	Mobile call rate in pence per minute
IR	£6.43	81.70	107.23
A	£6.43	81.70	107.23
B	£6.43	117.45	142.98
C	£6.43	158.30	183.83
D	£6.43	311.49	337.02
E	£6.43	204.26	229.79
B-Sat (incl. BGAN)	£6.43	837.45	N/A
M-Sat	£6.43	837.45	N/A
Mobiq (Mini-M) / M4 Voice	£6.43	837.45	N/A
Skyphone	£6.43	837.45	N/A
Navitas	£6.43	158.30	N/A
Emsat	£6.43	837.45	N/A
Iridium	£6.43	837.45	N/A
Thuraya	£6.43	837.45	N/A

Only applies to customers who take Line Rental from Sky.

Call durations are rounded up to the next whole minute and the call charge is rounded up to the nearest penny.

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 between the Republic of Ireland and Northern Ireland

Calls 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 previously.

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.