

Sky Talk Tariff Guide Freetime and Unlimited

Prices effective from 1 August 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	4.5p per minute	Free		Daytime: 11.62p per min Evening: 6.97p per min	see pages 6-10 of this tariff guide
Sky Talk Unlimited	£5	Unlimited			Daytime: 9.18p per min Evening: 5.51p per min	Unlimited calls to 20 popular destinations ²

An 8p 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 4.5p 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, currently £10 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.	10p 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.	10p 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.*	£1.75 per month
Call Waiting	Shows if you have a second call and lets you put your current call on hold while you take another.	£1.75 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.	£1.75 per month or 30p per use
Ring Back	If a number's engaged, request a ring back and you'll be called when the number becomes free.	£1.75 per month or 30p per use
Three-way Calling	Enables a three way call to be established.	£1.75 per month or 60p 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

*From 1st September Sky Talk Line Rental will be increasing to £11 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 8p connection for BT customers at all times or 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 <http://www.sky.com/skytalk>

VAT

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

Duration rounding

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

- Non-inclusive UK calls
- Non-inclusive International calls
- Calls to mobiles
- Non-inclusive calls from Northern Ireland to the Republic of Ireland
- Calls to the Channel Islands
- All calls to g21 charge-band.

The duration of the following call types will be rounded up to the next second

- Some calls to 05XX number range
- Some calls to 07XX number range (not including UK mobiles)
- Calls to 08XX number range (excluding 0870)
- Calls to 09XX number range
- Calls to 118XXX number range
- Calls to satellite numbers.

Call charge rounding

Each call charge will be rounded up to the next penny with the exception of the following call types which will be rounded up to the next tenth of a penny:

- Calls to 07 numbers (excludes calls to mobiles)
- Calls to fixed fee only numbers (including fixed fee only directory enquiries numbers).

Bill total rounding

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

Connection fee

A connection fee of 8p (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)
- Personal numbering services, Paging, Fixed to WiFi services and calls to directory enquiries (charged by time duration only) for which a minimum call charge of 5.5p inc VAT will apply.

Call Rates to UK Mobiles

Sky Talk Freetime

Mobile Operator	Daytime	Evening
Vodafone	11.62	6.97
02	11.62	6.97
Orange	11.62	6.97
T Mobile (also Virgin)	11.62	6.97
3	11.62	6.97

An 8p 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	9.18	5.51
02	9.18	5.51
Orange	9.18	5.51
T Mobile (also Virgin)	9.18	5.51
3	9.18	5.51

An 8p 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

An 8p 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	3.25	1.00	1.00

A 8p 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	121.600	115.900	115.900	144.875	139.175	139.175
Albania	46.075	41.325	41.325	69.350	64.600	64.600
Algeria	46.075	41.325	41.325	69.350	64.600	64.600
Andorra	39.900	31.825	31.825	63.175	55.100	55.100
Angola	91.675	87.400	87.400	114.950	110.675	110.675
Anguilla	70.775	60.325	60.325	70.775	60.325	60.325
Antarctica Australian Territory	144.875	138.700	138.700	144.875	138.700	138.700
Antigua & Barbuda	24.415	22.040	22.040	47.690	45.315	45.315
Antilles (Netherlands)	69.350	56.050	56.050	92.625	79.325	79.325
Argentina	88.350	71.725	71.725	111.625	95.000	95.000
Armenia	91.675	75.050	75.050	114.950	98.325	98.325
Aruba	69.350	56.050	56.050	92.625	79.325	79.325
Ascension Island	91.675	87.400	87.400	91.675	87.400	87.400
<i>Australia</i> (incl. Christmas Is. & Cocos Is.)	<i>25.365</i>	<i>10.640</i>	<i>10.640</i>	48.640	33.915	33.915
<i>Austria</i>	<i>28.500</i>	<i>25.365</i>	<i>25.365</i>	51.775	48.640	48.640
Azerbaijani Republic	55.100	49.400	49.400	78.375	72.675	72.675
Azores	24.415	20.425	20.425	47.690	43.700	43.700
Bahamas	70.775	60.325	60.325	70.775	60.325	60.325
Bahrain	91.675	75.050	75.050	114.950	98.325	98.325
Bangladesh	26.125	22.800	22.800	49.400	46.075	46.075
Barbados	24.415	22.040	22.040	47.690	45.315	45.315
Belarus	55.100	49.400	49.400	78.375	72.675	72.675
<i>Belgium</i>	<i>19.475</i>	<i>10.640</i>	<i>10.640</i>	42.750	33.915	33.915
Belize	91.675	75.050	75.050	114.950	98.325	98.325
Benin	88.350	71.725	71.725	111.625	95.000	95.000
Bermuda	24.415	22.040	22.040	47.690	45.315	45.315
Bhutan	73.625	69.350	69.350	96.900	92.625	92.625
Bolivia	91.675	87.400	87.400	114.950	110.675	110.675
Bosnia-Herzegovina	46.075	41.325	41.325	69.350	64.600	64.600
Botswana	88.350	71.725	71.725	111.625	95.000	95.000
Brazil	88.350	71.725	71.725	111.625	95.000	95.000
Brunei Darussalam	73.625	69.350	69.350	96.900	92.625	92.625
Bulgaria	46.075	41.325	41.325	69.350	64.600	64.600
Burkina Faso	91.675	87.400	87.400	114.950	110.675	110.675
Burundi	91.675	87.400	87.400	114.950	110.675	110.675
Cambodia (Kingdom of)	210.900	205.675	205.675	234.175	228.950	228.950
Cameroon	88.350	71.725	71.725	111.625	95.000	95.000
<i>Canada</i>	<i>17.100</i>	<i>10.640</i>	<i>10.640</i>	<i>17.100</i>	<i>10.640</i>	<i>10.640</i>
Canary Islands (mapped to Spain)	22.800	10.640	10.640	46.075	33.915	33.915
Cape Verde	91.675	87.400	87.400	114.950	110.675	110.675
Cayman Islands	70.775	60.325	60.325	94.050	83.600	83.600
Central African Republic	142.500	136.325	136.325	142.500	136.325	136.325
Chad	144.875	138.700	138.700	144.875	138.700	138.700
Chile	88.350	71.725	71.725	111.625	95.000	95.000
China	24.415	22.040	22.040	47.690	45.315	45.315

All call rates are in pence per minute.

An 8p 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	91.675	87.400	87.400	114.950	110.675	110.675
Comoros	121.600	115.900	115.900	144.875	139.175	139.175
Congo	121.600	115.900	115.900	144.875	139.175	139.175
Cook Islands	144.875	138.700	138.700	144.875	138.700	138.700
Costa Rica	88.350	71.725	71.725	111.625	95.000	95.000
Cote d'Ivoire	116.850	95.000	95.000	140.125	118.275	118.275
Croatia	46.075	41.325	41.325	69.350	64.600	64.600
Cuba	121.600	115.900	115.900	144.875	139.175	139.175
Cyprus (including the north of Cyprus)	25.365	21.375	21.375	48.640	44.650	44.650
Czech Republic	28.500	25.365	25.365	51.775	48.640	48.640
Democratic Republic of the Congo (formerly Zaire)	91.675	87.400	87.400	114.950	110.675	110.675
Denmark	20.900	10.640	10.640	44.175	33.915	33.915
Diego Garcia	186.675	181.450	181.450	186.675	181.450	181.450
Djibouti	91.675	87.400	87.400	114.950	110.675	110.675
Dominica	82.650	69.350	69.350	105.925	92.625	92.625
Dominican Republic	70.775	60.325	60.325	94.050	83.600	83.600
East Timor	210.900	205.675	205.675	234.175	228.950	228.950
Ecuador	91.675	87.400	87.400	114.950	110.675	110.675
Egypt	86.925	75.050	75.050	110.200	98.325	98.325
El Salvador	116.850	95.000	95.000	140.125	118.275	118.275
Equatorial Guinea	121.600	115.900	115.900	144.875	139.175	139.175
Eritrea	116.850	95.000	95.000	140.125	118.275	118.275
Estonia	55.100	49.400	49.400	78.375	72.675	72.675
Ethiopia (Federal Democratic Republic of)	116.850	95.000	95.000	140.125	118.275	118.275
Falkland Islands	91.675	87.400	87.400	91.675	87.400	87.400
Faroe Islands	39.900	31.825	31.825	63.175	55.100	55.100
Fiji	91.675	87.400	87.400	114.950	110.675	110.675
Finland	28.500	25.365	25.365	51.775	48.640	48.640
France	19.475	10.640	10.640	42.750	33.915	33.915
French Guiana	121.600	115.900	115.900	144.875	139.175	139.175
French Polynesia	186.675	181.450	181.450	209.950	204.725	204.725
Gabon	88.350	71.725	71.725	111.625	95.000	95.000
Gambia	88.350	71.725	71.725	111.625	95.000	95.000
Georgia	69.350	56.050	56.050	92.625	79.325	79.325
Germany	19.475	10.640	10.640	42.750	33.915	33.915
Ghana	88.350	71.725	71.725	111.625	95.000	95.000
Gibraltar	25.365	21.375	21.375	48.640	44.650	44.650
Greece	14.725	10.640	10.640	38.000	33.915	33.915
Greenland	91.675	87.400	87.400	114.950	110.675	110.675
Grenada (inc Carriacou)	24.415	22.040	22.040	47.690	45.315	45.315
Guadeloupe	91.675	75.050	75.050	114.950	98.325	98.325
Guam	121.600	115.900	115.900	121.600	115.900	115.900
Guatemala	88.350	71.725	71.725	88.350	71.725	71.725
Guinea	91.675	87.400	87.400	114.950	110.675	110.675
Guinea Bissau	144.875	138.700	138.700	144.875	138.700	138.700
Guyana	116.850	95.000	95.000	140.125	118.275	118.275
Haiti	109.250	87.875	87.875	132.525	111.150	111.150
Honduras	88.350	71.725	71.725	111.625	95.000	95.000
Hong Kong	12.825	8.740	8.740	12.825	8.740	8.740
Hungary	28.500	25.365	25.365	51.775	48.640	48.640
Iceland	46.075	41.325	41.325	69.350	64.600	64.600
India	26.125	22.800	22.800	49.400	46.075	46.075
Indonesia	71.725	69.350	69.350	95.000	92.625	92.625
Iran	116.850	95.000	95.000	140.125	118.275	118.275
Iraq	116.850	95.000	95.000	116.850	95.000	95.000
Ireland (Republic of)	16.150	10.640	10.640	39.425	33.915	33.915
Israel	55.100	49.400	49.400	78.375	72.675	72.675
Italy (inc. Vatican City)	22.800	10.640	10.640	46.075	33.915	33.915
Jamaica	24.415	22.040	22.040	47.690	45.315	45.315
Japan	10.450	7.125	7.125	33.725	30.400	30.400
Jordan	114.000	98.325	98.325	137.275	121.600	121.600
Kazakhstan	71.725	67.450	67.450	95.000	90.725	90.725
Kenya	88.350	71.725	71.725	111.625	95.000	95.000

All call rates are in pence per minute.

An 8p 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	144.875	138.700	138.700	144.875	138.700	138.700
Korea PDR (North)	144.875	138.700	138.700	144.875	138.700	138.700
Korea Republic (South)	73.625	69.350	69.350	96.900	92.625	92.625
Kuwait	91.675	75.050	75.050	114.950	98.325	98.325
Kyrgyz Republic	71.725	67.450	67.450	95.000	90.725	90.725
Laos	142.500	136.325	136.325	165.775	159.600	159.600
Latvia	55.100	49.400	49.400	78.375	72.675	72.675
Lebanon	114.000	98.325	98.325	137.275	121.600	121.600
Lesotho	88.350	71.725	71.725	111.625	95.000	95.000
Liberia	88.350	71.725	71.725	111.625	95.000	95.000
Libya	46.075	41.325	41.325	69.350	64.600	64.600
Liechtenstein	20.900	19.950	19.950	44.175	43.225	43.225
Lithuania	55.100	49.400	49.400	78.375	72.675	72.675
Luxembourg	20.900	19.475	19.475	44.175	42.750	42.750
Macao	73.625	69.350	69.350	96.900	92.625	92.625
Macedonia	46.075	41.325	41.325	69.350	64.600	64.600
Madagascar	91.675	87.400	87.400	114.950	110.675	110.675
Madeira (Mapped to Portugal)	24.415	20.425	20.425	47.690	43.700	43.700
Malawi (The Republic of)	88.350	71.725	71.725	111.625	95.000	95.000
Malaysia	44.175	41.325	41.325	67.450	64.600	64.600
Maldives	91.675	87.400	87.400	114.950	110.675	110.675
Mali	91.675	87.400	87.400	114.950	110.675	110.675
Malta	28.500	25.365	25.365	51.775	48.640	48.640
Marshall Island	144.875	138.700	138.700	144.875	138.700	138.700
Martinique	91.675	75.050	75.050	114.950	98.325	98.325
Mauritania	121.600	115.900	115.900	144.875	139.175	139.175
Mauritius	116.850	95.000	95.000	140.125	118.275	118.275
Mayotte	116.850	95.000	95.000	140.125	118.275	118.275
Mexico	73.625	69.350	69.350	73.625	69.350	69.350
Micronesia	144.875	138.700	138.700	144.875	138.700	138.700
Moldova	69.350	56.050	56.050	92.625	79.325	79.325
Monaco	37.525	29.450	29.450	60.800	52.725	52.725
Mongolia	142.500	136.325	136.325	165.775	159.600	159.600
Montenegro	46.075	41.325	41.325	69.350	64.600	64.600
Montserrat	82.650	69.350	69.350	105.925	92.625	92.625
Morocco	46.075	41.325	41.325	69.350	64.600	64.600
Mozambique	91.675	87.400	87.400	114.950	110.675	110.675
Myanmar (formerly Burma)	121.600	115.900	115.900	144.875	139.175	139.175
Namibia	88.350	71.725	71.725	111.625	95.000	95.000
Nauru	144.875	138.700	138.700	144.875	138.700	138.700
Nepal	73.625	69.350	69.350	96.900	92.625	92.625
Netherlands	19.475	10.640	10.640	42.750	33.915	33.915
New Caledonia	186.675	181.450	181.450	209.950	204.725	204.725
New Zealand (inc Chatham Islands)	32.775	24.225	24.225	56.050	47.500	47.500
Nicaragua	116.850	95.000	95.000	140.125	118.275	118.275
Niger	91.675	87.400	87.400	114.950	110.675	110.675
Nigeria	71.725	67.450	67.450	95.000	90.725	90.725
Niue	142.500	136.325	136.325	142.500	136.325	136.325
Norfolk Island	121.600	115.900	115.900	121.600	115.900	115.900
Northern Marianas	116.850	95.000	95.000	116.850	95.000	95.000
Norway	25.365	10.640	10.640	48.640	33.915	33.915
Oman	91.675	75.050	75.050	114.950	98.325	98.325
Pakistan	26.125	22.800	22.800	49.400	46.075	46.075
Palau (The Republic of)	144.875	138.700	138.700	144.875	138.700	138.700
Palestinian National Authority	55.100	49.400	49.400	78.375	72.675	72.675
Panama	88.350	71.725	71.725	111.625	95.000	95.000
Papua New Guinea	91.675	87.400	87.400	114.950	110.675	110.675
Paraguay	88.350	71.725	71.725	111.625	95.000	95.000
Peru	88.350	71.725	71.725	111.625	95.000	95.000
Philippines	73.625	69.350	69.350	96.900	92.625	92.625
Poland	28.500	25.365	25.365	51.775	48.640	48.640
Portugal	24.415	20.425	20.425	47.690	43.700	43.700
Puerto Rico	53.675	46.075	46.075	53.675	46.075	46.075

All call rates are in pence per minute.

An 8p 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	91.675	75.050	75.050	114.950	98.325	98.325
Reunion	91.675	87.400	87.400	114.950	110.675	110.675
Rodriguez Islands	121.600	115.900	115.900	121.600	115.900	115.900
Romania	55.100	49.400	49.400	78.375	72.675	72.675
Ross Island	70.775	60.325	60.325	70.775	60.325	60.325
Russian Federation (inc Nakhodka)	55.100	49.400	49.400	78.375	72.675	72.675
Rwandese Republic	91.675	87.400	87.400	91.675	87.400	87.400
Samoa (US)	144.875	138.700	138.700	144.875	138.700	138.700
Samoa (Western)	186.675	181.450	181.450	209.950	204.725	204.725
San Marino	46.075	41.325	41.325	46.075	41.325	41.325
Sao Tome & Principe	144.875	138.700	138.700	168.150	161.975	161.975
Saudi Arabia	69.350	56.050	56.050	92.625	79.325	79.325
Senegal	116.850	95.000	95.000	140.125	118.275	118.275
Serbia	46.075	41.325	41.325	69.350	64.600	64.600
Seychelles	116.850	95.000	95.000	140.125	118.275	118.275
Sierra Leone	88.350	71.725	71.725	111.625	95.000	95.000
Singapore	20.425	16.150	16.150	43.700	39.425	39.425
Slovak Republic	28.500	25.365	25.365	51.775	48.640	48.640
Slovenia	46.075	41.325	41.325	69.350	64.600	64.600
Solomon Islands	144.875	138.700	138.700	144.875	138.700	138.700
Somalia	144.875	138.700	138.700	168.150	161.975	161.975
South Africa	55.100	48.450	48.450	78.375	71.725	71.725
Spain (inc the Balearic Islands)	22.800	10.640	10.640	46.075	33.915	33.915
Sri Lanka	87.400	76.950	76.950	110.675	100.225	100.225
St Helena	142.500	136.325	136.325	142.500	136.325	136.325
St Kitts & Nevis (formerly St Christopher)	70.775	60.325	60.325	94.050	83.600	83.600
St Lucia	24.415	22.040	22.040	47.690	45.315	45.315
St Pierre & Miquelon	70.775	60.325	60.325	70.775	60.325	60.325
St Vincent & the Grenadines	70.775	60.325	60.325	94.050	83.600	83.600
Sudan	88.350	71.725	71.725	111.625	95.000	95.000
Suriname	138.225	110.675	110.675	161.500	133.950	133.950
Swaziland	88.350	71.725	71.725	111.625	95.000	95.000
Sweden	19.475	17.575	17.575	42.750	40.850	40.850
Switzerland	19.475	10.640	10.640	42.750	33.915	33.915
Syria	114.000	98.325	98.325	137.275	121.600	121.600
Taiwan	73.625	69.350	69.350	96.900	92.625	92.625
Tajikistan	91.675	87.400	87.400	114.950	110.675	110.675
Tanzania	88.350	71.725	71.725	111.625	95.000	95.000
Thailand	71.725	69.350	69.350	95.000	92.625	92.625
Togolese Republic (The)	116.850	95.000	95.000	140.125	118.275	118.275
Tokelau	186.675	181.450	181.450	186.675	181.450	181.450
Tonga	142.500	136.325	136.325	165.775	159.600	159.600
Trinidad & Tobago	24.415	22.040	22.040	47.690	45.315	45.315
Tunisia	46.075	41.325	41.325	69.350	64.600	64.600
Turkey	25.175	21.375	21.375	48.450	44.650	44.650
Turkmenistan	86.450	79.800	79.800	109.725	103.075	103.075
Turks & Caicos Is	82.650	69.350	69.350	105.925	92.625	92.625
Tuvalu	144.875	138.700	138.700	144.875	138.700	138.700
Uganda	88.350	71.725	71.725	111.625	95.000	95.000
Ukraine	55.100	49.400	49.400	78.375	72.675	72.675
United Arab Emirates	69.350	56.050	56.050	92.625	79.325	79.325
Uruguay	88.350	71.725	71.725	111.625	95.000	95.000
USA	16.150	10.640	10.640	16.150	10.640	10.640
Uzbekistan	71.725	67.450	67.450	95.000	90.725	90.725
Vanuatu	144.875	138.700	138.700	168.150	161.975	161.975
Venezuela	88.350	71.725	71.725	111.625	95.000	95.000
Vietnam	142.500	136.325	136.325	165.775	159.600	159.600
Virgin Islands (UK)	70.775	60.325	60.325	94.050	83.600	83.600
Virgin Islands (US)	70.775	60.325	60.325	70.775	60.325	60.325
Wallis and Futuna	185.725	176.225	176.225	185.725	176.225	176.225
Yemen (formerly Yemen AR and Yemen PDR)	116.850	95.000	95.000	140.125	118.275	118.275
Zambia	88.350	71.725	71.725	111.625	95.000	95.000
Zimbabwe	88.350	71.725	71.725	111.625	95.000	95.000

All call rates are in pence per minute.

An 8p 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 minimum call charge of 5.5p 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

All call rates are in pence per minute.
A minimum call charge of 5.5p 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 minimum call charge of 5.5p 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	8.00	6.00	2.50	2.50
m	8.00	38.99	26.90	26.90
n	8.00	14.81	14.81	14.81
p0	8.00	149.99	149.99	149.99
p1	8.00	49.00	39.00	39.00
p2	8.00	50.00	45.00	45.00
p3	8.00	100.00	100.00	100.00
p4	8.00	49.00	49.00	49.00
p5	8.00	50.00	50.00	50.00
p6	8.00	25.00	25.00	25.00
p7	8.00	60.00	60.00	60.00
p8	8.00	75.00	75.00	75.00
p9	8.00	10.00	10.00	10.00
p10	8.00	35.00	35.00	35.00
p11	8.00	130.00	130.00	130.00
p12	8.00	15.00	15.00	15.00
p13	8.00	20.00	20.00	20.00
p14	8.00	30.00	30.00	30.00
p15	8.00	40.00	40.00	40.00
p16	8.00	45.00	45.00	45.00
p17	8.00	55.00	55.00	55.00
p18	8.00	65.00	65.00	65.00
p19	8.00	70.00	70.00	70.00
p20	8.00	80.00	80.00	80.00
p21	8.00	85.00	85.00	85.00
p22	8.00	90.00	90.00	90.00
p23	8.00	95.00	95.00	95.00
p24	8.00	110.00	110.00	110.00
p25	8.00	120.00	120.00	120.00
p26	8.00	140.00	140.00	140.00
p27	8.00	5.00	5.00	5.00
p28	8.00	37.50	24.99	12.49
p29	8.00	28.00	14.00	14.00
p30	8.00	55.00	35.00	35.00
p31	8.00	13.01	13.01	13.01
p32	8.00	18.00	18.00	18.00
p33	8.00	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	8.00	7.91	3.95	1.49
p38	8.00	6.00	6.00	6.00
p39	8.00	7.00	7.00	7.00
p40	8.00	8.00	8.00	8.00
p41	8.00	9.00	9.00	9.00

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	8.00	4.95	2.48	2.00
g4	8.00	2.00	1.00	1.00
g5	8.00	1.00	0.60	0.50
i1	8.00	5.00	5.00	5.00
i2	8.00	10.00	10.00	10.00
i3	8.00	1.00	1.00	1.00
i4	8.00	2.00	2.00	2.00
i5	8.00	3.00	3.00	3.00
i8	8.00	4.00	4.00	4.00
i9	8.00	6.00	6.00	6.00
i10	8.00	7.00	7.00	7.00
i11	8.00	8.00	8.00	8.00
i12	8.00	9.00	9.00	9.00
i13	8.00	3.00	2.00	1.00
i14	8.00	3.95	1.49	1.00
i15	8.00	3.95	1.00	1.00
i16	8.00	3.95	3.95	3.95
i17	8.00	3.75	0.95	0.95
i18	8.00	3.56	0.90	0.90
i19	8.00	3.36	0.86	0.86
i20	8.00	3.16	0.81	0.81
i21	8.00	3.00	1.00	1.00
i22	8.00	2.85	0.95	0.95
i23	8.00	2.70	0.90	0.90
i24	8.00	2.85	1.00	1.00
i25	8.00	2.70	1.00	1.00
i26	8.00	4.00	2.00	1.00
i27	8.00	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	8.00	4.00	3.00	1.00
i31	8.00	1.50	1.50	1.50
i32	8.00	2.50	2.50	2.50
i33	8.00	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	8.00	5.00	5.00	5.00
g7	8.00	10.00	10.00	10.00
g8	8.00	1.00	1.00	1.00
g9	8.00	2.00	2.00	2.00
g10	8.00	3.00	3.00	3.00
g11	8.00	4.00	4.00	4.00
g12	8.00	6.00	6.00	6.00
g13	8.00	7.00	7.00	7.00
g14	8.00	8.00	8.00	8.00
g15	8.00	9.00	9.00	9.00
g16	8.00	2.00	1.00	1.00
g17	8.00	3.00	2.00	1.00
g18	8.00	3.95	1.00	1.00
g19	8.00	3.95	1.49	1.00
g20	8.00	4.95	2.48	2.00
g22	8.00	0.50	0.50	0.50
g23	8.00	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	8.00	4.00	3.00	1.00
g27	8.00	1.50	1.50	1.50
g28	8.00	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 Charge	£ per min at all times
INMARSAT A	5.5p	5.93
INMARSAT B-Sat (incl. BGAN)	5.5p	3.80
INMARSAT B-Sat High Speed Data – Duplex (incl. BGAN High Speed Data)	5.5p	9.50
INMARSAT M-Sat	5.5p	3.95
M4 High Speed Data PSTN/ISDN	5.5p	7.05
Mobiq (Mini-M) / M4 Voice	5.5p	2.59
Skyphone	5.5p	5.70
Emsat	5.5p	2.18
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 with a minimum call charge of 5.5p.
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 minimum call charge of 5.5p 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

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	69.00	25.00	25.00	25.00
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

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).

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.

Call durations are measured up to the whole second and the call charge is rounded up to half of a 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	£6.30	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

Call durations are measured up to the whole second and the call charge is rounded up to half of a 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 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 or part thereof. The minimum charge is for 5 minutes.

Call durations are measured up to the whole second and the call charge is rounded up to half of a 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 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 or part thereof. The minimum charge is for 5 minutes.

Call durations are measured up to the whole second and the call charge is rounded up to half of a penny. 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.