

# Corrections to TalkTalk Business Tariff List

## Version 3.0

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

## 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>

## Swap element order in first column:

"SC066 155ppm +77ppc"

should say

"SC066 77ppc + 155ppm"

"SC067 25ppm + 80ppc"

should say

"SC067 80ppc + 25ppm"

"SC080 257ppm+445ppc"

should say

"SC080 445ppc + 257ppm"

## Add pricing units in first column:

"SC074 5+5"

should say

"SC074 5ppc + 5ppm"

"SC075 10+10"

should say

"SC075 10ppc + 10ppm"

"SC076 40+40"

should say

"SC076 40ppc + 40ppm"

"SC077 70+70"

should say

"SC077 70ppc + 70ppm"

"SC078 150+150"

should say

"SC078 150ppc + 150ppm"

"SC079 200+200"

should say

"SC079 200ppc + 200ppm"

## Fix call charge information:

Looking in the "Pence Per Call Charge" and the "Pence Per Min Charge" columns (columns 3 and 4) for the following five charge bands ...

SC068

SC069

SC070

SC071

SC072

... it seems the figures have been transposed between the two columns and need to be swapped back.

Taking the correct order as "pence per call" followed by "pence per minute" (for columns 3 and 4),

SC068 is supposed to be "458.85" and "159.85" and NOT "159.85" and "389.85".

SC069 is supposed to be "573.85" and "155.25" and NOT "155.25" and "573.85".

SC070 is supposed to be "632.5" and "316.25" and NOT "316.25" and "632.5".

SC071 is supposed to be "660.1" and "343.85" and NOT "343.85" and "660.1".

SC072 is supposed to be "802.7" and "401.35" and NOT "401.35" and "802.7".

Note that one of the figures for SC068 is completely wrong. The 389.85 should be 458.85 (and swapped with the other column as shown above).

The table heading "Pence Per Min Charge" should say "Pence Per Minute Charge".

# 084, 087, 09 & Directory Enquiries Price List

Type	Connect Fee (pence)	Pence Per Call Charge	Pence Per Min Charge	Notes
SC001 0ppm	6		0	
SC002 1ppm	6		1.15	
SC003 2ppm	6		2.3	
SC004 3ppm	6		3.45	
SC005 4ppm	6		4.6	
SC006 5ppm	6		5.75	
SC007 6ppm	6		6.9	
SC008 7ppm	6		8.05	
SC009 8ppm	6		9.2	
SC010 9ppm	6		10.35	
SC011 10ppm	6		11.5	
SC012 11ppm	6		12.65	
SC013 12ppm	6		13.8	
SC014 13ppm	6		14.95	
SC015 15ppm	6		17.25	
SC016 20ppm	6		23	
SC017 25ppm	6		28.75	
SC018 30ppm	6		34.5	
SC019 35ppm	6		40.25	
SC020 36ppm	6		41.4	
SC021 40ppm	6		46	
SC022 45ppm	6		51.75	
SC023 46ppm	6		52.9	

<b>Type</b>	<b>Connect Fee (pence)</b>	<b>Pence Per Call Charge</b>	<b>Pence Per Min Charge</b>	<b>Notes</b>
SC024 50ppm	6		57.5	
SC025 55ppm	6		63.25	
SC026 60ppm	6		69	
SC027 65ppm	6		74.75	
SC028 70ppm	6		80.5	
SC029 75ppm	6		86.25	
SC030 80ppm	6		92	
SC031 90ppm	6		103.5	
SC032 95ppm	6		109.25	
SC033 99ppm	6		113.85	
SC034 100ppm	6		115	
SC035 110ppm	6		126.5	
SC036 120ppm	6		138	
SC037 145ppm	6		166.75	
SC038 150ppm	6		172.5	
SC039 155ppm	6		178.25	
SC040 180ppm	6		207	
SC041 200ppm	6		230	
SC042 220ppm	6		253	
SC043 250ppm	6		287.5	
SC044 300ppm	6		345	
SC045 360ppm	6		414	
SC046 5ppc	6	5.75		
SC047 10ppc	6	11.5		
SC048 15ppc	6	17.25		
SC049 25ppc	6	28.75		

Type	Connect Fee (pence)	Pence Per Call Charge	Pence Per Min Charge	Notes	
SC050 30ppc	6	34.5			
SC051 35ppc	6	40.25			
SC052 40ppc	6	46			
SC053 48ppc	6	55.2			
SC054 50ppc	6	57.5			
SC055 70ppc	6	80.5			
SC056 75ppc	6	86.25			
SC057 100ppc	6	115			
SC058 145ppc	6	166.75			
SC059 150ppc	6	172.5			
SC060 200ppc	6	230			
SC061 250ppc	6	287.5			
SC062 300ppc	6	345			
SC063 400ppc	6	460			
SC064 500ppc	6	575			
SC065 600ppc	6	690			
SC066 155ppm + 77ppc	SC066 77ppc + 155ppm	6	88.55	178.25	
SC067 25ppm + 80ppc	SC067 80ppc + 25ppm	6	92	28.75	
SC068 399ppc + 139ppm		6	<del>159.85</del> 458.85	<del>389.85</del> 159.85	
SC069 499ppc + 135ppm		6	<del>155.25</del> 573.85	<del>573.85</del> 155.25	
SC070 550ppc + 275ppm		6	<del>316.25</del> 632.5	<del>632.5</del> 316.25	60 sec delay before ppm charge
SC071 574ppc + 299ppm		6	<del>343.85</del> 660.1	<del>660.1</del> 343.85	60 sec delay before ppm charge
SC072 698ppc + 349ppm		6	<del>401.35</del> 802.7	<del>802.7</del> 401.35	60 sec delay before ppm charge
SC073 250ppm		6	0 (blank)	287.5	60 sec delay before ppm charge
SC074 5+5	SC074 5ppc + 5ppm	6	5.75	5.75	60 sec delay before ppm charge
SC075 10+10	SC075 10ppc + 10ppm	6	11.5	11.5	60 sec delay before ppm charge

Type		Connect Fee (pence)	Pence Per Call Charge	Pence Per Min Charge	Notes
SC076 40+40	SC076 40ppc + 40ppm	6	46	46	60 sec delay before ppm charge
SC077 70+70	SC077 70ppc + 70ppm	6	80.5	80.5	60 sec delay before ppm charge
SC078 150+150	SC078 150ppc + 150ppm	6	172.5	172.5	60 sec delay before ppm charge
SC079 200+200	SC079 200ppc + 200ppm	6	230	230	60 sec delay before ppm charge
SC080 257ppm+445ppc	SC080 445ppc + 257ppm	6	511.75	295.55	60 sec delay before ppm charge
SC081 18ppm		6		20.7	
SC082 22ppm		6		25.3	
SC083 350ppm		6		402.5	
SC084 250ppc + 75ppm		6	287.5	86.25	
SC085 260ppc + 99ppm		6	299	113.85	
SC086 275ppc + 78ppm		6	316.25	89.7	
SC087 898ppc + 449ppm		6	1032.7	516.35	60 sec delay before ppm charge
SC088 998ppc + 499ppm		6	1147.7	573.85	60 sec delay before ppm charge
SC089 1198ppc + 599ppm		6	1377.7	688.85	60 sec delay before ppm charge
SC090 1398ppc + 699ppm		6	1607.7	803.85	60 sec delay before ppm charge
SC091 1598ppc + 799ppm		6	1837.7	918.85	60 sec delay before ppm charge
SC092 7ppc + 7ppm		6	8.05	8.05	60 sec delay before ppm charge
SC093 13ppc + 13ppm		6	14.95	14.95	60 sec delay before ppm charge
SC094 80ppc + 80ppm		6	92	92	60 sec delay before ppm charge
SC095 100ppc + 100ppm		6	115	115	60 sec delay before ppm charge
SC096 300ppc + 300ppm		6	345	345	60 sec delay before ppm charge
SC097 360ppc + 50ppm		6	414	57.5	60 sec delay before ppm charge
SC098 360ppc + 150ppm		6	414	172.5	60 sec delay before ppm charge
SC099 360ppc + 200ppm		6	414	230	60 sec delay before ppm charge
SC100 360ppc + 360ppm		6	414	414	60 sec delay before ppm charge

These corrections amend the pricing tables to reflect what TalkTalk Business likely intended to charge for these calls, and can form the basis for working out the level of refunds where customers have been charged more than was intended.

Figures in column 1 are the standard levels of Service Charge including VAT at 20%. Figures in columns 2, 3 and 4 are exclusive of VAT.

Another issue to consider, is 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.