

## Tariff Guide for Residential Customers

## Your guide to BT's prices for:

- Telephone Lines and Calls (UK, International and Operator Connected)
- Discount Plans
- BT Broadband
- BT Infinity
- BT TV
- BT Sport
- Packaged Services



UK Call Prices for Calling Plans available from $19^{\text {th }}$ April 2013
(If you are on any other Calling Plan please see page 6)

| UK* Call Prices |  |  | Pence per minute |  |
| :---: | :---: | :---: | :---: | :---: |
|  |  |  | Week Day | Weekend |
| Unlimited Weekend Calls | Calls - up to 1 hour | All Day |  | 0 |
|  | Calls - thereafter | All Day |  | 9 |
| Unlimited Evening \& Weekend Calls | Calls - up to 1 hour | Daytime | 9 |  |
|  |  | Evening | 0 | 0 |
|  | Calls - thereafter | All Day | 9 | 9 |
| Unlimited Anytime Calls | Calls - up to 1 hour | All Day | ${ }^{0} \leqslant$ |  |
|  | Calls - thereafter | All Day | 9 |  |

Calls to the Channel Islands, Calls to Internet Service Providers using Geographic or 0870 numbers, Calling Card and Dial-through access numbers using 0870 numbers - All Calling Plans

| Call Type | Pence per minute |  |  |
| :--- | :---: | :---: | :---: |
|  | Daytime | Evening | Weekend |
| Local | 9 | 1.11 | 1.11 |
| National | 9 | 2.2 | 1.11 |

When calling landline numbers during the daytime, subscribers to BT Unlimited Weekend Calls pay 15 p plus $9 p$ per min (as do Unlimited Evening \& Weekend Calls customers).

When calling landline numbers during the daytime, subscribers to BT Unlimited Anytime Plan pay nothing.

* UK means calls of up to an hour to Local and National numbers beginning 01, 02 and 03 (including calls to 0870 numbers and to any number range charged at g21 rates in Section 2, Part 11, sub-part 1 of the BT Price List). Excluded calls include other non-geographic numbers (e.g. 0871 ), Premium Rate services, operator-controlled calls, calls to the internet, information and 0871), Premium Rate services, operator-controlled calls, calls to the internet, information and
paging services, local, national and all non-geographic numbers used to dial up ISPs, other nonpaging services, local, national and all non
voice calls and calls to the Channel Islands.

Customers with Unlimited Anytime Calls will be entitled to 200 free texts per calendar month and customers with Unlimited Evening \& Weekend Calls will be entitled to 100 free texts per calendar month.

The above charges do not apply to Internet Service Providers using geographic numbers

## Calls to 0845 - Calling Plan Customers

These charges do not apply to calls to identified Internet Service Providers and Calling Card and Dial-through services using 0845 numbers.

| All Calling Plans | Pence per minute |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
|  | Daytime | Evening | Saturday \& Sunday |  |
|  |  |  | $7 \mathrm{am}-7 \mathrm{pm}$ | Before 7am \& after 7pm |
| Calls inside Calling Plan up to 1 hour | ${ }_{2.042}^{0} \lessgtr$ | 0 | 0 | 0 |
| Calls inside Calling Plan exceeding 1 hour* |  |  | 2.042 | 0.51 |
| Calls outside Calling Plan | 2.042 | 0.51 | $\xrightarrow{\mathbf{2 4 2}}$ |  |
| edial before 60 minutes to avoid being char ed. |  |  |  |  |
| Calls to identified Internet Servce Dial-through Services using 0845 n |  | ce Providers and Calling Card and numbers |  |  |
| All Calling Plans | Pence per minute |  |  |  |
|  | $\begin{gathered} \text { Monday - Sunday } \\ 7 \mathrm{am}-7 \mathrm{pm} \end{gathered}$ |  | Monday - Sunday <br> Before 7am \& after 7pm |  |
| 0845 | 2.042 |  | 0.51 |  |

## Calls to Specialised Numbers and UK Mobile Phones

When you make a call from an ordinary fixed telephone line to another fixed telephone line, the price you pay for the call will depend upon where the two lines are located that is, they are geographically based charges. Calls to some numbers, however, are charged at prices that are the same irrespective of where you are calling. That is, the charges are not geographically based. These calls are usually to mobile telephones, premium rate lines or information services (such as Directory Enquires)
To find out the prices for calls to such number look up the number in the Specialised Numbers To find out the prices for calls to such number look up the number in the Specialised Numbers
brochure. The first few digits of the number (e.g. 07850 ), will tell you at which rate your call will be charged (e.g. "fm1"). Then look for that rate within the table of charges also contained in that


When calling 0845 numbers during the daytime, subscribers to BT Unlimited Anytime Calls pay nothing.

When calling 0845 numbers during the daytime, subscribers to BT Unlimited Weekend Calls and BT Unlimited Evening \& Weekend Calls pay 15p plus 2.042p per min.
be charged

Alternatively, visit our website at: www.bt.com/pricing

## Fixed Line to Mobile

For your convenience, the Calling Plan fixed to mobile prices can be seen in the tables on pages 8 and of this guide.

Please note that catk to mobile phones will be charged at the original network operator rate, regardless of whether the nimber has been transferred to another network.
$1^{\text {st }}$ September 2013

## Tariff Guide

## Prices for calls to Specialised Numbers from BT Residential Fixed Lines



The price of calls to Specialised Numbers from BT Fixed Lines
The Price of Calls to Specialised Numbers
For information on Specialised Numbers please refer to Section 2 of the BT Price List at www.bt.com/pricing. Below are listed direct links to the BT Price List for specific number ranges.

For information on numbers beginning $\underline{03 \times x}$

For information on numbers beginning $\underline{05 x x}$

For information on numbers beginning $\underline{07 x x}$

For information on numbers beginning $08 x x<$| This link goes to BT Price List, Section 2 , Part 13, Subpart 1 and |
| :--- |
| shows the Charge Rate of each 08 sub-prefix. A copy of the pages |
| showing the prefixes relevant here are on pages 4 and 5 of this exhibit. |

For information on numbers beginning $\underline{09 x x}$

For information on numbers beginning 118xx

For information on $111,112 \& 116$ numbers

For information on $101 \& 123$ numbers

The price of calls to Specialised Numbers from BT Fixed Lines (Prices shaded in grey are for products/services that are no longer available for new supply) Inland Call Charges - for call charges which attract a Calling Plan discount, please refer to pages 3-4

| Type of Call | Pence per minute (Inc. VAT) |  |  |
| :---: | :---: | :---: | :---: |
|  | Daytime | Evening | Weekend |
| Local - Residential | 4.032 | 1.021 | 1.02 |
| National - Residential | 8.706 | 4.032 | 1.524 |
| 0845 | 4.032 | 1.021 | 1.021 |
| Freefone | free | free | free |
| c-Calls to Message Services and Personal Numbering Services | 12.839 | 7.44 | 3.923 |
| d-Calls to Personal Numbering Services | 17.063 | 10.055 | 10.055 |
| e-Calls to Personal Numbering Services | 5.04 | 5.04 | 5.04 |
| $\mathrm{f}-$ Calls to Personal Numbering Services and Mobile telephones | 30.635 | 20.423 | 10.211 |
| $\mathrm{fm1}$ - Calls to Mobile telephones | 11.576 | 6.47 | 3.406 |
| $\frac{\mathrm{fm} 2-\text { Calls to Mobile telephones }}{}$ | BT Basic customers pay 3.2 p plus 4.032p per min, as their 0845 calls do not attract a discount (unlike those on Calling Plans). |  |  |
| $\frac{\mathrm{fm} 3 \text { - Calls to Mobile telephones }}{\mathrm{fm} 4 \text { - Calls to Mobile telephones }} 4.03$ |  |  |  |
| fm5 - Calls to Mobile telephones not |  |  |  |
| fm6-Calls to Mobile telephones |  |  |  |
| fm 7 - Calls to Mobile telephones Ca |  |  |  |
| fm 8 - Calls to Mobile telephones ${ }_{\text {a }}$ |  |  |  |
| fm9 - Calls to Mobile telephones | 11.576 | 6.47 | 3.406 |
| $\mathrm{fm10}$ - Calls to Mobile telephones | 19.20 | 14.999 | 6.359 |
| fm 11 - Calls to Mobile telephones | 16.80 | 16.80 | 16.80 |
| fm 12 - Calls to Mobile telephones | 11.576 | 6.47 | 3.406 |
| $\mathrm{fm13-Calls} \mathrm{to} \mathrm{Mobile} \mathrm{telephones}$ | 17.969 | 15.281 | 8.536 |
| fm14-Calls to Mobile telephones | 11.52 | 11.52 | 11.52 |
| fm15-Calls to Mobile telephones | 12.72 | 12.72 | 12.72 |
| fm16-Calls to Mobile telephones | 11.576 | 6.47 | 3.406 |
| fm 17 - Calls to Mobile telephones | 11.40 | 11.40 | 11.40 |
| fwl - Calls to WiFi Services | 15.84 | 15.84 | 7.728 |
| fw2-Calls to WiFi Services | 14.999 | 12.48 | 6.359 |
| fw3-Calls to WiFi Services | 16.679 | 13.319 | 6.72 |
| fw4-Calls to WiFi Services | 16.199 | 9.899 | 4.955 |
| fw5-Calls to WiFi Services | 15.12 | 12.24 | 6.839 |
| fw6-Calls to WiFi Services | 13.20 | 10.56 | 6.359 |
| fw7-Calls to WiFi Services | 12.599 | 12.599 | 12.599 |
| fw8-Calls to WiFi Services | 19.20 | 14.999 | 6.359 |
| fw9-Calls to WiFi Services | 16.80 | 16.80 | 16.80 |
| fw10-Calls to WiFi Services | 10.046 | 10.046 | 10.046 |
| fw11-Calls to WiFi Services | 13.20 | 13.20 | 13.20 |
| fw12-Calls to WiFi Services | 13.20 | 13.20 | 13.20 |
| g1-Calls to Premium Rate Services | 6.126 | 2.552 | 2.552 |
| g2-Calls to Internet Services | 5.052 | 2.533 | 2.039 |
| $\mathrm{g}^{2}$ - Calls to Internet Services | 2.041 | 1.02 | 1.02 |
| g5-Calls to Internet Services | 1.02 | 0.611 | 0.509 |


| Type of Call | Pence per minute (Inc. VAT) |  |  |
| :---: | :---: | :---: | :---: |
|  | Daytime | Evening | Weekend |
| g6-Calls not including Internet Services | 5.105 | 5.105 | 5.105 |
| g7-Calls not including Internet Services | 10.211 | 10.211 | 10.211 |
| g8-Calls not including Internet Services | 1.02 | 1.02 | 1.02 |
| g9- Calls not including Internet Services | 2.041 | 2.041 | 2.041 |
| g10-Calls not including Internet Services | 3.062 | 3.062 | 3.062 |
| g11-Calls not including Internet Services | 4.084 | 4.34 | 4.084 |
| g12-Calls not including Internet Services | $\$^{6.126}$ | 6.125 | 6.126 |
| g13-Calls not including Internet Services | 7.147 | 7.147 | 7.147 |
| g14-Calls not including Internet Services | 8.169 | 8.169 | 8.169 |
| g15-Calls not including Internet Services | 9.19 | 9.19 | 9.19 |
| g16-Calls not including Internet Services | 2.041 | 1.02 | 1.02 |
| g17-Calls not including Internet Services | 3.062 | 2.041 | 12 |
| g18-Calls not including Internet Services | 4.033 | 1.02 | 1.02 |
| g19 - Calls not including Internet Services | 4.033 | 1.52 | 10 l |
| g20-Calls not including Internet Services | 5.0524.9920.509 | Calls to g6 numbers, which include among others, those prefixed 0844 477, 0844 499, 0844 576, 0844 815, cost 15 p plus 5.105 p per min for Calling Plan customers and 3.2 p plus 5.105 p per min for BT Basic customers. |  |
| g21-Calls to New Voice Services |  |  |  |
| g22-Calls not including Internet Services |  |  |  |
| $\frac{\mathrm{g} 23-\text { Calls not including Internet Services }}{\text { 26-Calls }}$ | $\begin{array}{\|l\|} \hline 8.075 \\ \hline 4.084 \\ \hline \end{array}$ |  |  |
| $\frac{\mathrm{g} 26-\text { Calls not including Internet Service }}{\mathrm{g} 27-\text { Calls not including Internet Servic }}$ |  |  |  |
| g28-Calls not including Internet Servees | 2.553 |  |  |
| i1-Calls to Internet Services | 5.10510.211 |  |  |
| i2-Calls to Internet Services |  |  |  |
| 13 - Calls to Internet Services | 10.211 <br> 1.02 |  | 1.02 |
| 14 - Calls to Internet Services | 1.02 | 2.041 | 2.041 |
| ```Calls to g11 numbers, which include those prefixed 0844387 cost 15p plus 4.084 p per min for Calling Plan customers and 3.2 p plus 4.084 p per min for BT Basic customers.``` |  | 3.062 | 3.062 |
|  |  | 4.084 | 4.084 |
|  |  | 6.126 | 6.126 |
|  |  | 7.147 | 7.147 |
|  |  | 8.169 9.19 | 8.169 |
|  |  | 2.041 | 1.02 |
|  |  | 1.52 | 1.02 |
| i15-Calls to Internet Services | 4.033 | 1.02 | 1.02 |
| i16-Calls to Internet Services | 4.033 | 4.033 | 4.033 |
| i17-Calls to Internet Services | 3.831 | 0.97 | 0.97 |
| i18-Calls to Internet Services | 3.63 | 0.919 | 0.919 |
| i19-Calls to Internet Services | 3.429 | 0.868 | 0.868 |
| $\mathrm{i} 20-$ Calls to Internet Services | 3.227 | 0.817 | 0.817 |
| i 21 - Calls to Internet Services | 3.062 | 1.02 | 1.02 |
| i22-Calls to Internet Services | 2.909 | 0.969 | 0.969 |
| $\mathrm{i}^{2} 2$ - Calls to Internet Services | 2.755 | 0.917 | 0.917 |
| i24-Calls to Internet Services | 2.909 | 1.02 | 1.02 |

Sec $\quad$ Exhibit 1. BT Ren


BT Price List
Section 2:Call Charges \& Exchange Line Services
Part 13:National and International Number Group Codes Used for Specialised Services - 08xx Numbers

| Subpart 1:Call Charges |  |  |  |
| :---: | :---: | :---: | :---: |
| Excludes calls made from BT Payphones (See Section 2 Part) . |  |  |  |
| Code |  | Charge Rate (a) | Categorisation for Customer Options (b) |
| 0800 (e) | no fee |  | 5 |
| 0808 (e) | no fee |  | 5 |
| 0843000 | g6 |  | 5 |
| 0843001 | g24 |  | 5 |
| 0843002 | f129 |  | 5 |
| 0843003 | 911 |  | 5 |
| 0843004 | 920 |  | 5 |
| 0843005 | g6 |  | 5 |
| 0843006 | 96 |  | 5 |
| 0843007 | 98 |  | 5 |
| 0843008 | 98 |  | 5 |
| 0843009 | 99 |  | 2 |
| 0843010 | g10 |  | 2 |
| 0843011 | g11 |  | 2 |
| 0843012 | g6 |  | 2 |
| 0843013 | 924 |  | 2 |
| 0843014 | 922 |  | 2 |
| 0843015 | g22 |  | 2 |
| 0843016 | g9 |  | 5 |


| 0844362 | g20 | 2 |
| :---: | :---: | :---: |
| 0844363 | g27 | 2 |
| 0844364 | g18 | 2 |
| 0844365 | 96 | 2 |
| 0844366 | g11 | 2 |
| 0844367 | g17 | 2 |
| 0844369 | 96 | 5 |
| 0844370 | g10 | 2 |
| 0844371 | 96 | 2 |
| 0844372 | g6 | 2 |
| 0844373 | 98 | 5 |
| 0844374 | 911 | 2 |
| 0844375 | 96 | 2 |
| 0844376 | 96 | 5 |
| 0844377 | g16 | 5 |
| 0844378 | 96 | 2 |
| 0844379 | g24 | 5 |
| 0844380 | g24 | 5 |
| 0844381 | 96 | 5 |
| 0844382 | g6 | 5 |
| 0844383 | g17 | 5 |
| 0844384 | 96 | 2 |
| 0844385 | 96 | 5 |
| 0844386 | g10 | 2 |
| 0844387 | g11 | 2 |
| 0844388 | 910 | 5 |


| 0844389 | g19 | 5 |
| :---: | :---: | :---: |
| 084439 | 911 | 5 |
| 0844393 | g11 | 2 |
| 0844397 | 911 | 2 |
| 0844398 | 928 | 5 |
| 084440 | 98 | 5 |
| 0844409 | 96 | 5 |
| 084441 | 96 | 2 |
| 0844416 | 924 | 2 |
| 084442 | 911 | 2 |
| 084443 | 910 | 2 |
| 0844432 | 911 | 2 |
| 0844441 | 96 | 2 |
| 0844443 | 96 | 2 |
| 0844444 | 96 | 5 |
| 0844445 | 96 | 2 |
| 0844446 | 924 | 5 |
| 0844447 | 96 | 5 |
| 0844448 | 96 | 2 |
| 0844449 | 96 | 5 |
| 0844450 | 96 | 2 |
| 0844451 | 96 | 2 |
| 0844452 | 96 | 5 |
| 0844453 | 96 | 5 |
| 0844454 | 96 | 2 |
| 0844456 | 96 | 5 |


Exhibit 1: BT Residential Calling Plans and BT Basic [Page 6 of 61

| 0844568 | 96 | 5 |
| :---: | :---: | :---: |
| 0844569 | 96 | 2 |
| 0844570 | 96 | 2 |
| 0844571 | 96 | 5 |
| 0844572 | 96 | 5 |
| 0844573 | 96 | 5 |
| 0844574 | 96 | 2 |
| 0844576 | 96 | 5 |
| 0844578 | 96 | 2 |
| 0844579 | 96 | 5 |
| 084458 | 96 | 5 |
| 0844581 | 96 | 2 |
| 0844582 | 96 | 2 |
| 084459 | g10 | 5 |
| 0844594 | g10 | 2 |
| 0844595 | g20 | 5 |
| 0844598 | g10 | 2 |
| 084460 | 98 | 5 |
| 0844604 | 96 | 5 |
| 084461 | g9 | 5 |
| 084462 | 910 | 5 |
| 0844625 | 96 | 5 |
| 084463 | 911 | 5 |
| 0844637 | g10 | 5 |
| 0844640 | f129 | 5 |
| 0844641 | f129 | 5 |

Call Charges \& Exchange Line Services Part 13:National and ... htp://www.bt.com/pricing/current/Call_Charges_boo/2-1632_d0e5.ht..

| 0844776 | 96 | 5 |
| :--- | :--- | :--- |
| 0844777 | 96 | 2 |
| 0844778 | 96 | 5 |
| 0844779 | 96 | 2 |
| 084478 | 920 | 5 |
| 0844780 | 96 | 5 |
| 0844786 | 920 | 2 |
| 0844787 | 911 | 2 |
| 084479 | 99 | 5 |
| 0844797 | 99 | 2 |
| 0844800 | 96 | 5 |
| 0844801 | 96 | 5 |
| 0844802 | 96 | 5 |
| 0844803 | 96 | 2 |
| 0844804 | 96 | 2 |
| 0844805 | 96 | 5 |
| 0844806 | 96 | 2 |
| 0844807 | 96 | 2 |
| 0844808 | 96 | 2 |
| 0844809 | 96 | 2 |
| 0844810 | 924 | 2 |
| 0844811 | 96 | 2 |
| 0844812 | 96 | 2 |
| 0844813 | 96 | 2 |
| 0844814 | 96 | 2 |
| 0844815 | 96 | 5 |
|  |  | 5 |

38 of 90

Section 2:Call Charges \& Exchange Line Services Part 13:National and ... http://www.bt.com/pricing/current/Call_Charges_boo/2-1632_d0e5.ht..

| 0844844 | 96 | 2 |
| :--- | :--- | :--- |
| 0844845 | 96 | 5 |
| 0844846 | 96 | 5 |
| 0844847 | 96 | 5 |
| 0844848 | 96 | 5 |
| 0844850 | 96 | 5 |
| 0844851 | 919 | 5 |
| 0844853 | 911 | 5 |
| 0844854 | 96 | 5 |
| 0844855 | 96 | 5 |
| 0844856 | 96 | 5 |
| 0844857 | 911 | 5 |
| 0844858 | 96 | 5 |
| 084486 | 98 | 5 |
| 0844870 | 96 | 5 |
| 0844871 | 96 | 5 |
| 0844872 | 920 | 5 |
| 0844873 | 96 | 5 |
| 0844874 | 96 | 5 |
| 0844875 | 96 | 5 |
| 0844876 | 96 | 5 |
| 0844877 | 96 | 5 |
| 0844878 | 96 | 5 |
| 0844879 | 96 | 5 |
| 0844880 | 96 | 5 |
| 0844881 | 96 | 5 |
|  |  | 5 |

## Broadband and <br> home phone price list

Prices effective from 30th April 2013


## Our packages*

for customers who joined after 21 September 2010


Oadband and home phone price ist: Call charg
11

## Call charges

 mobiles unless stated| Australia (incl Christmas and Cocos Islands) | Austria | Belgium | Canada <br> (includes calls to mobiles) | Canary slands |
| :---: | :---: | :---: | :---: | :---: |
| Cyprus <br> (excludes North Cyprus) | Czech Republic | Denmark | France | Germany |
| Greece | Hungary | Republic of treland | \|taly | Luxembourg |
| Netherlands | New Zealand | Poland | Spain | sweden |
| The Vatican | USA (includes calls <br> to mobiles) |  |  |  |

You can call these 22 international destinations for up to
60 continuous minutes in any time period. If your call lasts $\begin{aligned} & \text { There is a limit to the number of these types of calls you can } \\ & \text { make within each month. For details see our fair Use Policy at }\end{aligned}$

0845 and 0870 (sometimes known as Number Translation Services or NTS)


Home Phone Number Ranges
Calls from your Home Phone to Specialised Numbers
Effective from 30th April 2013


## r畀

| Use together with the |
| :---: |
| This document shows a range of Specialised Numbers su Personal Numbering Services, Wi-Fi Numbers, Pager and Messaging Services, Premium rate Services, Internet Servic Satellite Numbers, Fixed Fee calls, Multimedia Services, an Specialised Services |
| ind t |
| 1. Find the dialling code for your number or <br> 2. Use this document to look up the charge <br> fm4) for your number <br> 3. Check the Home Phone Price List for the |

How to use this document

The prefixes used by GPs are
highlighted. This one shows that those which start 0844387 are g11 numbers.

|  |
| :---: |



| Number <br> Rang | Charge |
| :---: | :---: |
| 0844540 | 96 |
| 0844542 | 96 |
| 0844543 | 96 |
| 0844544 | 96 |
| 0844545 | 96 |
| 0844546 | 96 |
| 0844547 | 96 |
| 0844548 | 96 |
| 0844549 | 96 |
| 0844550 | 96 |
| 0844551 | 96 |
| 0844552 | 96 |
| 0844553 | 96 |
| 0844554 | 96 |
| 0844555 | 96 |
| 0844556 | 96 |
| 0844557 | 96 |
| 0844558 | 96 |
| 0844559 | 96 |
| 0844560 | 96 |
| 0844561 | 96 |
| 0844562 | 96 |
| 0844563 | 96 |
| 0844564 | 96 |
| 0844565 | 96 |
| 0844566 | 96 |



Contents $\Rightarrow$

$\Leftarrow$


| 0844854 | 96 |
| :--- | :--- |
| 0844855 | 96 |


| 0844855 | 96 |
| :--- | :--- |
| 084885 | 96 |


| 0844856 | 96 |
| :--- | :--- |
| 0844857 | 911 |
| 80485 | 9 |


| 0844858 | 96 |
| :--- | :--- |
| 084486 | 98 |


| 084486 | 98 |
| :--- | :--- |
| 0844870 | 96 |


| 0844870 | 96 |
| :--- | :--- |
| 084971 | 9 |


| 0844871 | 96 |
| :---: | :---: |
| 0844872 | 920 |

$0844873 \quad 96$

| 0844874 | 96 |
| :--- | :--- |
| 084875 | 96 |

$084875 \quad 96$

| 0844876 | 96 |
| :--- | :--- |
| 0844877 | 96 |

0844877

| 0844878 | 96 |
| :--- | :--- |
| 0844879 | 96 |
| 0844880 | 96 |

$0844880 \quad 96$
$0848881 \quad 96$

| 0844884 | 96 |
| :--- | :--- |
| 084885 | 96 |


| 844885 | 96 |
| :--- | :--- |
| 84886 | 927 |

0844887

| 0844887 | 96 |
| :--- | :--- |
| 084888 | 96 |
| 084839 | 96 |

0844889 g6

| 0844890 | 910 |
| :--- | :--- |
| 044891 | 910 |


| 0848948 | 9 |
| :--- | :--- | :--- |
| 08448 |  |


| 0844892 | 910 |
| :--- | :--- | :--- |
| 0844893 | 910 |





## The co-operative

phone \& broadband










 \begin{tabular}{l}
0844354 <br>
\hline 0844355 <br>
g11: Calls not including Internet <br>
\hline g11: Calls not including Internet

 

\hline 0844366 \& gi1: Calll sot including Internet <br>
\hline 0844374 \& g11: Calls not includining Internet <br>
\hline
\end{tabular}



 | 0844393 | g11: Calls not including Intermet |
| :--- | :--- |
| 0844397 | g11: Calls not including Intermet |

 \begin{tabular}{ll}
084432 \& gi1: Calls not including Intermet <br>
\hline 0844480 \& g11: Calls not induduing Intermet <br>
\hline

 

0844480 \& g11: Calls not including Internet <br>
\hline 0844494 \& g11: Calls not indluding Internet <br>
\hline
\end{tabular}

|  | ding Inter |
| :---: | :---: |
| 0844675 | 911: Calls not including Internet |
| 084470 | 911: Calls not including Internet |
| 0844717 | 911: Calls not including Internet |
| 0844730 | 911: Calls not including Internet |
| 0844731 | g11: Calls not including Internet |
| 0844733 | 911: Calls not including Internet |
| 0844734 | g11: Calls not including Internet |
| 0844735 | 911: Calls not including Internet |
| 0844736 | 911: Calls not including Internet |
| 0844738 | 911: Calls not including Internet |
| 0844787 | 911: Calls not including Internet |
| 0844823 | 911: Calls not including Internet |
| 0844853 | 911: Calls not including Internet |
| 0844857 | 911: Calls not including Internet |
| 0844900 | 911: Calls not including Internet |
| 0844901 | 911: Calls not including Internet |
| 0844902 | 911: Calls not including Internet |
| 0844903 | 911: Calls not including Internet |
| 0844904 | 911: Calls not including Internet |
| 0844905 | 911: Calls not including Internet |
| 0844906 | 911: Calls not including Internet |
| 0844909 | 911: Calls not including Internet |
| 084492 | 911: Calls not including Internet |
| 0844921 | 911: Calls not including Internet |
| 084494 | 911: Calls not including Internet |
| 0844956 | 911: Calls not including Internet |
| 0844968 | 911: Calls not including Internet |
| 43034 | 912: Calls not including Internet |


| 087129 | g12: Calls not including Internet |
| :--- | :--- |
| 0871290 | g12: Calls not including Internet |
| 0871291 | \|2: |



 \begin{tabular}{|l|l|}
\hline 01296 \& g12: Calls not not includuing Internet <br>
\hline 0871297 \& g12: Calls not including Iteret <br>
\hline 0871 298 \& Intenet <br>
\hline

 

\hline 0871298 \& g12: Calls not ni ncluding Internet <br>
\hline 087382 \& g12: Calls not including Internet <br>
\hline 0871391 \& gin <br>
\hline
\end{tabular}



 \begin{tabular}{|l|l|}
\hline 087397 \& g12: Calls not includuing Internet <br>
\hline $012:$ Call <br>
\hline 0871494 \& git <br>
\hline

 

0877464 \& g12: Calll not including Internet <br>
\hline 0871510 \& gi2: <br>
\hline 0871511 \& gals not includingin Intermet <br>
\hline g12: Calls not including Internet <br>
\hline
\end{tabular}

 \begin{tabular}{lll}
0871514 \& g12: Calis not including Internet <br>
\hline 0871516 \& g12: Call sot includinin It Iteret <br>
gi2: Calls not includind Int

 

\hline 0871517 \& g12:Calls not including Internet <br>
\hline 0871518 \& g12: Calls not inclodinin Iteret <br>
\hline gi2: Calls not includuding Internet <br>
\hline
\end{tabular}

 | 0871533 | g12: Calls not including Internet |
| :--- | :--- |
| 087534 | g12: Calls sot includuing Iteret |
| 0871536 | $912:$ Calls not including Internet |





## The co-operative






Exhibit 4: Primus Saver IPaae 1 of 11

## Primus

Home Phone Max Pricing Guide

| Home Phone Max Package Pricing |  |
| :--- | :---: |
| Package Price | $£ 18.39$ per month |
| Contract Length | 18 Months |


| Home Phone Max Package Description |  |
| :--- | :--- |
| Keep existing number and services | Free unlimited calls anytime 24/7 to UK landlines <br> (01,02 and 03) |
| Primus will handle your line instead of BT | Free itemised monthly e-bill |
| Free Voicemail service | UK based customer service |


| UK Local and National Calls |  |
| :--- | :--- |
| Weekend | FREE (up to 90 mins) |
| Evening | FREE (up to 90 mins) |
| Daytime | FREE (up to 90 mins) |


| UK Mobile Calls |  |  |  |
| :--- | :---: | :---: | :---: |
|  | Weekend | Evening | Daytime |
| O2 | $12 p$ | $14 p$ | $16 p$ |
| Orange | $12 p$ | $14 p$ | $16 p$ |
| T-Mobile | $12 p$ | $14 p$ | $16 p$ |
| Vodafone | $12 p$ | $14 p$ | $16 p$ |
| 3 | $12 p$ | $14 p$ | $16 p$ |


| Non-Geographic Rates |  |  |  |
| :--- | :---: | :---: | :---: |
|  | Weekend | Evening | Daytime |
| $\mathbf{0 8 4 5}$ | $8 p$ | $8 p$ | $8 p$ |
| $\mathbf{0 8 7 0}$ | $8 p$ | $8 p$ | $8 p$ |

Home Phone Max: package prices are shown inclusive of VAT. An 18 month contract applies on calls package and line rental. Customers preferring to receive a paper bill are charged an additional $£ 2$ (incl. VAT) per month. Customers preferring to pay for the
service by means other than Direct Debit will be charged an additional $£ 2$ (incl. VAT) per month. Rates are shown in pence per minute service by means other than Direct Debit will be charged an additional £2 (incl. VAT) per month. Rates are shonn in pence per minute,
inclusive of VAT. All rates are charged per minute and are rounded to the nearest penny. Tariffs are effective from 1st March 2013 and are subject to change as specified in the Primus Saver terms and conditions. A call set up fee of 13.4 f applies for all non-inclusive calls. The rates shown apply from fixed line phones. Primus Home Phone Terms and Conditions apply.

To view these PDF documents, go to www.primussaver.co.uk/pricing-phone-only.html Download the "Package Overview" for "Home Phone Max" and the "Non-Geographical" PDF.

## Primus

Non-Geographical Call Rates
The price of calls to Specialised Numbers from Primus Saver Fixed Lines
Rates in pence per minute

|  | INC VAT (pence) |  |  |  | EX VAT (pence) |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Connection Fee | Daytime | Evening | Weekend | Connection Fee | Daytime | Evening | Weekend |
| c-Calls to Message Services and Personal Numbering Services | 12.90 | 12.84 | 7.44 | 3.92 | 10.75 | 10.70 | 6.20 | 3.27 |
| d - Calls to Personal Numbering Services | 12.90 | 17.06 | 10.06 | 10.06 | 10.75 | 14.22 | 8.38 | 8.38 |
| e - Calls to Personal Numbering Services | 12.90 | 5.04 | 5.04 | 5.04 | 10.75 | 4.20 | 4.20 | 4.20 |
| f-Calls to Personal Numbering Services and Mobile telephones | 12.90 | 30.64 | 20.42 | 10.21 | 10.75 | 25.53 | 17.02 | 8.51 |
| fm 1 - Calls to Mobile telephones | 12.90 | 11.58 | 6.47 | 3.41 | 10.75 | 9.65 | 5.39 | 2.84 |
| fm2 - Calls to Mobile telephones | 12.90 | 11.58 | 6.47 | 3.41 | 10.75 | 9.65 | 5.39 | 2.84 |
| fm3-Calls to Mobile telephones | 12.90 | 11.58 | 6.47 | 3.41 | 10.75 | 9.65 | 5.39 | 2.84 |
| fm4 - Calls to Mobile telephones | 12.90 | 11.58 | 6.47 | 3.41 | 10.75 | 9.65 | 5.39 | 2.84 |
| fm5 - Calls to Mobile telephones | 12.90 | 11.58 | 6.47 | 3.41 | 10.75 | 9.65 | 5.39 | 2.84 |
| fm6 - Calls to Mobile telephones | 12.90 | 11.58 | 6.47 | 3.41 | 10.75 | 9.65 | 5.39 | 2.84 |
| fm7 - Calls to Mobile telephones | 12.90 | 11.58 | 6.47 | 3.41 | 10.75 | 9.65 | 5.39 | 2.84 |
| fm8 - Calls to Mobile telephones | 12.90 | 11.58 | 6.47 | 3.41 | 10.75 | 9.65 | 5.39 | 2.84 |
| fm9 - Calls to Mobile telephones | 12.90 | 11.58 | 6.47 | 3.41 | 10.75 | 9.65 | 5.39 | 2.84 |
| fm10 - Calls to Mobile telephones | 12.90 | 19.20 | 15.00 | 6.36 | 10.75 | 16.00 | 12.50 | 5.30 |
| fm11-Calls to Mobile telephones | 12.90 | 16.80 | 16.80 | 16.80 | 10.75 | 14.00 | 14.00 | 14.00 |
| fm12 - Calls to Mobile telephones | 12.90 | 13.48 | 13.48 | 13.48 | 10.75 | 11.23 | 11.23 | 11.23 |
| fm13-Calls to Mobile telephones | 12.90 | 17.97 | 15.28 | 8.54 | 10.75 | 14.97 | 12.73 | 7.11 |


|  | INC VAT (pence) |  |  |  | EX VAT (pence) |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Connection Fee | Daytime | Evening | Weekend | Connection Fee | Daytime | Evening | Weekend |
| g5 - Calls to Internet Services | 12.90 | 1.02 | 0.61 | 0.51 | 10.75 | 0.85 | 0.51 | 0.42 |
| g6-Calls not including Internet Services | 12.90 | 5.11 | 5.11 | 5.11 | 10.75 | 4.25 | 4.25 | 4.25 |
| g7-Calls not including Internet Services | 12.90 | 10.21 | 10.21 | 10.21 | 10.75 | 8.51 | 8.51 | 8.51 |
| g8 - Calls not including Internet Services | 12.90 | 1.02 | 1.02 | 1.02 | 10.75 | 0.85 | 0.85 | 0.85 |
| g9 - Calls not including Internet Services | 12.90 | 2.04 | 2.04 | 2.04 | 10.75 | 1.70 | 1.70 | 1.70 |
| g10 - Calls not including Internet Services | 12.90 | 3.06 | 3.06 | 3.06 | 10.75 | 2.55 | 2.55 | 2.55 |
| g11-Calls not including Internet Services | 12.90 | 4.08 | 4.08 | 4.08 | 10.75 | 3.40 | 3.40 | 3.40 |
| g12 - Calls not including Internet Services | 12.90 | 6.13 | 6.13 | 6.13 | 10.75 | 5.11 | 5.11 | 5.11 |
| g13-Calls not including Internet Services | 12.90 | 7.15 | 7.15 | 7.15 | 10.75 | 5.96 | 5.96 | 5.96 |
| g14 - Calls not including Internet Services | 12.90 | 8.17 | 8.17 | 8.17 | 10.75 | 6.81 | 6.81 | 6.81 |
| g15-Calls not including Internet Services | 12.90 | 9.19 | 9.19 | 9.19 | 10.75 | 7.66 | 7.66 | 7.66 |
| g16-Calls not including Internet Services | 12.90 | 2.04 | 1.02 | 1.02 | 10.75 | 1.70 | 0.85 | 0.85 |
| g17-Calls not including Internet Services | 12.90 | 3.06 | 2.04 | 1.02 | 10.75 | 2.55 | 1.70 | 0.85 |
| g18-Calls not including Internet Services | 12.90 | 4.03 | 1.02 | 1.02 | 10.75 | 3.36 | 0.85 | 0.85 |
| g19 - Calls not including Internet Services | 12.90 | 4.03 | 1.52 | 1.02 | 10.75 | 3.36 | 1.27 | 0.85 |
| g20 - Calls not including Internet Services | 12.90 | 5.05 | 2.53 | 2.04 | 10.75 | 4.21 | 2.11 | 1.70 |
| g21 - Calls to New Voice Services | 12.90 | 4.99 | 2.04 | 1.20 | 10.75 | 4.16 | 1.70 | 1.00 |
| g22 - Calls not including Internet Services | 12.90 | 0.51 | 0.51 | 0.51 | 10.75 | 0.42 | 0.42 | 0.42 |
| g23-Calls not including Internet Services | 12.90 | 8.08 | 4.03 | 1.52 | 10.75 | 6.73 | 3.36 | 1.27 |



This defines "UK" calls as being to numbers that start with $01,02,03$ and 0870 only.

Cals not including Internet Services


Calls to Satellite Numbers
These are calls to Satellite Numbers. Please note that the per minute charges are in $£$ per minute rather than

| Charge-band | Comnection Fee | £ per minute at all times |
| :---: | :---: | :---: |
| InMARSATA | 13.87 | 6.06 |
| INMARSAT B-Sat (in BaAN) | 13.87 | 3.88 |
| INMARSAT B-Sat High Speed Data - Duplex (ind. BGAN High Speed Data) | 13.87 | 9.70 |
| INMARSATM-Sat | 13.87 | 4.03 |
| M4 High Speed Data PSTNISDN | 13.87 | 720 |
| Na96 | 13.87 | 720 |
| Mobiq (Mini-M)/M4 Voice | 13.87 | 2.65 |
| skyphone | 13.87 | 5.82 |
| Emsat | 13.87 | 223 |
| Charge-band | Comnection Fee | £ per minute at all times |
| Thuraya (code 008216) | £1.80 | 3.61 |
| Navitas | E1.80 | 0.92 |
| Charge-band | Minimum Call charge | £ per minute at all times |
| Iridium (code 008816/7) | $£ 180$ | 3.61 |



| To view the www.talkta "Pricing" but | $\begin{aligned} & \mathrm{uk} / \mathrm{p} \\ & \text { for } \end{aligned}$ | go to nen kage | ick | n the |
| :---: | :---: | :---: | :---: | :---: |
| 12 |  |  |  |  |
| Dinetere Enaimes 0 al3 | ${ }_{150}$ | ${ }^{197975}$ | 179750 | ${ }_{197950}$ |
| Dipecare Exauites $01 / 4$ | ${ }^{30.350}$ |  |  |  |
| Diracoer Equites 0175 | ${ }^{337}$ |  | - |  |
|  |  |  |  |  |


|  | Calconmection Charge | Per minue Charge |  |  |
| :---: | :---: | :---: | :---: | :---: |
| Chargeland | (atallumes) | Dayime | Even | end |
| Serices 64 Rate | ${ }^{15}$ | ${ }^{2.6 p}$ | ${ }^{1.5 p}$ | ${ }^{1.5 p}$ |
| Serices 65 Rate | ${ }^{15 p}$ | 1.02 p | ${ }^{0.61 p}$ | 0.51p |
| Services 66 Rate | ${ }^{15 p}$ | 6.620 | ${ }^{6.62 p}$ | ${ }_{6.62 p}$ |
| Serices 67 Rate | ${ }^{15 p}$ | ${ }^{13,16}$ |  | ${ }^{13.16 p}$ |
| Serices ©8 Rate | ${ }^{15 p}$ | 2.14 p |  | 2.14 p |
| Serices 99 Rate | ${ }^{15 p}$ |  |  | 3.29p |
| Services 610 Rate | ${ }^{15 p}$ | ${ }_{5}$ |  | ${ }^{5 p}$ |
| Services G11 Rate | ${ }^{15 p}$ | $6.64 p$ | $6.64 p$ |  |
| Services 612 Rate | ${ }^{15 p}$ | 12 |  |  |
| Serices 613 Rate | ${ }_{15 p}$ | ${ }_{9.87 p}$ | ${ }_{9.87 p}$ |  |
| Serices 614 Rate | ${ }_{15 p}$ | ${ }^{10.65 p}$ | ${ }^{10.65 p}$ |  |
| Services 615 Rate | ${ }^{15 p}$ | ${ }^{11.760}$ |  |  |
| Senices 616 Rate | ${ }_{15 p}$ | 3.4p | $2_{2 p}$ |  |
| Serices 617 Rate | ${ }^{15 p}$ | 4.540 | 250 |  |
| Services 618 Rate | ${ }^{15 p}$ | or c | stome | s on |
| Serices 619 Rate | ${ }^{15 p}$ | Week | nd, c | alls to |
| Services G20 Rate <br> Services G21 Rate | $\begin{aligned} & \text { 1sp } \\ & \text { see Rates. } \end{aligned}$ | 15p | nnec | n plu |
| Serices 62 Rate | ${ }^{15 p}$ | ${ }^{1.57 p}$ | ${ }^{1.57 p}$ | ${ }^{1.57 \mathrm{p}}$ |
| For customers on Talk UK Evening \& Weekend, calls to g11 numbers cost 15 p connection plus 6.64 p per min. |  |  |  | 5.38p |
|  |  |  |  | ${ }^{5.38 p}$ |
|  |  |  |  | 1.02 p |
|  |  |  |  | ${ }_{3 p}$ |
| Serices 628 Rate | ${ }^{15 p}$ | ${ }^{\text {3.99p }}$ | ${ }^{3.99 p}$ | 3.99p |
| Services 1 Rate | ${ }^{15 p}$ | 6.94p | 6.94p | 6.94p |
| Services 12 Rate | ${ }^{15 p}$ | ${ }^{10.27 p}$ | 10.21 p | 10.21 p |
| Services 13 Rate | ${ }^{15 p}$ | 1.02 p | 1.02 p | 1.02 p |
| Services 1 Rate | ${ }^{15 p}$ | 2.04 p | ${ }^{2.04 p}$ | 2.04 p |
| Servicses 15 Rate | ${ }^{15 p}$ | ${ }^{3.06 p}$ | ${ }^{3.06 p}$ | ${ }^{3.06 p}$ |
| Serices 18 Rate | ${ }^{15 p}$ | 4.08 p | ${ }^{4.08 p}$ | 4.08 p |
| Services 18 Rate | ${ }^{15 p}$ | 4.08 p | ${ }^{4.08 p}$ | 4.88 p |
| Services 19 Rate | ${ }^{15 p}$ | 7.48 p | ${ }^{7.48 p}$ | 7.48 p |
| Services 10 Rate | ${ }^{15 p}$ | $7.15 p$ | ${ }^{7.150}$ | 7.15p |
| Serices 111 Rate | ${ }^{15 p}$ | 8.17 p | ${ }^{8.17 p}$ | ${ }^{8.17 \mathrm{p}}$ |
| Serices 112 Rate | ${ }^{15 p}$ | 9.19p | 9.19p | 9.19p |
| Services 113 Rate | ${ }^{15 p}$ | ${ }^{3.06 p}$ | ${ }^{2.04 p}$ | 1.02 p |
| Serices 114 Rate | ${ }^{15 p}$ | 4.12 p | ${ }^{2.17 p}$ | 1.22 p |
| Serices 115 Rale | ${ }^{15 p}$ | 4.03 p | ${ }^{1.02 p}$ | 1.02 p |
| Services 116 Rale | ${ }^{15 p}$ | 4.03 p | 4.33p | 4.03p |
| Serices 17 Rate | ${ }^{15 p}$ | 3.84p | ${ }^{0.98 p}$ | 0.98p |
| Sevices 118 Rate | ${ }^{15 p}$ | 3.63p | 0.92p | 0.92p |
| Services 119 Rate | ${ }^{15 p}$ | 3.43p | ${ }^{0.87 p_{p}}$ | $0^{0.87 p}$ |
| Senvices 20 Rate | ${ }^{15 p}$ | ${ }^{3.24}$ | ${ }^{0.82 p}$ | ${ }^{0.82 p}$ |
| Serices 30 Rate | ${ }^{15 p}$ | 4.34p | ${ }^{\text {3.73p }}$ | ${ }^{1.3 p}$ |
| Serices 133 Rate | ${ }^{15}$ | 5.81p | 5.09p | ${ }^{2659}$ |

20/10/2013 21:19


## Specialised number list in order of prefixes

Please visit: https://sales.talktalk.co.uk/pricing

| PREFIX | CHARGEBAND |
| :--- | :--- |
| 0300 | Services G21 Rate |
| 0302 | Services G21 Rate |
| 0303 | Services G12 Rate |
| 0306 | Services G21 Rate |
| 0330 | Services G21 Rate |
| 0331 | Services G21 Rate |
| 0332 | Services G12 Rate |
| 0333 | Services G21 Rate |
| 0343 | Services G21 Rate |
| 0344 | Services G21 Rate |
| 0335 | Services G22 Rate |
| 0370 | Services G21 Rate |
| 0371 | Services G21 Rate |
| 0372 | Services G21 Rate |
| 0500 | Free |
| 05516 | Services G21 Rate |
| 055114 | Services G21 Rate |
| 055551 | Services G21 Rate |
| 05553 | Services G22 Rate |
| 055554 | Services G21 Rate |
| 055555 | Services G21 Rate |
| 055883 | Services G6 Rate |
| 05888 | Services G21 Rate |
| 0551100 | Services G6 Rate |
| 0551107 | Services G21 Rate |
| 0555500 | Services G21 Rate |
| 0555508 | Services G6 Rate |
| 0558866 | Services G21 Rate |
| 056 | Services G21 Rate |
| 0560 | Services G21 Rate |
| 07000 | Services D Rate |
| 07001 | Services D Rate |
| 07002 | Services PN22 Rate |
| 07004 | Services PN22 Rate |
| 07007 | Services K Rate |
| 07008 | Services PN2 Rate |
| 07009 | Services D Rate |
| 07010 | Services PN2 Rate |
| 07017 | Services PN2 Rate |
| 07020 | Services D Rate |
| 07050 | Services K Rate |
| 07051 | Services J Rate |
| 07056 | Services PN2 Rate |
| 07057 | Services PN2 Rate |
|  |  |


| PREFIX | CHARGEBAND |
| :--- | :--- |
| 079785 | Services FW1 3GV Rate |
| 07976 | Services FM10 Rate |
| 079787 | Services FM10 Rate |
| 079788 | Services FW3 Rate |
| 0800 | Free |
| 0808 | Free |
| 084305 | Services G6 Rate |
| 084306 | Services G6 Rate |
| 084307 | Services G6 Rate |
| 084308 | Services G6 Rate |
| 084309 | Services G6 Rate |
| 084404 | Services G5 Rate |
| 084422 | Services G9 rate |
| 084423 | Services G10 rate |
| 08425 | Services G11 Rate |
| 084426 | Services G8 rate |
| 084427 | Services Fixed Fee FF29 |
| 084431 | Services G11 Rate |
| 08433 | Services G6 Rate |
| 084439 | Services G11 Rate |
| 084440 | Services G8 rate |
| 084441 | Services G6 Rate |
| 08442 | Services G11 Rate |
| 084443 | Services G10 rate |
| 084446 | Services G9 rate |
| 084449 | Services G6 Rate |
| 084422 | Services G17 Rate |
| 084453 | Services G18 Rate |
| 084458 | Services G6 Rate |
| 084459 | Services G10 rate |
| 084460 | Services G8 rate |
| 084461 | Services G9 rate |
| 084462 | Services G10 rate |
| 084463 | Services G11 Rate |
| 08465 | Services G8 rate |
| 084466 | Services G6 Rate |
| 084470 | Services G11 Rate |
| 084471 | Services G19 Rate |
| 084472 | Services G8 rate |
| 084774 | Services G9 rate |
| 084475 | Services G8 rate |
| 084476 | Services G9 rate |
| 084488 | Services G20 Rate |
| 084779 | Services G9 rate |
| 084486 | Services G8 rate |
| 084492 | Services G11 Rate |
| 084493 | Services G10 rate |
| 08494 | Services G11 Rate |
| 084496 | Services G17 Rate |
| 0843000 | Services G6 Rate |
| 0843001 | Services G24 Rate |
| 0843002 | Services Fixed Fee FF29 |
|  |  |


| PREFIX | charg Geband |
| :--- | :--- |
| 0844371 | Services G6 Rate |
| 0844372 | Services G6 Rate |
| 0844373 | Services G8 rate |
| 084374 | Services G11 Rate |
| 0843775 | Services G6 Rate |
| 0844376 | Services G6 Rate |
| 0844377 | Services G16 Rate |
| 0844378 | Services G6 Rate |
| 084379 | Services G24 Rate |
| 0844380 | Services G24 Rate |
| 0844381 | Services G6 Rate |
| 084482 | Services G6 Rate |
| 084383 | Services G17 Rate |
| 0844384 | Services G6 Rate |
| 0844385 | Services G6 Rate |
| 0844386 | Services G10 rate |
| 084387 | Services G11 Rate |
| 0844388 | Services G10 rate |
| 0844389 | Services G19 Rate |
| 0844393 | Services G11 Rate |
| 084397 | Services G11 Rate |
| 0844398 | Services G28 Rate |
| 0844409 | Services G6 Rate |
| 0844416 | Services G24 Rate |
| 084432 | Services G11 Rate |
| 0844441 | Services G6 Rate |
| 0844443 | Services G6 Rate |
| 0844444 | Services G6 Rate |
| 084445 | Services G6 Rate |
| 0844446 | Services G24 Rate |
| 0844447 | Services G6 Rate |
| 0844448 | Services G6 Rate |
| 084449 | Services G6 Rate |
| 0844450 | Services G6 Rate |
| 0844451 | Services G6 Rate |
| 0844452 | Services G6 Rate |
| 084453 | Services G6 Rate |
| 0844454 | Services G6 Rate |
| 0844456 | Services G6 Rate |
| 0844470 | Services G6 Rate |
| 084471 | Services G6 Rate |
| 0844472 | Services G6 Rate |
| 0844473 | Services G6 Rate |
| 0844474 | Services G6 Rate |
| 084476 | Services G6 Rate |
| 0844477 | Services G6 Rate |
| 0844478 | Services G6 Rate |
| 0844479 | Services G6 Rate |
| 084480 | Services G11 Rate |
| 0844481 | Services G6 Rate |
| 0844482 | Services G6 Rate |
| 0844484 | Services G6 Rate |
|  |  |


| PREFIX | CHARGEBAND |
| :---: | :---: |
| 0844559 | Services G6 Rate |
| 0844560 | Services G6 Rate |
| 0844561 | Services G6 Rate |
| 0844562 | Services G6 Rate |
| 0844563 | Services G6 Rate |
| 0844564 | Services G6 Rate |
| 0844565 | Services G6 Rate |
| 0844566 | Services G6 Rate |
| 0844567 | Services G6 Rate |
| 0844568 | Services G6 Rate |
| 0844569 | Services G6 Rate |
| 0844570 | Services G6 Rate |
| 0844571 | Services G6 Rate |
| 0844572 | Services G6 Rate |
| 0844573 | Services G6 Rate |
| 0844574 | Services G6 Rate |
| 0844576 | Services G6 Rate |
| 0844578 | Services G6 Rate |
| 0844579 | Services G6 Rate |
| 0844581 | Services G6 Rate |
| 0844582 | Services G6 Rate |
| 0844594 | Services G10 rate |
| 0844595 | Services G20 Rate |
| 0844598 | Services G10 rate |
| 0844604 | Services G6 Rate |
| 0844625 | Services G6 Rate |
| 0844637 | Services G10 rate |
| 0844640 | Services Fixed Fee FF29 |
| 0844641 | Services Fixed Fee FF29 |
| 0844643 | Services Fixed Fee FF29 |
| 0844644 | Services G6 Rate |
| 0844645 | Services Fixed Fee FF29 |
| 0844646 | Services Fixed Fee FF29 |
| 0844647 | Services Fixed Fee FF29 |
| 0844648 | Services Fixed Fee FF29 |
| 0844649 | Services G6 Rate |
| 0844653 | Services G24 Rate |
| 0844656 | Services G6 Rate |
| 0844659 | Services G6 Rate |
| 0844660 | Services G6 Rate |
| 0844661 | Services G6 Rate |
| 0844670 | Services G22 Rate |
| 0844671 | Services G8 rate |
| 0844672 | Services G27 Rate |
| 0844673 | Services G10 rate |
| 0844674 | Services G9 rate |
| 0844675 | Services G11 Rate |
| 0844676 | Services G24 Rate |
| 0844677 | Services G4 Rate |
| 0844678 | Services G19 Rate |
| 0844679 | Services G19 Rate |
| 0844680 | Services G24 |

Exhibit 6: TalkTalk [Page 3 of 31


| PREFIX | CHARGEBAND |
| :---: | :---: |
| 0844853 | Services G11 Rate |
| 0844854 | Services G6 Rate |
| 0844855 | Services G6 Rate |
| 0844856 | Services G6 Rate |
| 0844857 | Services G11 Rate |
| 0844858 | Services G6 Rate |
| 0844870 | Services G6 Rate |
| 0844871 | Services G6 Rate |
| 0844872 | Services G20 Rate |
| 0844873 | Services G6 Rate |
| 0844874 | Services G6 Rate |
| 0844875 | Services G6 Rate |
| 0844876 | Services G6 Rate |
| 0844877 | Services G6 Rate |
| 0844878 | Services G6 Rate |
| 0844879 | Services G6 Rate |
| 0844880 | Services G6 Rate |
| 0844881 | Services G6 Rate |
| 0844884 | Services G6 Rate |
| 0844885 | Services G6 Rate |
| 0844886 | Services G27 Rate |
| 0844887 | Services G6 Rate |
| 0844888 | Services G6 Rate |
| 0844889 | Services G6 Rate |
| 0844890 | Services G10 rate |
| 0844891 | Services G10 rate |
| 0844892 | Services G10 rate |
| 0844893 | Services G10 rate |
| 0844894 | Services G10 rate |
| 0844895 | Services G10 rate |
| 0844896 | Services G10 rate |
| 0844897 | Services G10 rate |
| 0844898 | Services G10 rate |
| 0844899 | Services G6 Rate |
| 0844900 | Services G11 Rate |
| 0844901 | Services G11 Rate |
| 0844902 | Services G11 Rate |
| 0844903 | Services G11 Rate |
| 0844904 | Services G11 Rate |
| 0844905 | Services G11 Rate |
| 0844906 | Services G11 Rate |
| 0844907 | Services G10 rate |
| 0844909 | Services G11 Rate |
| 0844910 | Services G10 rate |
| 0844911 | Services G10 rate |
| 0844912 | Services G10 rate |
| 0844914 | Services G10 rate |
| 0844915 | Services G10 rate |
| 0844916 | Services G10 rate |
| 0844917 | Services G10 rate |
| 0844918 | Services G10 rate |
| 0844919 | Services G6 Rate |

## Calls from home residential tariffs

To view these documents in full, go to www.virginmedia.com/callcosts Then scroll down to the "Call charges for cable customers" heading, under which is the September 2013 price list. Immediately below that is "Call charges to UK non-geographic numbers"; download the document of prefixes by clicking "View costs".

## Direct dialled call charges

Call charges are shown in pence per minute but you will be charged for the time you are connected to the network.
Call durations are accurate to plus or minus 1.1 seconds and rounded up to the next minute.
Charge band periods are accurate to within plus or minus one minute.
Call charges are rounded up to the next penny. A call connection charge of 15.94 p per call applies unless otherwise stated.
Please note that VAT is anplied at the rate prevailing when your hill is prepared not when the call is made.
Call rates to UK local and national numbers (geographic calls, numbers starting with 01, 02 or 03 )

keep up
media

## during the daytime, subscribers

 to Talk Unlimited pay nothing.

Call rates to 0870 (UKN)

|  | Connection Fee (ppc) |  |  | Standard Call Rate (ppm) |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Daytime | Evening | Weekend | Daytime | Evering | Weekend |
| Talk Weekends | 11.24 | 11.24 | Included ${ }^{1}$ | 10.22 | 10.22 | Included ${ }^{\text {l }}$ |
| Talk Evening \& Weekends | 11.24 | Included ${ }^{1}$ | Included ${ }^{1}$ | 10.22 | Included ${ }^{1}$ | Included ${ }^{\text {d }}$ |
| Talk Unlimited | Included ${ }^{\text {l }}$ | Included ${ }^{\text {l }}$ | Included ${ }^{1}$ | Included ${ }^{\text {l }}$ | Included ${ }^{\text {l }}$ | \|ncluded ${ }^{\text {d }}$ |
| Talk Unlimited Extra | Included ${ }^{1}$ | Included ${ }^{\text {1 }}$ | Included ${ }^{1}$ | Included ${ }^{1}$ | Included ${ }^{1}$ | Included ${ }^{\text {l }}$ |
| Talk Anywhere | Included $^{1}$ | Included ${ }^{\text {l }}$ | Included ${ }^{1}$ | Included ${ }^{\text {l }}$ | Included ${ }^{1}$ | Included ${ }^{\text {d }}$ |
| Talk Off Peak** | 11.24 | Included ${ }^{1}$ | Included ${ }^{1}$ | 10.22 | Included ${ }^{1}$ | Included ${ }^{\text {d }}$ |
| Talk Weekends local*** | 11.24 | 11.24 | Included ${ }^{1}$ | 10.22 | 10.22 | Included ${ }^{\text {d }}$ |
| Talk Evening \& Weekends Local* | 11.24 | Included ${ }^{\text { }}$ | Included ${ }^{1}$ | 10.22 | Included ${ }^{1}$ | Included ${ }^{\text {l }}$ |

Call rates to Directory Enquiries Services

|  | Dial Code | Connection Fee (ppc) |  | Standard Call Rate (ppm) |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | Daytime | Evering | Daytime | Evening |
| Virgin Media | 118120 | 70.47 | 70.47 | 60.26 | 60.26 |
| Virgin Media*** | 118180 | 0 | 0 | 0 | 0 |
| Virgin Media | 118770 | 40.85 | 40.85 | 0 | 0 |
| Virgin Media | 118878 | 70.47 | 70.47 | 29.62 | 29.62 |
| Virgin Media - International | 118003 | 153.19 | 153.19 | 122.55 | 122.55 |
| Virgin Media - International | 118190 | 153.19 | 153.19 | 122.55 | 122.55 |
| BT | 18500 | 59 | 59 | 239 | 239 |
| BT | 118707 | 75 | 75 | 0 | 0 |
| BT - International | 118505 | 99 | 99 | 349 | 349 |
| 0xfam | 118918 | 60.26 | 60.26 | 14.3 | 14.3 |
| The Number | 11818 | 79 | 79 | 179 | 179 |
| The Number | 118811 | 50 | 50 | 0 | 0 |
| The Number | 118888 | 59 | 59 | 199 | 199 |
| The Number - International** | 118661 | 398 | 398 | 299 | 299 |
| Yell* | 118020 | 80.68 | 80.68 | 14.3 | 14.3 |
| Yell* | 118247 | 150 | 150 | 70 | 70 |
| Yell* | 118248 | 132 | 132 | 40 | 40 |

Call rates to other numbers

| Charge Band | Connection Fee (ppc) | Standard Call Rate (ppm) |  |
| :---: | :---: | :---: | :---: |
|  |  | Daxtime | Evening |
| P29 | 15.94 | 33.81 | 19.52 |
| P3 | 15.94 | 127.66 | 127.66 |
| P30 | 15.94 | 61.37 | 40.96 |
| P31 | 15.94 | 19.52 | 19.52 |
| P32 | 15.94 | 23.6 | 23.6 |
| P33 | 15.94 | 132.88 | 132.88 |
| P34** | 61.1 | 61.28 | 61.28 |
| P35** | 50.9 | 51.06 | 51.06 |
| P36** | 45.9 | 49.56 | 49.56 |
| P37 | 15.94 | 13.29 | 9.26 |
| P38 | 15.94 | 11.34 | 11.34 |
| Р39 | 15.94 | 12.36 | 12.36 |
| P4 | 15.94 | 56.28 | 56.28 |
| P40 | 15.94 | 13.37 | 13.37 |
| P41 | 15.94 | 14.41 | 14.41 |
| P42** | 10.5 | 10.52 | 10.52 |
| P43** | 153.1 | 153.18 | 153.18 |
| P44** | 102.1 | 102.13 | 102.13 |
| P5 | 15.94 | 56.28 | 56.28 |
| P59** | 110 | 110 | 110 |
| P6 | 15.94 | 30.75 | 30.75 |
| P60** | 130 | 130 | 130 |
| P61** | 140 | 140 | 140 |
| P7 | 15.94 | 76.59 | 76.59 |
| P8 | 15.94 | 81.81 | 81.81 |
| P9 | 15.94 | 15.44 | 15.44 |
| PG1 | 15.94 | 6.12 | 2.55 |
| PG10 | 15.94 | 7.13 | 7.13 |
| PGII | 15.94 | 8.16 | 8.16 |
| PG12 | 15.94 | 9.18 | 9.18 |
| PG13 | 15.94 | 10.22 | 10.22 |
| PG14 | 15.94 | 10.22 | 10.22 |
| PG15 | 15.94 | 10.22 | 10.22 |
| PG16 | 15.94 | 7.13 | 7.13 |
| PG17 | 15.94 | 7.13 | 6.12 |
| PG18 | 15.94 | 8.16 | 5.1 |
| PG19 | 15.94 | 8.16 | 5.1 |
| PG2 | 15.94 | 9.18 | 7.13 |
| PG20 | 15.94 | 9.18 | 7.13 |
| PG21 | 15.94 | 5 | 2.04 |
| PG22 | 15.94 | 4.08 | 4.08 |
| PG23 | 15.94 | 8.08 | 4.04 |
| PG22** | 5.1 | 5.11 | 5.11 |
| PG22** | 10.2 | 10.22 | 10.22 |


| Call rates to other numbers |  |  |  |
| :---: | :---: | :---: | :---: |
| Charge Band | Connection Fee (ppc) | Standard Call Rate (ppm) |  |
|  |  | Dayume | Evening |
| PG26 | 15.94 | 4.08 | 3.06 |
| PG27 | 15.94 | 5.61 | 5.61 |
| PG28 | 15.94 | 6.64 | 6.64 |
| PG3 | 12.26 | 4.04 | 1.52 |
| PG4 | 15.94 | 6.12 | 5.1 |
| PG5 | 15.94 | 5.1 | 4.58 |
| PG6 | 15.94 | (12.4) | 12.41 |
| PG7 | 15.94 | 14.26 | 14.26 |
| PG8 | 15.94 | 5.1 | 5.1 |
| PG9 | 15.94 | 6.12 | 6.12 |
| PNI | 15.94 | 24.51 | 16.34 |
| PNIO | 15.94 | 38.3 | 35.74 |
| PNII | 15.94 | 50.04 | 39.83 |
| PN12 | 15.94 | 27.57 | 27.57 |
| PN13 | 15.94 | 39.83 | 27.57 |
| PN14 | 15.94 | 38.3 | 30.13 |
| PN15 | 15.94 | 13.28 | 13.28 |
| PNI6 | 15.94 | 14.3 | 14.3 |
| PN17 | 15.94 | 15.32 | 15.32 |
| PN18 | 15.94 | 16.34 | 16.34 |
| PN19 | 15.94 | 10.22 | 10.22 |
| PN2 | 15.94 | 51.07 | 51.07 |
| PN20 | 15.94 | 24.51 | 24.51 |
| PN21 | 15.94 | 40.85 | 40.85 |
| PN22 | 15.94 | 10.54 | 6.79 |
| PN3 | 15.94 | 50.04 | 39.83 |
| PN4 | 15.94 | 26.55 | 26.55 |
| PN5 | 15.94 | 17.36 | 17.36 |
| PN6 | 15.94 | 20.43 | 20.43 |
| PN7 | 51.07 | 4.04 | 1.02 |
| PN8 | 15.94 | 20.4 | 20.4 |
| PN9 | 15.94 | 24 | 24 |
| PNSO | 15.94 | 5.04 | 5.04 |
| PNSI | 15.94 | 17.07 | 10.06 |
| PNS2 | 15.94 | 32.68 | 22.47 |
| PNS3 | 15.94 | 38.3 | 25.53 |
| PNS4 | 15.94 | 41.92 | 28.93 |
| Speaking Clock | 30.64 | 0 | 0 |
| UKL | 11.24 | 10.22 | 10.22 |
| UKN | 11.24 | 10.22 | 10.22 |
| UKR | 15.94 | 8.08 | 4.04 |

## Direct Dialled call charges

Each non geographic dial code is in a charge band. To find out how much it costs to call a particular non-geographic number, you'll need to know which charge band the dial code fits into. To do this, follow the steps below.

1. If you know the dial code for the number you want to call, look it up in the table below.
2. The dial code will have a charge band written next to it, which you can make a note of.
3. Now open up the Residential Tariff guide and here you'll see each of the charge bands, with the call costs right next to it

- Call charges are shown in pence per minute and you'll be charged for every minute that you're connected to the network.
- Call durations are accurate to plus or minus 1.1 seconds and are rounded up to the next minute
- Charge band periods are accurate to plus or minus 1 minute.

| Dial Code | Charge band | Dial Code | Charge band | Dial Code | Charge band |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 0300 | N3 | 0560 | PG21 | 070056 | PNS2 |
| 0302 | N3 | 0561 | PG21 | 070057 | PN2 |
| 0303 | N3 | 0562 | PG21 | 070058 | PNS1 |
| 0306 | N3 | 0563 | PG21 | 070059 | PNS3 |
| 0330 | N3 | 0564 | PG21 | 070060 | PN2 |
| 0331 | PG21 | 0565 | PG21 | 070061 | PNS3 |
| 0332 | N3 | 0566 | PG21 | 070062 | PN2 |
| 0333 | N3 | 0567 | PG21 | 070063 | PNS3 |
| 0343 | N3 | 0568 | PG21 | 070064 | PN2 |
| 0344 | N3 | 0569 | PG21 | 070065 | MB1 |
| 0345 | N3 | 07000 | PNS1 | 070066 | PNS3 |
| 0370 | N3 | 07001 | PNS1 | 070067 | PN2 |
| 0371 | N3 | 07002 | PN22 | 070068 | PN2 |
| 0372 | N3 | 070030 | PNS3 | 070069 | MS1 |
| 0500 | FREE | 070031 | PNS2 | 07007 | PNS3 |
| 0551100 | PG6 | 070032 | PN2 | 07008 | PN2 |
| 0551107 | PG21 | 070033 | PN2 | 070081 | PN4 |
| 055114 | PG21 | 070034 | PN3 | 070082 | PN3 |
| 05516 | PG21 | 070035 | PN22 | 070083 | PN2 |
| 0555500 | PG21 | 070036 | PNS1 | 070084 | PN7 |
| 0555508 | PG6 | 070037 | PNS3 | 070085 | PNS1 |
| 055551 | PG21 | 070039 | PN2 | 070086 | PNS2 |
| 055553 | PG21 | 07004 | PN22 | 070087 | PNS3 |
| 055554 | PG21 | 070050 | PN4 | 07009 | PNS1 |
| 055555 | PG21 | 070051 | PN2 | 07010 | PN2 |
| 055883 | PG6 | 070052 | PNS3 | 070110 | PNS2 |
| 0558866 | PG21 | 070053 | PNS2 | 070111 | PN2 |
| 055888 | PG21 | 070054 | PNS2 | 070112 | PN8 |
| 056 | PG21 | 070055 | PNS1 | 070113 | PN2 |


| Dial Code | Charge band |
| :---: | :---: |
| 0844090 | PG4 |
| 08440901 | 14 |
| 08440902 | 114 |
| 08440906 | 11 |
| 0844091 | 13 |
| 0844092 | PG4 |
| 08440921 | 115 |
| 0844093 | PG4 |
| 0844094 | PG4 |
| 08440945 | 19 |
| 08440949 | 15 |
| 0844095 | 11 |
| 0844096 | PG4 |
| 08440961 | 11 |
| 08440970 | PG2 |
| 08440978 | 11 |
| 0844098 | 11 |
| 08440980 | 18 |
| 0844099 | PG4 |
| 0844200 | PG22 |
| 0844201 | PG22 |
| 0844202 | PG6 |
| 0844203 | PG22 |
| 0844204 | PG6 |
| 0844205 | PG22 |
| 0844206 | PG22 |
| 0844207 | PG9 |
| 0844208 | PG9 |
| 0844209 | PG6 |
| 0844210 | PG20 |
| 0844211 | PG6 |
| 0844212 | PG20 |
| 0844213 | PG20 |
| 0844214 | PG20 |
| 0844215 | PG11 |
| 0844216 | PG8 |
| 0844217 | PG6 |
| 0844218 | PG6 |
| 0844219 | PG10 |
| 084422 | PG9 |
| 0844222 | PG6 |
| 084423 | PG10 |
| 0844230 | PG6 |
| 0844240 | PG18 |
| 0844241 | PG6 |
| 0844242 | FF29 |
| 0844243 | PG6 |
| 084244 | PG6 |
| 0844245 | PG6 |
| 0844246 | PG6 |
| 0844247 | PG6 |


| Dial Code | Charge band |
| :---: | :---: |
| 0844248 | PG6 |
| 0844249 | PG6 |
| 084425 | PG11 |
| 0844251 | PG11 |
| 084426 | PG8 |
| 0844269 | PG6 |
| 084427 | FF29 |
| 0844271 | FF29 |
| 0844272 | PG6 |
| 0844273 | PG6 |
| 0844276 | FF29 |
| 0844277 | PG6 |
| 0844278 | PG24 |
| 0844279 | PG27 |
| 0844280 | PG10 |
| 0844281 | PG10 |
| 0844282 | PG10 |
| 0844284 | PG10 |
| 0844285 | PG10 |
| 0844286 | PG20 |
| 0844287 | PG10 |
| 0844288 | PG6 |
| 0844289 | PG24 |
| 0844290 | PG9 |
| 0844291 | PG9 |
| 0844292 | PG9 |
| 0844293 | PG9 |
| 0844294 | PG10 |
| 0844295 | PG6 |
| 0844296 | PG17 |
| 0844298 | PG19 |
| 0844299 | PG10 |
| 0844300 | PG27 |
| 0844301 | PG27 |
| 0844302 | PG9 |
| 0844303 | PG27 |
| 0844304 | PG27 |
| 0844305 | PG6 |
| 0844306 | PG16 |
| 0844307 | PG6 |
| 0844308 | PG6 |
| 0844309 | PG6 |
| 084431 | PG11 |
| 0844310 | PG6 |
| 0844316 | PG6 |
| 0844319 | PG11 |
| 0844320 | PG28 |
| 0844321 | PG28 |
| 0844322 | PG6 |
| 0844323 | PG28 |
| 0844324 | PG6 |


| Dial Code | Charge band |
| :---: | :---: |
| 0844325 | PG9 |
| 0844326 | PG10 |
| 0844327 | PG11 |
| 0844328 | FF29 |
| 0844329 | PG28 |
| 084433 | PG6 |
| 0844331 | PG11 |
| 0844335 | PG6 |
| 0844337 | PG24 |
| 0844339 | PG18 |
| 0843340 | PG8 |
| 0843341 | PG16 |
| 0844342 | PG17 |
| 0844343 | PG6 |
| 0844344 | PG6 |
| 0844345 | PG10 |
| 0843346 | PG10 |
| 0844347 | PG8 |
| 0844348 | PG9 |
| 0844349 | PG10 |
| 0844350 | PG8 |
| 0844351 | PG6 |
| 0844352 | PG9 |
| 0844353 | PG6 |
| 0844354 | PG11 |
| 0844355 | PG11 |
| 0844356 | PG6 |
| 0844357 | PG6 |
| 0844358 | PG24 |
| 0844359 | PG16 |
| 0844360 | PG10 |
| 0844361 | FF29 |
| 0844362 | PG20 |
| 0844363 | PG27 |
| 0844364 | PG18 |
| 0844365 | PG6 |
| 0844366 | PG11 |
| 0844367 | PG17 |
| 0844369 | PG6 |
| 0844370 | PG10 |
| 0844371 | PG6 |
| 0844372 | PG6 |
| 0844373 | PG8 |
| 0844374 | PG11 |
| 0844375 | PG6 |
| 0844376 | PG6 |
| 0844377 | PG16 |
| 0844378 | PG6 |
| 0844379 | PG24 |
| 0844380 | PG24 |
| 0844381 | PG6 |

Exhibit 7: Virgin Media [Page 3 of 31

| Dial Code | Charge band | Dial Code | Charge band | Dial Code | Charge band |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 0844382 | PG6 | 0844489 | PG6 | 0844559 | PG6 |
| 0844383 | PG17 | 084449 | PG6 | 0844560 | PG6 |
| 0844384 | PG6 | 0844490 | PG6 | 0844561 | PG6 |
| 0844385 | PG6 | 0844494 | PG11 | 084462 | PG6 |
| 0844386 | PG10 | 0844495 | PG6 | 0844563 | PG6 |
| 0844387 | PG11 | 0844498 | PG6 | 0844564 | PG6 |
| 0844388 | PG10 | 0844500 | PG6 | 0844565 | PG6 |
| 0844389 | PG19 | 0844501 | PG6 | 0844566 | PG6 |
| 084439 | PG11 | 0844502 | PG6 | 0844567 | PG6 |
| 0844393 | PG11 | 0844503 | PG6 | 0844568 | PG6 |
| 0844397 | PG11 | 0844504 | PG6 | 0844569 | PG6 |
| 0844398 | PG28 | 0844505 | PG6 | 0844570 | PG6 |
| 084440 | PG8 | 0844506 | PG6 | 0844571 | PG6 |
| 0844409 | PG6 | 0844507 | PG6 | 0844572 | PG6 |
| 084441 | PG6 | 0844509 | PG6 | 0844573 | PG6 |
| 0844416 | PG24 | 0844510 | FF29 | 0844574 | PG6 |
| 084442 | PG11 | 0844511 | PG16 | 0844576 | PG6 |
| 084443 | PG10 | 0844512 | PG24 | 0844578 | PG6 |
| 0844432 | PG11 | 0844513 | PG16 | 0844579 | PG6 |
| 0844441 | PG6 | 0844514 | PG8 | 084458 | PG6 |
| 0844443 | PG6 | 0844515 | PG16 | 0844581 | PG6 |
| 0844444 | PG6 | 0844516 | PG16 | 0844582 | PG6 |
| 0844445 | PG6 | 0844517 | PG16 | 084459 | PG10 |
| 0844446 | PG24 | 0844518 | PG16 | 0844594 | PG10 |
| 0844447 | PG6 | 084452 | PG17 | 0844595 | PG20 |
| 0844448 | PG6 | 0844524 | PG8 | 0844598 | PG10 |
| 0844449 | PG6 | 0844525 | PG6 | 084460 | PG8 |
| 0844450 | PG6 | 0844529 | PG24 | 0844604 | PG6 |
| 0844451 | PG6 | 084453 | PG18 | 084461 | PG9 |
| 0844452 | PG6 | 0844533 | PG6 | 084462 | PG10 |
| 0844453 | PG6 | 0844536 | PG22 | 0844625 | PG6 |
| 0844454 | PG6 | 0844539 | PG6 | 084463 | PG11 |
| 0844456 | PG6 | 0844540 | PG6 | 0844637 | PG10 |
| 084446 | PG9 | 0844541 | PG6 | 0844640 | FF29 |
| 0844470 | PG6 | 0844542 | PG6 | 0844641 | FF29 |
| 0844471 | PG6 | 0844543 | PG6 | 0844643 | FF29 |
| 0844472 | PG6 | 0844544 | PG6 | 0844644 | PG6 |
| 0844473 | PG6 | 0844545 | PG6 | 0844645 | FF29 |
| 0844474 | PG6 | 0844546 | PG6 | 0844646 | FF29 |
| 0844476 | PG6 | 0844547 | PG6 | 0844647 | FF29 |
| 0844477 | PG6 | 0844548 | PG6 | 0844648 | FF29 |
| 0844478 | PG6 | 0844549 | PG6 | 0844649 | PG6 |
| 0844479 | PG6 | 0844550 | PG6 | 084465 | PG8 |
| 0844480 | PG11 | 0844551 | PG6 | 0844653 | PG24 |
| 0844481 | PG6 | 0844552 | PG6 | 0844656 | PG6 |
| 0844482 | PG6 | 0844553 | PG6 | 0844659 | PG6 |
| 0844484 | PG6 | 0844554 | PG6 | 084466 | PG6 |
| 0844485 | PG6 | 0844555 | PG6 | 0844660 | PG6 |
| 0844486 | PG9 | 0844556 | PG6 | 0844661 | PG6 |
| 0844487 | PG6 | 0844557 | PG6 | 0844670 | PG22 |
| 0844488 | PG6 | 0844558 | PG6 | 0844671 | PG8 |


| Dial Code | Charge band |
| :---: | :---: |
| 084672 | PG27 |
| 0844673 | PG10 |
| 0844674 | PG9 |
| 0844675 | PG11 |
| 0844676 | PG24 |
| 0846677 | PG4 |
| 0846478 | PG19 |
| 0846679 | PG19 |
| 0844680 | PG24 |
| 0846681 | PG24 |
| 0846682 | PG6 |
| 0846683 | PG24 |
| 0844684 | PG24 |
| 0844686 | PG6 |
| 0844687 | PG24 |
| 0844688 | PG24 |
| 0844689 | PG28 |
| 0846690 | PG24 |
| 0846691 | PG6 |
| 0846692 | PG6 |
| 0846693 | PG6 |
| 0846694 | PG27 |
| 0846695 | PG12 |
| 0846696 | PG24 |
| 0846697 | PG28 |
| 0846998 | PG9 |
| 0846999 | PG18 |
| 084470 | PG11 |
| 084471 | PG19 |
| 0844717 | PG11 |
| 0844719 | PG19 |
| 084472 | PG8 |
| 0844724 | PG9 |
| 0844730 | PG11 |
| 0844731 | PG11 |
| 0844732 | PG10 |
| 0844733 | PG11 |
| 0844734 | PG11 |
| 0844735 | PG11 |
| 0844736 | PG11 |
| 0844738 | PG11 |
| 0844739 | PG6 |
| 084474 | PG9 |
| 0844740 | PG6 |
| 0844741 | PG9 |
| 0844745 | PG6 |
| 0844749 | PG9 |
| 084475 | PG8 |
| 0844751 | PG27 |
| 0844757 | FF29 |
| 084476 | PG9 |


| Dial Code | Charge band |
| :---: | :---: |
| 0844762 | PG6 |
| 0844764 | PG9 |
| 0844766 | PG6 |
| 0844767 | PG6 |
| 0844768 | FF29 |
| 0844770 | PG6 |
| 0844771 | PG6 |
| 0844772 | PG6 |
| 0844773 | PG6 |
| 0844774 | PG6 |
| 0844775 | PG6 |
| 0844776 | PG6 |
| 0844777 | PG6 |
| 0844778 | PG6 |
| 0844779 | PG6 |
| 084478 | PG20 |
| 0844780 | PG6 |
| 0844786 | PG20 |
| 0844787 | PG11 |
| 084479 | PG9 |
| 0844797 | PG9 |
| 0844800 | PG6 |
| 0844801 | PG6 |
| 0848802 | PG6 |
| 0844803 | PG6 |
| 0844804 | PG6 |
| 0844805 | PG6 |
| 0844806 | PG6 |
| 0844807 | PG6 |
| 0844808 | PG6 |
| 0844809 | PG6 |
| 0844810 | PG24 |
| 0844811 | PG6 |
| 0844812 | PG6 |
| 0844813 | PG6 |
| 0844814 | PG6 |
| 0848815 | PG6 |
| 0844816 | PG6 |
| 0844817 | PG6 |
| 0844818 | PG6 |
| 0844819 | PG6 |
| 0844820 | PG6 |
| 0844821 | PG6 |
| 0844822 | PG6 |
| 0844823 | PG11 |
| 0848824 | PG6 |
| 0844825 | PG6 |
| 0844826 | PG6 |
| 0844827 | PG10 |
| 0844830 | PG9 |
| 0844831 | PG9 |


| Dial Code | Charge band |
| :---: | :---: |
| 0844832 | PG9 |
| 0844833 | PG9 |
| 0844834 | PG9 |
| 0844835 | PG9 |
| 0844836 | PG9 |
| 0844837 | PG9 |
| 0844838 | PG9 |
| 0844839 | PG9 |
| 084840 | PG6 |
| 0848841 | PG6 |
| 0848842 | PG6 |
| 0848843 | PG17 |
| 0848844 | PG6 |
| 0848845 | PG6 |
| 0848846 | PG6 |
| 0848847 | PG6 |
| 0848848 | PG6 |
| 0848850 | PG6 |
| 0848851 | PG19 |
| 0848853 | PG11 |
| 0848854 | PG6 |
| 0848855 | PG6 |
| 0848856 | PG6 |
| 0848857 | PG11 |
| 0844858 | PG6 |
| 084486 | PG8 |
| 0848870 | PG6 |
| 0844871 | PG6 |
| 0844872 | PG20 |
| 0848873 | PG6 |
| 0844874 | PG6 |
| 0844875 | PG6 |
| 0844876 | PG6 |
| 0844877 | PG6 |
| 0844878 | PG6 |
| 0844879 | PG6 |
| 0844880 | PG6 |
| 0844881 | PG6 |
| 0844884 | PG6 |
| 0844885 | PG6 |
| 0844886 | PG27 |
| 0844887 | PG6 |
| 0844888 | PG6 |
| 0844889 | PG6 |
| 0844890 | PG10 |
| 0844891 | PG10 |
| 0844892 | PG10 |
| 0844893 | PG10 |
| 0844894 | PG10 |
| 0844895 | PG10 |
| 0844896 | PG10 |

Price
Guide.

## Our Pay Monthly Packages.

All calls made by pay monthly customers, (except calls to short code, premium rate numbers and U roaming calls) are initially rounded to the first mute and are bilied per second thereafter. After the first minute for Pay Monthly customers calls are charged by the second, except some roaming alls, calls to Directory Service and Special Calls. The call duration will be mathematically rounded to the nearest second.

## The One Plan.

The One Plan has more than enough of everything, at a more affordable price, and there is no charge for voicemail and internet.
3 Pay Monthly packages come with inclusive minutes which cover calls to UK landlines (beginning 01 and 02) and 03 numbers. Calls to 08 numbers are not part of bundled calltime.
$\begin{array}{llllll}\begin{array}{c}\text { UK } \\ \text { voice } \\ \text { minutes }\end{array} & \begin{array}{c}\text { UK text } \\ \text { messages }\end{array} & \begin{array}{l}\text { Three } \\ \text { to }\end{array} & \begin{array}{l}\text { Three } \\ \text { minutes }\end{array} & \text { Internet }\end{array}$ Minimum term $\left.\begin{array}{l}\text { Price } \\ \text { per } \\ \text { month }\end{array}\right]$

The original document from which these pages are taken can be downloaded in PDF at www.three.co.uk/priceguide

## Outside your allowance.

Charges for calls and messages outside inclusive allowance of The One Plan.

| Per minute/ message | Package | Three UK Mobiles | UK mobiles | UK Landline |
| :--- | :--- | :--- | :--- | :--- | :--- |
| Voice, fax calls | The One Plan | 10 p | 25 p | 25 p |
| Text messages | The One Plan | 10 p | 10 p |  |
| Video calls | The One Plan | 51.1 p | 51.1 p |  |
| Video message | The One Plan | 38.2 p | 38.2 p |  |
| Picture messages | The One Plan | 25 p | 25 p |  |



Three.co.uk


Ultimate Internet with all-you-can-eat data.

| Package ${ }^{1,2,312}$ | Phones | UK voice minutes | UK text messages | Internet | Minimum term | Price per month |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Ultimate Internet 100 | Choose from variety of phones. | 100 | 5000 | All-you-caneat data* | 24 months | From £15 |
| Ultimate Internet 300 |  | 300 | 5000 | All-you-caneat data* | 24 months | From £18 |
| Ultimate Internet 500 |  | 500 | 5000 | All-you-canat data* | 24 months | From £20 |
| Ultimate Internet 1000 |  | 1000 | 5000 | All-you-caneat data* | 24 months | From £25 |

## Outside your allowance.

Charges for calls and messages outside inclusive allowance
of your Essential or Ultimate Internet package.

| Per minute/message | Package | Three UK Mobiles | UK mobiles | UK Landline |
| :---: | :---: | :---: | :---: | :---: |
| Voice, fax calls | Ultimate / Essential | 35p | 35p | 35p |
| Voicemail | Ultimate / Essential | 35p | 35p | 35p |
| Text messages | Ultimate / Essential | 12p | 12p | 12p |
| Video calls | Ultimate / Essential | 51.1p | 51.1p | N/A |
| Video message | Ultimate / Essential | 38.2p | 38.2p | N/A |
| Picture messages | Ultimate / Essential | 35p | 35p | N/A |

## Pay As You Go on Three.

With Pay As You Go on Three you get 150MB internet for free every time y $\downarrow$ u top-up.
This is applied straightaway and lasts for 30 days. Please note, For PAYG distomers, all calls made (except calls to short code, premium rate numbers and EU Roaming falls), are rounded up to the nearest minute and are charged by the minute.
Charges for calls, fax and messages. $\downarrow$

|  | Per minute/ message ${ }^{3,12}$ | Three UK Mobiles | UK mobiles | UK Landline |
| :--- | :--- | :--- | :--- | :--- |
| Voice, fax calls | $3 p$ | $3 p$ | $3 p$ |  |
| Voicemail | $3 p$ |  |  |  |
| Text messages | $2 p$ | $2 p$ |  |  |
| Video calls | $52 p$ | $52 p$ |  |  |
| Video message | $38.2 p$ |  |  |  |
| Picture messages | $31 p$ |  |  |  |
| Mobile Internet | $1 p$ |  |  |  |
| All prices include Vat. See page 29 for footnotes. |  |  |  |  |

## Choose-a-Top-up (no expiry date)

## Add what you need ${ }^{6}$.

Our range of Add-ons offer great value for money and will allow you to fully enjoy our Feel At Home service. Convert all or part of your top up to an Add-on and get great value rates for calling, and 25 .


## Footnotes.

1. If your Package includes a set of allowances, it's
made up of a number of units which automatically convert into voice minutes, texts or data when you use your device to make a call, send a text or use data. A unit means either one minute of call one text or one megabyte of data. To help you you'll see a breakdown of the exact cost of the units included within your allowances on page 2 of
your monthly bill in the 'Answering your questions' your monthly bill in the 'Answering your questions' section titled About your alowance's unit costs' The One Plan is as follows: 0.7 p per minute, 0.08 p per text and 0.008 p per megabyte. These aren't harges for going over your allowance, these units any one-off reductions, discounts or any 30 day or rolling short-term Add-on allowances - the unit osts for shor-term Add-on allowances are shown in the table on page 31. If any of your allowances a price per unit for you on your bill, we treat them as being units entitiling you to either 3000 minutes, 5000 texts or 25 GB of data, so that we can show unit cost. /f any or your a lo wance units cand be we base the unit costs on you using half of your allowance on each type. For example, if you have 500 allowance units that you can choose to use sither minutes or texts, we base the unit costs voice minutes in any price plans or Add-ons are for voice calls made either from the UK or while in a Feel At Home Country to any other standard UK mobile (beginning 07 but excluding certain numbers 02 and 03 ) and voicemail (retrieved by calling 123 rom your mobile in the UK) Inclusive texts are texts either sent in the UK or sent while in a Feel At Home Country to a UK standard mobile (beginning 77 but excluding certain numbers - see page 25 with mobile are for video calls made from the UK or in a Feel At Home country to other Three UK mobiles. No rollover of monthly allowance to next
 activated (vouchers must be activated within 90 days of purchase). Pay As You Go Add-ons are vaid for 30 days from date and time of activation, apart from Internet Daily, which lasts for 24 hours for 7 days from activation. After monthly or Top-up allowance is used up, prices for additional use are hown in our service prices tables at the front of his guide (page 11 for

Business customers and page 15 for Pay As You Go customers). If your inclusive allowance runs out during a call, we will charge you for the remainder
of the call at the charges published in this guide. of the call at the charges published in this guide.
The maximum cost of calls to 08 numbers is 35 p The maximum cost of calls to 08 numbers is 35 p
per connection plus 35 p per minute. Internationa calls and messages, calls and messages made and received whilst abroad, premium rate calls and messages, reverse charge messages, message alert services and directory service calls, calls to THA list, non-geographic numbers $(087,084)$ and special numbers (eg 090, 070) are excluded from any monthly and Top-up voice and messaging
allowances, except if you are in a Feel At allowances, except if you are in a Feel At Home charges. You can return a call directly to someone who has left you a message by simply keying \# at the end of their message. This is called Call Return (returning a call directly from the voicemail service). standard price plan rates or from any inclusive allocation, as though you had made the call directly. Call returns will be shown separately on your bil. Call return from voicemail may not be made to certain numbers such as international and premium
rate numbers. Any call-barring restrictions you have will also apply. You can only return one call directly from the voicemail service. As soon as you finish the call you will be disconnected and will have to redial into voicemail if you wish to continue lister
to your voicemail. If you divert your incoming calls to another number, we'll charge you for redirected call. The cost of the redirected call depand 2. Monthly allowances for photo and video messages (if any) only apply to messages within the UK, except if you are in a Feel At Home country in which case, your monthly allowances for photo
and video messages will also apply. Messages sent from the UK to international destinations, messages sent and received whilst abroad, photo and video messages and alerts received as part of Three's Alerts services are excluded from any monthly Top , 3. Each text/photo/video message can allow for more, these will be divided and sent in numerous messages (depending upon length). Each message will be deducted from your Top-up Add-on or monthly allowance (if any) or charged at standard rates. When you send messages
several recipients at the same time you will be charged separately for each recipient.

## Special ca

Certain kinds of calls within the UK fall outside the main price levels and are not included in your monthly allowance of inclusive minutes. Charges for these calls are shown in the following tables. Please call Customer Services for details of specific numbers. Click here to check the price for special $07,08,09$ or 118 numbers.
Calls, Data and Fax to other phone numbers (per minute ${ }^{12}$ unless otherwise stated) ${ }^{1}$

| Number prefix | Price | Included in all price plan/Pay As You Go allowances |
| :---: | :---: | :---: |
| 116000/116006/116111/116117/116123 | Free | Free |
| Hotline for missing children, Helpline for Victims of crime Child Helpline, Non-emergency medical on-call service, Samaritans. |  |  |


| Certain 0800 numbers as featured on the Telephone Helpline |  |  |
| :--- | :--- | :--- |
| Association (THA) list and Police Casuanty Bureau numbers. Calls |  |  |
| whilst you're in the UK to 333 Three Customersevices), 444/555 | Free | Free |
| Pay As You Go Top-up/balance enquiry, 999 $/ 112$ - click here to |  |  |

Pay As You Go Top-up/balance enquiry, $999 / 112$-click here to
check the price.

| 500 - Three Mobile Broadband customer services | On-net Mobile charges apply (see individual price plan for details). | Yes |
| :---: | :---: | :---: |
| 101 Single non emergency | 15p (per call). N | No |
| 0800/0500/ 0808 numbers that are not on the THA list, 05 corporate numbers and IP Phones, 082 click here to check the price. | All Pay Monthly price plans - 15.3 p per minute. Pay As You Go-10.2p to 15.3 p per minute, click here to check the price | No |
| 0845 / 0870 - Click here to check the price | 20.4p per minute on The One Plan, 35p per minute on all other plans. | No |
| 0843 / 0844 / 0871 / 0872 - Click here to check the price | Up to 20.4p per call + 20.4p per minute on The One Plan. Up to 35p per call +35 p per minute on | No |



Calls to 0844 and 0845 numbers cost 35 p per min on all plans, except "The One Plan" where they are 20.4 p per min.


## 02 Unlimited tariff charges and terms

By switching to 02 Unlimited, any allowances of minutes, texts or data you currently receive will be replace by 02 Unlimited allowances and the standard call rates will be as shown below. If you switch tariff, you will not be able to switch back to your current call rates.

You can switch tariff once a month and your new allowances will start from your next anniversary date, which is the date given to you when your allowances first start.

|  | 02 Unlimited |
| :---: | :---: |
| Top Up 4444 | Free |
| Tariffs and Bolt Ons 2202 | Free |
| UK landlines (01, 02 or 03) | $25 \mathrm{p} / \mathrm{min}$ for the first 3 mins then $5 \mathrm{p} / \mathrm{min}$ for the rest of the day |
| 02 mobiles | As UK landlines |
| Other UK network mobiles | 25p/min |
| Text message | 12p per message |
| Picture message | 25p per message |
| Data | $£ 1$ per day |
| Voicemail 901 | 15 p per call |
| 02 Customer Service (4445 or 0844809 0222) | 25p per call from 02 mobile |
| International calls and texts from the UK |  |
| Using your phone when abroad |  |
| Premium rate numbers | See o2.co.uk/premium |
| Calls to 05, 08 and 07 special numbers including calls to Jersey Guernsey and Isle of Man mobiles | See o2.co.uk/specialnumbers |
| O2 Directories 118402 | £1/min |
| Video calls | $£ 1 / \text { min }$ |
| Free calls | See o2.co.uk/free |
|  | O2's Pay As You Go option is called "Pay \& Go" and geographic calls are 25p per min for the first three minutes in a day and 5 p per min thereafter (during that day). |



Special numbers
O2 regards 08 numbers as "Special numbers" which do not form part of inclusive minutes.



To download these PDFs, go to
www.orange.co.uk/paymonthlyguide for the
"Pay Monthly Price Mobile Price Guide"
Similarly, for a link to the "Pay As You Go Price Guide", go to
www.orange.co.uk/payasyougoguide

## mobile price guide



Pav Monthlv nackanes have inclusive call minutes.


Canary
you love keeping in touch
and stick to what you know

- talk and text.

| 18 month package |  |  |  |  |
| :--- | :---: | :---: | :---: | :---: |
| cost | $£ 15.50$ | $£ 20.50$ | $£ 26.00$ | $£ 31.00$ |
| minutes | 100 | 200 | 300 | 500 |
| texts | 500 | unlimited |  |  |
| free Answer Phone | - |  |  |  |
| Magic Numbers | yes |  |  |  |


| 24 month package |  |  |  |  |
| :--- | :---: | :---: | :---: | :---: |
| cost | $£ 10.50$ | $£ 15.50$ | $£ 20.50$ | $£ 26.00$ |
| minutes | 100 | 200 | 300 | 500 |
| texts | 500 | unlimited |  |  |
| free Answer Phone | - |  |  |  |
| Magic Numbers | yes |  |  |  |

Exhibit 10: Orange Mobile [Page 2 of 31
pay monthly Animal Package Terms and Conditions: Available from 01 February 2013: Joining one of our plans is subject to status and minimum term contract. Our network terms will apply to you and you can read them at orange.co.uk/terms All services are within the UK only unless otherwise stated. These terms apply to you if 1. Inclusive Minutes \& texts: Minutes and person to person texts from the UK to mobile networks and landlines beginning 01,02 \& 03 (excluding the Channel Islands and Isle of Man). Voicemail in the UK is included in

 2. Incusive t minutes apply to UK landlines
 Greece, Hong Rico, Romani
numbers. 08 numbers are excluded. Rico, Romaniz
Thailand, Trini
. Swapables
more a month, where
. choose two. Customers on Panther 24 month plans costing less than $£ 20.50$ a month and Panther 18 month plans
costing less than $£ 26$ a month can choose one swapable at a time, all other Panther customers can choose two We'll send you a text after you join Panther, containing a link to our Orange World mobile website. Swapables are activated when you make your choice in Orange World from your phone. To download and use your inclusive swapables will require you to use data; deductible from your inclusive mobile internet allowance. Once you've used this allowance, you'll be charged for mobile internet use in accordance with 10 below. You can change each swapable in Orange World once every 30 days, counting from the last time you changed it. We might change the ange of swapables available for you to pick from in future.
5. Upgrading Swapables: You may be able to upgrade an existing swapable on your account for an additional charge. You'll only be able to upgrade a swapable that is existing on your account and if you change the swapable, we 1 remove the upgrace at the same time. The terms in il below apply.
6. Inclusive Email: You'll need a compatible phone. E-mail solution will vary by device and must be activated by you from your device. Email terms can be seen at
http://www1.orange.co.uk/mobileterms/pdfs/Orange-Mobile-Email-Terms-and-Conditions-20110401.pdf Blackberry service is subject to further terms at www.orange.co.uk/business/bis/terms
7. Inclusive Mobile Internet \& Inclusive Tethering: You'll need a compatible phone. If your plan includes a tethering allowance you'll also need a compatible computer. Mobile internet and tethering are subject to coverage and the allowances set out in your plan. Mobile internet browsing and tethering (whether as part of an inclusive allowance or not) is not to be used for other activities (such as non-Orange internet based streaming services, WiFi out btwifi.co. uk). You'll need a compatible phone. As Orange isn't the provider of the WiFi service, we aren't out btwifi.co.uk). You'll need a compatible phone. As Orange isn't the provider of the WiFi service, we aren't your WiFi service to another provider in future, provided that you get the same experience. Remember that BT's terms, including those about acceptable use, will also apply to you when you use BT WiFi. You can see these here: http://www.btwifi.co.uk/terms-and-conditions/
9. SIM only plans: If you decide to upgrade or cancel your contract you'll need to give 30 days notice to us Before you can use your Orange SIM in your existing phone you may need to get your previous network to unlock the handset. A charge may be payable.
10. Charges outside of any inclusive allowance: $i$. Minutes and Texts: Once your allowance is used up, all calls are rounded to the nearest minute. Calls to UK landlines (as described above) and UK mobile networks are charged at 35 p per minute and 35 p to Answer Phone. Texts (as described above) are charged at 15 p each. Calls to call forwarding services (including those beginning 07), 05,08 and 09 numbers are not included. Texts sent to call forwarding numbers cost 15 p each. Calls to 08 numbers cost $35 \mathrm{p} / \mathrm{min}$. 070 numbers cost up to $76.6 \mathrm{p} / \mathrm{min}$. 09


for each 250N
for an additior
After that, if $y c$
network prote
allowance of 2
email usage 25MB that you take up one of our 500 MB or 1 GB data bundles. Please note, should you regularly exceed the 25 MB daily fair usage allowance and as a result, you reach your 500 MB limit before the end of the monthly period, network protection controls may be applied to your service. On all plans the application of network for details of prohibited activities. Mobile internet allowances do not roll over. That means if you don't use the out f allowance mbile internet purchased before the end of your billing cycle, you'll lose it. Other terms apply see www.orange.co.uk/terms
11. Multimedia Products: You may be able to buy multimedia products from Orange World. Remember, some multimedia products may be incompatible with some phones, check out our compatibility chart at
www.orange.co.uk/swapables You'll need a video enabled device with 3 G connection to stream TV or video and a GPS enabled device to use satellite navigation products. Some products are available to buy for a one-off download charge; other products will have a monthly subscription charge which will continue until you tell us to cancelled or removed. Remember, you'll need to browse the internet to use some multimedia products, and other multimedia products are apps, which will always be connected to the internet, so data charges may apply. Use is also subject to coverage and the fair use policies for mobile internet and WiFi set out in these terms. We contract with third parties for provision of the multimedia products and can't promise that the products will always be available or that they will work perfectly. If you use the multimedia products to provide content to, or access content provided by our content partners, remember that they own that content and we are not responsible for what you see. You may be asked to accept software updates at any time, and you must download these updates
in order to continue receiving the most up to-date functionality of the products. Multimedia products are for UK use only and additional data charges may apply if you use the products outside of the UK. Other terms apply to each multimedia product, check them out on your phone in Orange World at http://orangeworld.co.uk/swapables


## pay as you go animal plans

With our pay as you go animal plans, you get great rewards every month, just for topping up. So whether you want free texts, calls, internet or music, you can choose the plan that suits you best. Before choosing your animal you'll be on Orange Starter, with calls 30p per minute and texts 12p. And that's to any network, any time. Please call 343 for details of animal plans.
For full details on the animal rewards and terms see orange.co.uk/payg

## great pay as you go benefits*

- Bright Top ups: top up for a 1 in 3 chance to win texts, bikes, holidays and more
- Phone Fund: for every top up we'll put an extra 10\% into a fund towards your next new phone **
- Orange Wednesdays: 2 for 1 cinema tickets ${ }^{\star * *}$
- Reserve Tank: $£ 2.50$ credit when you haven’t had a chance to top up ${ }^{* * * *}$
- Magic Number: Pay for one minute, talk for an hour, then charged at standard call rate per your plan
- If you take up the Racoon package, you will not benefit from Phone Fund, Magic Numbers,

If you take up the Racoon package, you will not benefiti trom Phone Fund
Resenve Tank or Bright Top Ups, but you can still use Orange Wednesdays.
PhoneFund expires

$\cdots$. Text tickets cost 35 p

Calls to premium rate and other special numbers
For more information about premium rate and network translation services (08 numbers), please see our Code Of Practice at orange.co.uk/codesofpractice\#code

| number prefix | cost (per minute) |
| :---: | :---: |
| Calls to Charity Helplines | Free. Visit orange.co.uk/help for full details |
| Calls to Department of Work and Pensions | A list of Department of Work and Pensions numbers are free of charge to Pay As You Go customers. For details go to: orange.co.uk/help |
| Calls to 0500, 0800 and 0808 numbers | $7 p$ |
| Calls to 0871-73 and 0843-44 numbers | 40p $<$ |
| Calls to 0845 and 0870 numbers | $12 p$ |
| Calls to 080880 numbers |  |
| Calls to call forwarding services beginning 07 | Calls are excluded from bundle allowances and will be charged s standard other mobile rate |
| Calls to personal number services (070) | $75 p^{*}$ |
| Calls to short codes\# 2901, 2902.... 2925 | calls charged 1p, 2p....25p |
| Premium rate numbers (09) | For spedfic details on 09 call charges, please visit orange o.uk/payasyougoguide and download the 'Chargesfor calling 09 numbers' guide. The call charges haye changed to up to $£ 2.25$ per minute or as a fixed charge. |
| Calls to 155 | 10p |
| Prices include VAT. All chargeable calls are subject to a one minute mi/imum call charge. |  |
| 09 numbers charged per minute are rounded for the first minute and hen billed per second thereafter, unless your service plan is Speakeasy or an Animal plan where all calls charge per minute and rounded up to the nearest minute. |  |
| -Calls to personal number services ( 070 ) will be 75 p per min with 1 min minimum call charge then charged per second. |  |
| Calls to 155 are subject to a one minute minimum charge and er minute thereafter. |  |

Free calls and texts subject to minimum $£ 10$ monthly top up (or $£ 5$ monithy top up for Monkey). Free calls, texts and photo messages for Canary

somme some Pay As You Go plans offer inclusive calls, but these don't include 08 numbers. The "Racoon" plan offers calls to geographic numbers at 14 p per min.
Extras
Unlock the value of your credit with Extras. Extras give you great value minutes, texts and mobile internet either for a day, a week or a month - and you can buy up to a maximum of 12 Extras at any one time.

To buy an Extra, all you need is some credit on your phone and the text response from the table below. All the other legal bits appear here: orange.co.uk/extras
To check your Extras balance any time, simply call 453, go online at orange.co.uk/youraccount or use the 'Your Orange' app on your iPhone or Android phone.

| Top up <br> value | you can get... | how long <br> it lasts | unit cost | how to buy it (by <br> text to 6620) |
| :--- | :---: | :---: | :---: | :--- |
| $£ 1.00$ | 25 UK minutes | 1 day | $£ 0.04 / \mathrm{min}$ | MINS 1 |
| $£ 1.00$ | 50 UK texts | 1 day | $£ 0.02 /$ text | TEXTS 1 |
| $£ 1.00$ | 25 MB UK mobile internet | 1 day | $£ 0.04 / \mathrm{MB}$ | WEB 1 |
| $£ 3.00$ | 100 MB UK mobile internet | Weekly | $£ 0.03 / \mathrm{MB}$ | WEB WEEK 3 |
| $£ 5.00$ | 150 uk texts*~ | 1 Week | $£ 0.03 /$ text | 150 TEXTS 5 |
| $£ 5.00$ | 30 minutes from Western Europe | 1 month | $£ 0.17 / \mathrm{min}$ | W EURO MINS 5 |
| $£ 3.00$ | $10 M B$ mobile internet <br> from Western Europe | 1 month | $£ 0.30 / \mathrm{MB}$ | W EURO WEB 5 |
| $£ 5.00$ | 25 MINUTES to Eastern Europe <br> from the UK | 1 month | $£ 0.20 / \mathrm{min}$ | E EURO MINS 5 |
| $£ 5.00$ | 35 MINUTES to call India \& Pakistan <br> from the UK | 1 month | $£ 0.14 / \mathrm{min}$ | INDIA MINS 5 |
| $£ 5.00$ | 40 MINUTES to call abroad from <br> the UK | 1 month | $£ 0.13 / \mathrm{min}$ | ABROAD MINS 5 |

Canax, Dolphin \& Monkey only

| Calls to 0845 numbers from Orange |
| :--- |
| Pay As You Go cost 12 p per min. |

Calls to 0844 numbers from Orange Pay As You Go cost 40p per min.

Exhibit 11: T-Mobile [Page 1 of 11
Pay Monthly Price Guide
Pay Monthly 18 Month Plan

| 18 Month Plan |  |  |  | T-Mobile Pay Monthly packages come with bundled call minutes. |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Montily Cost (inc. VAT) | £16.51 | £21.68 | £26.84 |  |  |
| (ndusve minutes ${ }^{\text {a }}$.2. | 100 | 300 | 600 |  |  |
| $T$-Mobile minues ${ }^{\text {+ }}$ | 500 | 500 | 500 |  |  |
| Inclusive Texts ${ }^{\text {/ }}$ | - |  |  |  |  |


| 18 Month Plan |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Montily Cost (inc. VAT) | £21.68 | ¢26.84 | E32.00 | ¢37.18 | £42.34 |
| Inclusive minutes ${ }^{\text {2, }}$, | 100 | 300 | 600 | 900 | 1200 |
| Inclusive Texts ${ }^{\text {d/ }}$ | 500 | 500 | 500 | 500 | 500 |
| Unilimited Boster' | Yes |  |  |  |  |
| Inclusive interet | Basic |  |  |  |  |
| Additional Benefits | Wifi |  |  |  |  |
| 18 Month Plan |  |  |  |  |  |
| Montily Cost (inc. VAT) | ${ }^{226.84}$ | E32.00 | ${ }^{\text {E37.18 }}$ | ${ }^{842.34}$ | £47.50 |
| Inclusive minutes ${ }^{\text {22,t }}$ | 100 | 300 | 600 | 900 | 1200 |
| Inclusive Texts ${ }^{\text {s }}$, | 500 | 500 | 500 | 500 | 500 |
| Unilinited Boster' | - | Yes |  |  |  |
| Inclusive Intereet | Standard |  |  |  |  |
| Additional Benefits | Wifi |  |  |  |  |


| 18 Month Plan | Included in Allowance? | Cost of Calls Made Outside of Allowances (inc. VAT) |
| :---: | :---: | :---: |
| Calls to UK mobile numbers, including Orange | $\checkmark$ | 40p per minute ${ }^{\text {ss }}$ |
| Calls to Landlines (numbers starting with 01, 02 or 03 excluding Jersey, Guernsey and Isle of Man) | $\checkmark$ | 40 per minute |
| Call stonumbers starting with 08 | $\checkmark$ | 40p per minute ${ }^{\text {asi }}$ |
| Calls toretieve voicemail | $\checkmark$ | 40p per minute ${ }^{\text {a }}$ |
| Text Messages to UK mobile numbers, including Orange | $\checkmark$ | ${ }^{15}$ p per message' |
| Picture Messages | $x$ | 30p per message |
| T-Mobile Customer Serices | $x$ | Free ${ }^{9}$ |
| Call Divert? | $\checkmark$ | Standard Call Rates Apply ${ }^{\text {ase }}$ |

## Al sericices are tor sue inthe UK only


Bundled call minutes cover 01, 02, 03,0844 and 0845 calls, among

## 

To see these PDFs, go to
www.t-mobile.co.uk/whatitcosts and select
"Price plans, costs and terms". Then open up the "Price plan brochures" section.

Select "Pay monthly price plan brochures" and then download "Pay Monthly 2012/13 18 Month Plan".

Within the "Price plan brochures" section select "Pay as you go price plans" and then download "Price plans and call charges".

Pay as you go.
Price Plans and call charges for pay as you go customers.
After 9 September 2013


## Talk plan

This plan, when you top up $£ 10$ (in any denomination) in a calendar month, youll receive 100 free minutes to call UK mobiles, voicemail and landines starting 01 ,
0 and 03 (exclusions as elolow) to use in the foflowwing calendar monht.
When you top up a total of $£ 15$ in a calendar month, youll receive free internet on your phone as well as your other free stuff, to use the following calendar month


Successtully top-up $\{110$ in a calendar month and you will get tre minutes the following month. Wells send you a text to let you know you've eamed the free minutes
Well ladd them to your account at one minute in the morning en the first day of the next month. As long as you stay a member of the lan throughout the month. youll have your free minutes to Use it the UK the following month. You'l| get 100 UK minutes trom the UK to UK mobile neworks, vicemail and numberrs statrin sing the tree minutes or texts youve eamed, you"ll lose any that you haven't already used. And remember, on our Intemational plan you can't buy any of our

Successtully top up $£ 15$ in a calendar month (in any denomination) and get tree intemet on your phone the tollowing month. We'll send you a text to lety you know plan throughout he month houll have your free intenet to use following month Yorit Steecticeck. Remember, you can only use intemet on your phone in the UK and you can't use your phone as a modem or use intermet on your phone for peer to
 harges will apply. See Non Standard Charges for more intorma

## All plans

Non standard call charges

|  | Call charges for a one minute direct dial call at any time |
| :---: | :---: |
| Special Access Numbers ${ }^{\text {a }}$ | Inc VAT |
| 07755220000 to 9999 | 3 p |
| 07755330000 to9999 | $5 p$ |
| 07755440000 to 9999 | ${ }^{6}$ p |
| 07755550000 to 9999 | 8 p |
| 07755200000 to9999 | 10p |
| 07755300000 to9999 | ${ }^{15 p}$ |
| All other calls to $07744 \times x \times x x x, 07755 \times x \times x x x$ and calls to access numbers operated by other senvice providers | 12p |
| New Special Access Numberst | Inc VAT |
| A range of 6 digit shortcodes in the tom 29ppxx |  |
| The pp digits indicate the price (inc VAT) in pence per minute and the $x x$ indicates the last two dialling numbers of the specific number. For example: |  |
| 2903001099 | 3 p |
| 2925001099 | 25p |

For price plans: Everyday plan, Talk plan, Text plan, International plan and BlackBerry" plan.


For price plans: Talk Tariff, Mates Rates, Mates
Talk \& Text.
Talk \& Text.
All numbers prefixed by (inc VAT)

## Al number prefixed by 08 or 09 are not included Please goto www.t-mobile.co. uk/ $08-09$ or specif

Pay as you Go customers on the Everyday plan (and on other plans) pay 40p per min to ring 0844 and 0845 numbers.

No minimum charge applies to Special Access nin
minute rate (inc VAT) Tinicicated by the second two do


http://store.virginmedia.com/virgin-media-mobile/pay-monthly/pay-monthly-call-charges.html


Exhibit 12: Virain Mobile [Paae 2 of 21

top
The Simply 8 p latiff
The Simply 8 p tarifilis only avalabbil to Virgin Medila customers (with TV, braadband ort home phone).

$\qquad$

| Text to any UK networke | Bp per text |
| :--- | :--- |


| Volicemal | $8 p$ per minute |
| :--- | :--- |

```
Personal (index.htm) Business (husiness/ndex.hm)
Privacy and cookies (/about-this-site/our-privacy-policy/privacy-and-cookies(index.htm) Log in to My account(/lightbox(personal-login//
```

Register (https:///www.vodafonene.co.uk/myvodafonef/faces/oracile/webcentert/portalappp/pagehierarchyy/Page2.jspx)

Personal (lindex.htm)
Privacy and cookies (labout-this-site/our-privacy-policy/privacy-and-cookiessindex. $\mathbf{L}$.htm) Log in to My account (/lightbox/personal-login)
Register (https://www.vodaforone.co.uk/myvodafofonelfaces(oractele/webcenter/portalalapp/pageheierarchyy/Page2.jspx)

SIM only deals - four steps and it's yours
Pay monthly (Ishop
/pay-monthlylyindex.htm)
4G-ready phones (Ishop
/pay-monthy/49-phones
lindex. h )

Latest offers (/shop
/pay-monthylalatest-ffers
lindex.htm)
sII only deals S/shop
/pay-monthly/sim-only-
deals(index.htm)
Getting started on SIIM only
(Istopppay-monthly/sim-on) deals/getting-started-
onsimm-ony on-sim-only index. .htm) SIM only internet plans //shop May-monthly/sim-on
planss index.htm) Call charges /stop index. .tim) Internet costs //shop
/pay-monthly in internet-/pay-monthylinterne
costsinindex.hitm) Manage your account //stop /pay-monthylymanage-your-accountindex. itm $^{\text {m }}$ Traveling abroad (/stop Pay-monthly/travelling-abroa lindex.him)
 benefitslindex..htm) Entertainment packs /sshop IPay-monthlylentertaimn
packs ${ }^{2}$ index Xtm ) Getting started (/stin Getting started/(shop lpay-monthly/g Getting started with mobilie internet (/shop/pay-monthly internet (1shop/pay-monthly
getting-started.with-mobileinternetindex...tm) Pay monthly phones (/shop /pay-monthy/pay--monthly
phoness index.htm)

## Get more data



Q
-



Exhibit 14: BT Payphones [Page 1 of 1]

```
BT Price List
```

Section 2:Call Charges \& Exchange Line Services

## Part 26:BT Payphones Call Charges

## Subpart 1:Call Charges From BT Public Payphones

These prices apply to direct dialled calls made from BT Public Payphones.

## Pricing Information

All prices include VAT.
A minimum fee of 60 p (including a 40 p connection charge) applies to calls from BT public payphones, which will purchase two 10 p units of time.
A minimum fee of 60 p p including a 40 p connec
Thereafter call ime is purchased in 10 p units.

|  | Time (in seconds) per 10p |
| :---: | :---: |
|  | At all times of day |
|  | Secs |
| Local \& National e.g. calls | 900.00 |
| Calls to 0500 numbers | Free to Caller |
| Calls to most 055 numbers | 43.00 |
| Calls to 0551100 numbers | 55.00 |
| Calls to 0551107 numbers | 55.00 |
| Calls to 055114 numbers | 55.00 |
| Calls to 05516 numbers | 55.00 |
| Calls to 0555 numbers | 43.00 |
| Calls to 0558 numbers | 43.00 |
| Calls to 07424 numbers <br> 12.00 |  |
|  |  |
|  |  |


| Calls to 07466 numbers | 12.00 |
| :---: | :---: |
| Calls to most 07 A BT <br> Calls to 075208 Befor <br> cons  <br> Calls to 075209 towa <br> Calls to 075373 $10 p$ <br>  10 p | A BT Payphones user must insert a minimum of 60p before a chargeable call can be made. 40p of this is consumed when the call is answered and the rest goes towards call-time. Further call-time can be purchased in $10 p$ units. The table shows the number of seconds each 10 p unit provides for given number types. |
| Calls to 075377 numbers | ${ }^{12.00}$ |
| Calls to 075590 numbers | 12.00 |
| Calls to 075597 numbers | 12.00 |
| Calls to 075598 numbers | 12.00 |
| Calls to 075599 numbers | 12.00 |
| Calls to 075891 numbers | 12.00 |
| Calls to 075892 numbers | 12.00 |
| Calls to 076 numbers | 3.00 |
| Calls to most 077 numbers | 9.50 |
| Calls to 077211 numbers | 43.00 |
| Calls to 077856 numbers | 43.00 |
| Calls to most 078 numbers | 9.50 |
| Calls to 078223 numbers | 12.00 |
| Calls to 078360 numbers | 43.00 |
| Calls to 078361 numbers | 900.00 |
| Calls to 078368 numbers | 43.00 |
| Calls to 078369 numbers | 900.00 |
| Calls to 078644 numbers | 12.00 |
| Calls to 078727 numbers | 12.00 |
| Calls to 078730 numbers | 12.00 |
| Calls to 078744 numbers | 12.00 |

Section 2:Call Charges \& Exchange Line Services Part 26:BT Payphon... http://www.bt.com/pricing/current/Call_Charges_boo/2-3545_d0e5.ht...

| Calls to 078745 numbers | 12.00 |  |
| :---: | :---: | :---: |
| Calls to 078930 numbers | 12.00 |  |
| Calls to 078931 numbers | 12.00 |  |
| Calls to 078933 numbers | 12.00 |  |
| Calls to 078938 numbers | 12.00 |  |
| Calls to most 079 numbers | 9.50 |  |
| Calls to 079112 numbers | 12.00 |  |
| Calls to 079118 numbers | 12.00 |  |
| Calls to 07978 numbers | 12.00 |  |
| Calls to 0800 \& 0808 numbers | Free to Caller |  |
| Calls to 0843 numbers | 43.00 |  |
| Calls to 0844 numbers | $30.00<$ | This equates to 20p per min |
| Calls to 0845 numbers | $30.00<$ | This equates to 20p per min |
| Calls to 0870 numbers | 30.00 |  |
| Calls to 0871 numbers | 6.00 |  |
| Calls to 0872 numbers | 6.00 |  |
| Calls to 0873 numbers | 12.00 |  |
| Calls to 090 \& 091 numbers | 2.00 |  |
| Calls to 098 numbers | 2.00 |  |
| Calls to 101 | Free to Caller |  |
| Calls to 111 | Free to Caller |  |
| Calls to 112 | Free to Caller |  |
| Calls to 116 | Free to Caller |  |
| Calls to Timeline | 5.00 |  |

International Calls

