

Updates to TalkTalk Business Tariff List

Version 4.0

<https://www.talktalkbusiness.co.uk/legal/price-lists/>

<https://www.talktalkbusiness.co.uk/globalassets/legal-docs/talktalk-business-price-list-v4.0.pdf>

TalkTalk Business Criteria for Measuring Call Charges

+ Calls are measured in per second units depending on Customer's tariff and individual call charges are calculated to 0.0001 pence. Charges are presented on the Customer's VAT invoice in two decimal places and are rounded to the nearest whole penny before VAT is applied. All call charges are pence per minute, correct as at **01 October 2014**, exclude VAT and are rounded up to the nearest penny (1p).

The date in the above paragraph hasn't been amended since Version 1 of the document. Please insert a new date.

Call Bundling

It would be useful if a table were included here explaining exactly what is included in bundles:

- UK geographic numbers starting 01 and 02
- non-geographic numbers starting 03
- anything else?

Are geographic numbers in Jersey, Guernsey and Isle of Man included? If they are not included then please say so, and list the applicable prefixes.

For any deal that includes calls to "mobile numbers" please mention that mobile numbers start 071 to 075 and 077 to 079 and then detail any exclusions such as:

- mobile numbers in Jersey, Guernsey and Isle of Man (and list the applicable prefixes).

UK Calling (Ofcom Regulatory Change - 1st July 2015)

+ For information regarding the recent UK Calling changes, please refer to the UK calling website <http://www.ukcalling.info/industry>

The URL for the UK Calling information has changed (in Autumn 2016). There are now two pages to mention:

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/advice/uk-calling>

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/advice/uk-calling/uk-calling-for-businesses>

Local and National Price List

Type	Connect Fee (pence)	Day (ppm)	Evening (ppm)	Weekend (ppm)
Local	6	5.5	5.5	5.5
National	6	5.5	5.5	5.5

Please make clear the above details apply on calls to geographic numbers starting 01 and 02 and non-geographic numbers starting 03.

Please also detail whether or not this also covers calls to geographic numbers in Jersey, Guernsey and Isle of Man (and list the applicable prefixes).

If a different price applies for calls to geographic numbers in Jersey, Guernsey and Isle of Man, please state it (and list the applicable prefixes).

There appears to be no mention of the price of calls to:

- Corporate Services, starting 055
- VoIP Services, starting 056
- Personal Numbers, starting 070
- Pager Services, starting 076.

Please add those details.

Mobile Price List

Type	Connect Fee (pence)	Day (ppm)	Evening (ppm)	Weekend (ppm)
O2 Mobile	6	9.95	9.95	9.95
Orange Mobile	6	9.95	9.95	9.95
Three Mobile	6	9.95	9.95	9.95
T-Mobile	6	9.95	9.95	9.95
Vodafone Mobile	6	9.95	9.95	9.95
BT Mobile	5	9.95	9.95	9.95
Dolphin Mobile	5	9.95	9.95	9.95
Mobile	0	10.78	10.54	10.5
Mobile Service	2	6.99	6.99	6.99
Mobile Services FM11	0	20.39	20.18	20.14
Mobile Services FM13	0	14.97	12.73	7.11
Mobile Services FM14	0	13.82	13.61	13.58
Mobile Services FM15	0	54.5	0.88	0.71
Mobile Services FM17	0	11.87	11.87	11.87

Please make clear that UK mobile numbers start 071 to 075 and 077 to 079.

The list of providers shown above appears to be many years out of date. For example,

- there is no mention of EE
- there is no mention of Virgin Mobile, Tesco Mobile, ASDA Mobile, Lebara, Lyca, etc.
- Dolphin Mobile ceased to exist more than a decade ago
- the entries for “Mobile” and for “Mobile Service” are unhelpful
- likewise, the entries for “Mobile Services FM11” to “Mobile Services FM17” are unhelpful.

A full list of providers can be found in Annex 12 of Ofcom’s “MCT Review 2018-2021 Final Statement” at https://www.ofcom.org.uk/__data/assets/pdf_file/0022/112459/MCT-review-statement-annexes-115.pdf

Given Ofcom’s imposition of a cap on termination rates for calls to all UK mobile numbers effective 1 May 2015 and renewed 1 April 2018 there would seem to be little or no justification for differential call pricing depending on which UK mobile provider was called.

Given the termination rate for calls to mobile numbers is capped at less than 0.49p (£0.0049) per minute, there is little or no justification for calls to UK mobile numbers costing any more than calls to UK geographic numbers starting 01 and 02 or non-geographic numbers starting 03.

For mobile numbers allocated in Jersey, Guernsey and Isle of Man, be sure to also list the providers, their prefixes and the price for those calls.

Feature Services Price List

Type	Connect Fee (pence)	Day (ppm)	Evening (ppm)	Weekend (ppm)
CLI Retrieval Erase - LLU	2	6	6	6
LLU - CLI Recall	0	6	6	6
LLU - CLI Retrieval	0	0	0	0
Multi-way Calling - LLU	2	27	27	27
Reminder Call	0	288	288	288
Ringback when free - LLU	2	8	8	8
Voicemail Call Return	2	9	9	9
Emergency Service - LLU	0	0	0	0
Emergency Voice Text	0	0.67	0.31	0.24
Facility Fee Visual Impair DQ	44.99	0	0	0
Facility Fee Voice Text	39.6	0	0	0
Freephone	0	0	0	0
Non-Emergency Helpline	0	0	0	0
Reverse Charge	0	2.5	2.5	2.5
Single Non-Emergency Number	15	0	0	0
Speaking Clock	50	1	1	1
Visually Impaired DQ	0	0.52	0.23	0.19
Voice Text Service	0	0.62	0.28	0.22

For clarity, the above table could be split into two parts – one part for numbers for TalkTalk Services such as Reminder Call, etc, where you are accessing a service, and another part for third-party services such as the Emergency Services where you are calling to speak to someone.

It would be useful for the actual access number or button press to be identified in each case. For example,

- “Emergency Service - LLU” is presumably the service on 112/999
- “Freephone” is numbers starting 0800 and 0808
- “Non-emergency Helpline” is, presumably, the one on 111 and is best clarified by adding “NHS” to the start of the description
- the “Single Non-Emergency Number” is on 101 (and costs 15p per call including VAT).

It would be useful to add the numbers for:

- “Powercuts and Blackouts Emergency Helpline” on 105 – free-to-caller
- “Helplines of Social Importance starting 116” – free-to-caller.

084, 087, 09 & Directory Enquiries Price List

Consider changing from the non-standard “Service Charge plus 38%” pricing model currently employed by TalkTalk Business to the more usual “Access Charge plus Service Charge” system where the Access Charge is a single, fixed, per-minute rate for all such calls.

International Price List

It would be useful for this section to be the very last section in the price list, achieved by moving the “Feature Services Price List” and the “084, 087, 09 & Directory Enquiries Price List” sections to be nearer the start of the document.

This would mean that everything related to calling UK numbers was in the first half of the document and everything related to calling international numbers was in the second half of the document.

Look closely at the entries in this section. There is a random use of hyphens when clarifying “mobile” or “ISDN” prices, for example “Zaire-Mobile” (with) vs. “Zambia Mobile” (without). Please standardise on having a hyphen in each such entry. The hyphen makes the clarifications stand out more.