



hyperoptic Charges And Fees For Business Customers User Guide

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hyperoptic Charges And Fees For Business Customers



Product Information

Specifications

- **Contact Number:** 0203 318 8216
- **Email:** business.support@hyperoptic.com
- **Twitter:** @HyperopticCS (Monday to Friday, 09:00-18:00)

Product Usage Instructions

Cancellation & Termination Fees

When cancelling or terminating your service, certain fees may apply based on the timing:

- **Order Cancellation Fee:** No charge if cancellation is done before installation date confirmation. Otherwise, Standard Installation Fee applies.
- **Service Termination Fees:** Varies based on the type of service and the commitment period. Refer to the manual for detailed information.

Installation Fees

Installation fees are as follows:

- **Standard Installation Fee**
- **Bespoke Installation Fee:** Price will be advised after a survey by an engineer.

Miscellaneous Fees

Specific miscellaneous fees may apply under certain circumstances:

- **Activation Charge**
- **Re-activation Fee**
- **Replacement items Fee**
- **Static IP Address Fee**
- **Battery Back-Up Unit Fee**

- **Non-returned Hotspot Device Fee**

Getting Hyperoptic Phone Service

To obtain Hyperoptic's Phone service:

- The Phone service is available with Broadband packages.
- Contact Customer Support for adding Phone service to an existing Broadband Only package.
- Refer to the Business Customer Terms of Service for more details.
- Call Charges are applicable for calls not covered in the Rental Charge.

Phone and Call Prices

Details on Phone service pricing:

- Standard service includes free evening and weekend UK landline calls.
- Specific time/day definitions are used for call plans. Refer to the manual for details.

FAQ

- **What are the contact details for customer support?**

You can contact customer support at Tel: 0203 318 8216, Email: business.support@hyperoptic.com, or Twitter: @HyperopticCS (Monday to Friday, 09:00-18:00).

- **What fees apply when cancelling or terminating the service?**

Fees vary based on the timing of cancellation or termination. Refer to the manual for detailed information on Order Cancellation Fee and Service Termination Fees.

Guide to Charges and Fees for Business Customers
From 28th February 2022

Introduction

- Our Guide to Charges and Fees for Business Customers is designed so that you can quickly view and understand our packages and pricing.
- If you'd like further information or answers to any questions you may have regarding our products and pricing, please contact our Customer Support in any of the ways set out under "Our Contact Details" below.
- The prices set out in this Guide are our normal charges (exclusive of VAT), but your order for our services is subject to any specific pricing or applicable special promotion that was communicated to you during your order process and confirmed in your order confirmation email.
- Our Contact Details

You can contact us via any of the following methods:

- **Tel:** 0203 318 8216 (24 hours)
- **Email:** : business.support@hyperoptic.com
- **Twitter:** @HyperopticCS (available Monday to Friday, 09:00-18:00)

Cancellation & Termination Fees

- The following Fees may apply depending on the timing of your action relative to the confirmation of your Order and start of your Service:
- Order Cancellation Fee
Once installation is confirmed and scheduled, the Standard Installation Fee will apply (see p.2). If you cancel prior to receiving a confirmed date for installation, there will be no charge

Service Termination Fees (all ex. VAT)

- **Broadband only service (for packages beginning before August 10 2020):**
 - If you are within your minimum commitment period, the fee will be the lesser of either £16.67, or your agreed monthly rental charge, per remaining month of your minimum commitment period (at the time of termination). Any partmonths will be pro-rated at the applicable rate.
- **Broadband only service (for packages beginning on or after August 10 2020):**
 - If you are within your minimum commitment period, the fee will equal the total agreed rental charge payments for the remaining months (at the time of termination) of your minimum commitment period. Any partmonths will be pro- rated at the applicable rate.
- **Boadband and Phone service (for packages beginning before August 10 2020):**
 - If you are within your minimum commitment period, the fee will be the lesser of either £20.83, or your monthly rental charge, per remaining month of your minimum commitment period (at the time of termination).
- **Boadband and Phone service (for packages beginning before August 10 2020):**
 - If you are within your minimum commitment period, the fee will be the lesser of either £20.83, or your monthly rental charge, per remaining month of your minimum commitment period (at the time of termination). Any part-months will be pro-rated at the applicable rate
- **Broadband and Phone service (for packages beginning on or after August 10 2020)**
 - If you are within your minimum commitment period, the fee will equal the total agreed rental charge payments for the remaining months (at the time of termination) of your minimum commitment period. Any part-months will be pro-rated at the applicable rate.
- **“Monthly Rolling” service**
 - No Service Termination Fee.

Installation Fees

The following table outlines our Installation Fees

<hr/> Standard Installation Fee	£300
<hr/> Bespoke Installation Fee (Subject to survey, price will be advised by engineer)	POA

Miscellaneous Fees

The miscellaneous fees listed here will only apply in specific circumstances.

Miscellaneous Fees (all ex. VAT)	
Activation Charge	£125
Re-activation Fee	One-off Charge of £8.33 for reactivation if your account has been terminated or suspended.
Replacement items Fee	£58.33 for a new Hyperhub to replace an out of warranty or damaged device, or for failure to return a Hyperhub to us when requested.
Static IP Address	5 x Static IP addresses £20.83 per month 13 x Static IP addresses £50 per month
Battery Back-Up Unit Fee	£29.17 per unit
Non-returned Hotspot Device Fee	£141.67 per unit

Getting Hyperoptic Phone

- Hyperoptic's Phone service is available when you take one of our Broadband packages.
- If you'd like to add the Phone service to an existing Broadband Only package please contact our Customer Support who can help you make the change.
- Further information about our Phone service is set out in our Business Customer Terms of Service.
- You will have to pay Call Charges for calls made on our Phone service which are not included in your monthly Rental Charge.
- Our rates and Call Charges are outlined in the following sections. All the prices on the following pages are displayed ex. VAT.
- Phone and Call Prices (all ex. VAT)
- Our standard Phone service includes free evening and weekend UK landline calls.

We use the following time/day definitions in defining our call plans:

	Days	Time
Daytime	Mon to Fri	07:00 – 19:00
Evening	Mon to Fri	<ul style="list-style-type: none"> • Before 07:00 • After 19:00
Weekend	Sat & Sun	All day

- UK landline calls are calls to numbers beginning with 01, 02, or 03.
- Calls included free or at discount in any of our call plans apply to the first 60 minutes only. After 60 minutes, calls will be subject to a connection fee and our normal call rates.

Call Plans

	Definition	Price
Anytime UK landline calls	Free daytime UK Landline Plan	£2.50 per month
International Plan	Offers discounted calls to all international destinations any time of day.	£4.17 per month

Call Charging

Set up Fee

Any chargeable call is subject to a 8.33 per call Connection Fee. For the avoidance of doubt, this Fee will be charged for:

- Daytime UK landline calls for customers not on the Anytime UK Landline Plan
- Anytime UK Landline Plan calls for call duration over 60 minutes
- UK mobile numbers
- Calls to other UK numbers
- International calls

Access Charge

- Numbers to 08, 09 and 118 are made up of two parts. The access charge and the service charge.
- The Access Charge is the part that we will charge you, per minute for connecting the call. The access charge

from Hyperoptic 8.33 per minute.

- The Service Charge is the main call charge. The organisation you are calling decides on what this service charge will be, and must inform the price.

Call Duration rounding

- All call charges will be calculated, then VAT will be applied and then the total call charge will be rounded up a higher whole penny.
- All International calls will be rounded up to the next whole minute.

UK Call Charges

Calls to the following numbers will be charged per minute, and the Connection Fee of 8.33 pence per call will apply.

UK landline and mobile

Pence per minute

UK landline calls	5.83
UK mobile standard calls	14.17

Customer Service

Hyperoptic Customer Service (0333 332 1111)	0
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National

UK National Geographic	5.83
UK Special Services (084, 087 numbers)	On page 6-8
UK Premium Rate numbers (09 numbers)	On page 6-8
UK Directory Enquiries (118 numbers)	On page 6-8
Emergency Services	0.00
Directory enquiries for blind- disabled users	0.00
Emergency Services hearing-impaired (018000)	0.00

Mobile

Guernsey Mobile	21.67
Jersey Mobile	21.67
Mobile Customer Services	0.00
UK Mobile Hutchison 3G	14.17
UK Mobile O2	14.17
UK Mobile Orange	14.17
UK Mobile Other	21.67
UK Mobile T Mobile	14.17
UK Mobile Vodafone	14.17
UK Mobile Cable and Wireless	14.17
UK Mobile Shortcode 1471	14.17
UK Mobile Shortcode Conference	14.17
UK Mobile Virtual 1	14.17
UK Mobile Virtual 2	14.17
UK Mobile Voice and Data	66.67
Mobile Video and Voicemail	5.83

Other

Gamma Access	5.83
UK BT Click	5.83
UK BT One	5.83
UK International Operator	148.33
UK Messaging Services C	8.33
UK National Operator	79.17
UK Pagers & Voice Messaging	14.17
UK Information Services	21.67

Calls to UK Service Numbers (numbers starting 084, 08 7, 09, ex. VAT)

Service Numbers are not included for free and are chargeable at all times. They are charged in two parts as regulated by Ofcom, the Access Charge of 8.3 pence per minute from Hyperoptic, plus the you call, which may be a fixed call charge, a per minute charge, or a mix of both.

Service Charge	Pence per Minute	Pence per Call
UK NGCS SC001	0.00	0
UK NGCS SC002	0.83	0
UK NGCS SC003	1.67	0
UK NGCS SC004	2.50	0
UK NGCS SC005	3.33	0
UK NGCS SC006	4.17	0
UK NGCS SC007	5.00	0
UK NGCS SC008	5.83	0
UK NGCS SC009	6.67	0
UK NGCS SC010	7.50	0
UK NGCS SC011	8.33	0
UK NGCS SC012	9.17	0
UK NGCS SC013	10.00	0
UK NGCS SC014	10.83	0
UK NGCS SC015	12.50	0
UK NGCS SC016	16.67	0
UK NGCS SC017	20.83	0
UK NGCS SC018	25.00	0
UK NGCS SC019	29.17	0
UK NGCS SC020	30.00	0
UK NGCS SC021	33.33	0
UK NGCS SC022	37.50	0
UK NGCS SC023	38.33	0
UK NGCS SC024	41.67	0
UK NGCS SC025	45.83	0
UK NGCS SC026	50.00	0
UK NGCS SC027	54.17	0
UK NGCS SC028	58.33	0
UK NGCS SC029	62.50	0
UK NGCS SC030	66.67	0
UK NGCS SC031	75.00	0

UK NGCS SC032	79.17	0
UK NGCS SC033	82.50	0
UK NGCS SC034	83.33	0
UK NGCS SC035	91.67	0
UK NGCS SC036	100.00	0
UK NGCS SC037	120.83	0
UK NGCS SC038	125.00	0
UK NGCS SC039	129.17	0
UK NGCS SC040	150.00	0

Service Charge Contd.	Pence per Minute	Pence per Call
UK NGCS SC041	166.67	0.00
UK NGCS SC042	183.33	0.00
UK NGCS SC043	208.33	0.00
UK NGCS SC044	250.00	0.00
UK NGCS SC045	300.00	0.00
UK NGCS SC046	0.00	4.17
UK NGCS SC047	0.00	8.33
UK NGCS SC048	0.00	12.50
UK NGCS SC049	0.00	20.83
UK NGCS SC050	0.00	25.00
UK NGCS SC051	0.00	29.17
UK NGCS SC052	0.00	33.33
UK NGCS SC053	0.00	40.00
UK NGCS SC054	0.00	41.67
UK NGCS SC055	0.00	58.33
UK NGCS SC056	0.00	62.50
UK NGCS SC057	0.00	83.33
UK NGCS SC058	0.00	120.83
UK NGCS SC059	0.00	125.00
UK NGCS SC060	0.00	166.67
UK NGCS SC061	0.00	208.33
UK NGCS SC062	0.00	250.00
UK NGCS SC063	0.00	333.33
UK NGCS SC064	0.00	416.67

UK NGCS SC065	0.00	500.00
UK NGCS SC066	129.17	64.17
UK NGCS SC067	20.83	66.67
UK NGCS SC068	202.50	0.00
UK NGCS SC069	8.33	291.67
UK NGCS SC070	202.50	202.50
UK NGCS SC072	147.50	230.00
UK NGCS SC073	208.33	0.00
UK NGCS SC074	4.17	4.17
UK NGCS SC075	8.33	8.33
UK NGCS SC076	33.33	33.33
UK NGCS SC077	58.33	58.33
UK NGCS SC078	125.00	125.00
UK NGCS SC079	166.67	166.67
UK NGCS SC080	214.17	370.83
UK NGCS SC081	15.00	0.00
UK NGCS SC082	18.33	0.00
UK NGCS SC083	291.67	0.00
UK NGCS SC084	62.50	208.33
UK NGCS SC085	82.50	216.67
UK NGCS SC086	65.00	229.17
UK NGCS SC087	108.33	250.00
UK NGCS SC088	0.00	304.17
UK NGCS SC092	5.83	5.83
UK NGCS SC093	10.83	10.83
UK NGCS SC094	66.67	66.67
UK NGCS SC095	83.33	83.33
UK NGCS SC096	250.00	250.00
UK NGCS SC097	41.67	300.00
UK NGCS SC098	125.00	300.00
UK NGCS SC099	166.67	300.00
UK NGCS SC100	300.00	300.00

Non-Geographical

Non-Geographical	Pence per Minute
Premium Voice Shortcode (0ppm)	0.00
Premium Voice Shortcode (100ppm)	83.33
Premium Voice Shortcode (10ppm)	8.33
Premium Voice Shortcode (150ppm)	125.00
Premium Voice Shortcode (200ppm)	166.67
Premium Voice Shortcode (25ppm)	20.83
Premium Voice Shortcode (60ppm)	50.00
Premium Voice Shortcode (75ppm)	62.50
UK Premium Rate g6	6.89
UK Special Services g21	5.83
UK Wi Fi Services 4	14.17
UK Wi Fi Services 7	14.17
UK Wi Fi Services 9	14.17
Personal Numbers	Pence per Minute
Personal Numbering E	14.17
UK Personal Numbering D	14.17
UK Personal Numbering F	28.33
UK Personal Numbering j	28.33
UK Personal Numbering k	41.67
UK Personal Numbering pn1	28.33
UK Personal Numbering pn10	41.67
UK Personal Numbering pn11	46.67
UK Personal Numbering pn12	41.67
UK Personal Numbering pn13	50.00
UK Personal Numbering pn14	50.00
UK Personal Numbering pn2	62.50
UK Personal Numbering pn3	58.33
UK Personal Numbering pn4	33.33
UK Personal Numbering pn5	40.00
UK Personal Numbering pn6	28.33
UK Personal Numbering pn7	50.00
UK Personal Numbering pn8	25.00

International Call Charges

Our rates for dialing international destinations are in the following tables. The tables include both our standard rates and our rates for our International Plan (see p.5).

If you have a question as to how a particular number will be billed, you can contact our Customer Support.

A	Standard Call rate		International Call plan
Antigua & Barbuda		21.25	10.63
Antigua & Barbuda Mobile		29.33	14.67
Afghanistan		55.33	27.67
Afghanistan Mobile		55.33	27.67
Anguilla		42.50	21.25
Anguilla Mobile		42.50	21.25
Albania		11.17	5.58
Albania Mobile		56.17	28.08
Albania OLO		143.33	71.67
Algeria		14.50	7.25
Algeria Algiers		17.40	8.70
Algeria Mobile Other		70.90	35.45
Algeria Mobile		59.08	29.54
Andorra		6.67	3.33
Andorra Mobile		38.67	19.33
Angola		20.33	10.17
Angola Mobile		42.50	21.25
Antarctic		131.67	65.83
Aruba		43.17	21.58
Aruba Mobile		43.17	21.58
Argentina		4.83	2.42
Argentina Major Cities		4.83	2.42
Argentina Mobile		31.67	15.83
Armenia		36.67	18.33
Armenia Mobile		43.33	21.67
Ascension Island		147.50	73.75
American Samoa		9.17	4.58

Australia	5.83	2.92
Australia Cities	5.83	2.92
Australia Mobile	27.17	13.58
Australia Satellite	20.83	10.42
Australia Special Services	6.67	3.33
Austria	3.67	1.83
Austria Premium	25.80	12.90
Austria Premium other	38.00	19.00
Austria Mobile	13.17	6.58
Austria Mobile Other	71.83	35.92
Azerbaijan	43.67	21.83
Azerbaijan Mobile	66.00	33.00

B	Standard Call rate		International Call plan	
Bahrain		7.17		3.5 8
Bahrain Mobile		19.00		9.5 0
Bangladesh		9.83		4.9 2
Bangladesh Mobile		16.50		8.2 5
Bahamas		22.83		11. 42
Bahamas Mobile		41.67		20. 83
Belarus		102.52		51. 26
Belarus Mobile		51.83		25. 92
Belarus Other		52.43		26. 22
Benin		48.17		24. 08
Benin Mobile		48.17		24. 08
Bermuda		8.83		4.4 2
Belize		46.17		23. 08
Belize Mobile		46.17		23. 08
Belgium		4.50		2.2 5
Belgium Mobile		45.13		22. 56
Belgium Mobistar Mobile		21.50		10. 75

Belgium Proximus Mobile	21.50	10.75
Belgium Special Service	42.58	21.29
Bhutan	19.83	9.92
Bolivia	22.50	11.25
Bolivia Equal Access	26.25	13.13
Bolivia Major Cities	22.50	11.25
Bolivia Mobile	25.83	12.92
Bosnia Herzegovina	27.17	13.58
Bosnia Herzegovina Mobile	62.50	31.25
Botswana	17.83	8.92
Botswana Mobile	43.17	21.58
Brazil	7.00	3.50
Brazil Mobile	45.17	22.58
Brazil Rio De Janeiro	7.00	3.50
Barbados	11.50	5.75
Barbados Mobile	42.17	21.08
Brunei	5.17	2.58
Brunei Mobile	21.83	10.92
British Virgin Islands	47.83	23.92
Burkina Faso	43.67	21.83
Burkina Faso Mobile	44.47	22. 24
Bulgaria	13.83	6.92
Bulgaria Mobile	67.75	33.88
Bulgaria Special Services	38.00	19.00
Burundi	27.50	13.75
Burundi Mobile	38.00	19.00

C

Cambodia	11.50	5.75
Cambodia Mobile	31.50	15.75
Canada	2.50	1.25
Canada Directory Enquiries	148.33	74.17

Canada Northwestel	39.00	19.50
Central African Republic	62.33	31.17
Central African Republic Special Services	70.83	35.42
Cayman Islands	35.67	17.83
Cayman Islands Mobile	35.67	17.83
Congo Democratic Republic	42.50	21.25
Congo Democratic Republic (Premium)	141.67	70.83
Congo Democratic Republic Mobile	52.83	26.42
Chad	57.00	28.50
Chad Mobile	57.00	28.50
Chile	5.33	2.67
Chile Mobile	39.83	19.92
Chile Rural	100.00	50.00
Chile Santiago	5.33	2.67
Chile Special Services	235.00	117.50
China	3.83	1.92
China Mobile	15.17	7.58
Congo	85.83	42.92
Congo Mobile	85.83	42.92
Cook Islands	131.67	65.83
Colombia	34.00	17.00
Colombia Cali	4.36	2.18
Colombia Medellin	4.36	2.18
Colombia Mobile	34.00	17.00
Comores	64.67	32.34
Cape Verde Islands	36.67	18.33
Cape Verde Mobile	58.33	29.17
Costa Rica	6.83	3.42
Costa Rica Mobile	23.50	11.75
Cameroon	35.50	17.75
Cameroon Mobile	35.50	17.75
Croatia	2.50	1.25
Croatia Mobile	41.67	20.83

Cuba	110.00	55.00
Cyprus	2.50	1.25
Cyprus Mobile	16.67	8.33

Cyprus Mobile One	16.67	8.33
Czech Republic	5.50	2.75
Czech Republic Mobile	33.68	16.84
Czech Republic Special Services	9.53	4.77

D	Standard Call rate		International Call plan	
Diego Garcia		169.58		84. 79
Djibouti		69.83		34. 92
Djibouti Mobile		69.83		34. 92
Denmark		2.50		1.2 5
Denmark Mobile		16.67		8.3 3
Denmark Mobile Other		16.67		8.3 3
Dominican Republic		18.17		9.0 8
Dominican Republic Mobile		18.17		9.0 8
Dominica		21.50		10. 75
Dominica Mobile		43.17		21. 58

E	Standard Call rate		International Call plan
East Timor		87.67	43.83
Ecuador		21.00	10.50
Ecuador Mobile		41.67	20.83
Egypt		20.33	10.17
Egypt Mobile		20.33	10.17
El Salvador		46.50	23.25
El Salvador Mobile		46.50	23.25
Emsat Satellite System		571.50	285.75
Equatorial Guinea		45.83	22.92
Eritrea		51.33	25.67

Estonia	4.00	2.00
Estonia (PERSONAL NUMBER)	59.81	29.90
Estonia Mobile	35.50	17.75
Estonia Mobile Other	35.50	17.75
Ethiopia	39.17	19.58
Ethiopia Mobile	54.83	27.42

F	Standard Call rate		International Call plan	
Falkland Islands		82.92		41.46
Faroe Islands		13.33		6.67
Faroe Islands Mobile		38.50		19.25
Fiji		36.83		18.42
Fiji Mobile		36.83		18.42
Finland		12.67		6.33
Finland (PREMIUM)		12.67		6.33
Finland Mobile		24.33		12.17
France		2.50		1.25
France Mobile		6.67		3.33
France Mobile One		46.67		23.33
France Mobile Other		6.67		3.33
France Special Services		33.44		16.72
French Guyana		6.50		3.25
French Guyana Mobile		31.50		15.75
French Polynesia		61.33		30.67

		Pence per minute	
G	Standard Call rate		
Gabon		80.00	40.00
Gabon Mobile		80.83	40.42
Gambia		84.75	42.38
Gambia Mobile		86.33	43.17

Gambia Mobile Other	82.32	41.16
Grenada	21.25	10.63
Grenada Mobile	43.67	21.83
Georgia	13.17	6.58
Georgia Mobile	20.67	10.33
Germany	3.33	1.67
Germany Mobile	24.83	12.42
Germany Mobile Other	24.83	12.42
Germany Personal Numbers	50.83	25.42
Ghana	33.33	16.67
Ghana Mobile	41.50	20.75
Gibraltar	10.00	5.00
Gibraltar Mobile	45.00	22.50
Guadeloupe	8.50	4.25
Guadeloupe Mobile	32.83	16.42
Greenland	82.92	41.46
Greece	3.17	1.58
Greece Mobile	16.67	8.33
Greece Mobile Other	35.79	17.90
Guatemala	34.00	17.00
Guatemala Mobile	34.00	17.00
Guinea Bissau	61.33	30.67
Guinea Bissau Mobile	61.33	30.67
Guinea	82.92	41.46
Guinea Mobile	88.83	44.42
Guam	4.17	2.08
Guyana	56.83	28.42
Guyana Mobile	56.83	28.42

H	Standard Call rate		International Call plan	
Haiti		61.33		30.67
Haiti Mobile		61.33		30.67
Hong Kong		3.33		1.67

Hong Kong Mobile	3.33	1.67
Honduras	36.67	18.33
Honduras Mobile	36.67	18.33
Hungary	3.83	1.92
Hungary Budapest	3.83	1.92
Hungary Mobile	17.50	8.75

I	Standard Call rate		International Call plan
Iceland		7.00	3.50
Iceland Mobile		28.83	14.42
Iceland Mobile Other		28.83	14.42
India Major Cities		5.83	2.92
India Minor Cities		5.83	2.92
India Other		5.83	2.92
Inmarsat aero		824.08	412.04
Inmarsat b		353.33	176.67
Inmarsat hsd		810.25	405.13
Inmarsat m		356.00	178.00
Inmarsat m4		578.92	289.46
Indonesia		17.17	8.58
Indonesia Major Cities		7.67	3.83
Indonesia Mobile		17.17	8.58
Iran		13.33	6.67
Iran Mobile		16.67	8.33
Iridium Satellite System		378.92	189.46
Ireland		2.50	1.25
Ireland Mobile		30.00	15.00
Ireland Mobile One		30.83	15.42
Ireland Mobile Other		30.83	15.42
Ireland Special Services		35.00	17.50
Iraq		16.67	8.33
Iraq Baghdad		16.67	8.33

Iraq Mobile	26.83	13.42
Israel	3.83	1.92
Israel Mobile	11.83	5.92
Israel Palestine	32.50	16.25
Italy	2.90	1.45
Italy Hutchison 3G Mobile	46.33	23.17
Italy Mobile	46.33	23.17
Italy Tim Mobile	46.33	23.17
Italy Vodafone Mobile	46.33	23.17
Ivory Coast	50.00	25.00
Ivory Coast Mobile	53.50	26.75
Ivory Coast Other	96.22	48.11

J	Standard Call rate		International Call plan	
Jamaica		12.50		6.25
Jamaica Mobile		41.67		20.83
Jordan		20.67		10.33
Jordan Mobile		26.50		13.25
Japan		6.67		3.33
Japan Mobile		27.00		13.50
Japan Tokyo		6.67		3.33

K	Standard Call rate		International Call plan	
Kazakhstan		20.50		10.25
Kazakhstan Mobile		21.50		10.75
Kenya		21.67		10.83
Kenya Mobile		23.17		11.58
Kenya Mobile Other		29.64		14.82
Kiribati		106.67		53.33
Kosovo		74.14		37.07

Kyrgyzstan	27.33		13.67
Kyrgyzstan Mobile	27.33		13.67
Kuwait	24.17		12.08
Kuwait Mobile	24.17		12.08

L	Standard Call rate		International Call plan	
Laos		20.50		10.25
Latvia		21.50		10.75
Latvia Mobile		15.00		7.50
Latvia Mobile One		65.00		32.50
Latvia Mobile Other		65.00		32.50
Lebanon		24.17		12.08
Lebanon Mobile		44.17		22.08
Liberia		69.33		34.67
Liberia Mobile		61.33		30.67

Libya		41.25		20.63
Libya Mobile		65.33		32.67
Liechtenstein		16.67		8.33
Liechtenstein Mobile		68.33		34.17
Liechtenstein Special Services		42.00		21.00
Lithuania		6.67		3.33
Lithuania (PERSONAL NUMBERS)		69.17		34.58
Lithuania Mobile		13.50		6.75
Lesotho		38.67		19.33
Lesotho Mobile		38.67		19.33
Luxembourg		3.17		1.58
Luxembourg Mobile		41.17		20.58

M	Standard Call rate		International Call plan	
Macedonia		26.83		13.42
Macedonia Mobile		65.33		32.67
St. Martin		26.67		13.33
Mali		55.17		27.58
Mali Mobile		55.17		27.58
Martinique		8.50		4.25
Martinique Mobile		29.17		14.58
Macau		7.33		3.67

Mayotte		13.83		6.9 2
Mayotte Mobile		30.67		15. 33
Madagascar		82.92		41. 46
Madagascar Mobile		87.00		43. 50
Mexico		8.17		4.0 8
Mexico (EQUAL ACCESS)		8.17		4.0 8
Mexico Major Cities		8.17		4.0 8
Mexico Mobile		10.00		5.0 0
Marshall Islands		47.33		23. 67
Micronesia		38.17		19. 08
Maldives		82.92		41. 46
Maldives Mobile		82.93		41. 47
Malta		4.50		2.2 5
Malta Mobile		32.67		16. 33
Myanmar		59.00		29. 50
Myanmar Mobile		33.26		16. 63
Montenegro		29.17		14. 58
Montenegro Mobile		64.83		32. 42
Mongolia		11.50		5.7 5
Mongolia Mobile		18.83		9.4 2
Moldova		26.83		13. 42

Moldova Mobile		47.67		23.83
Monaco		16.67		8.33
Monaco Mobile		57.42		28.71
Morocco		25.17		12.58

Morocco Mobile	43.12	21.56
Morocco Mobile Other	65.57	32.79
Mozambique	14.67	7.33
Mozambique Mobile	49.17	24.58
Mauritius	29.17	14.58
Mauritius Mobile	29.17	14.58
Montserrat	31.83	15.92
Mauritania	78.83	39.42
Mauritania Mobile	78.83	39.42
Malawi	8.25	4.13
Malawi Mobile	19.67	9.83
Malaysia	2.67	1.33
Malaysia Kuala Lumpur	2.67	1.33
Malaysia Mobile	6.17	3.08

Namibia	29.17	14.58
Namibia Mobile	46.67	23.33
Netherlands	3.17	1.58
Netherlands Antilles	41.67	20.83
Netherlands Antilles Mobile	41.67	20.83
Nauru	131.67	65.83
New Caledonia	36.50	18.25
New Zealand	3.67	1.83
New Zealand Mobile	19.17	9.58
Netherlands Mobile	16.67	8.33
Netherlands Mobile Other	16.67	8.33
Nigeria	14.83	7.42
Nigeria Mobile	14.83	7.42
Nigeria Mobile Other	14.83	7.42
Niger	44.67	22.33
Niger Premium Services	46.47	23.24

Niger Mobile	44.67	22.33
Nicaragua	28.00	14.00
Nicaragua Mobile	46.50	23.25
Niue	129.17	64.58
North Korea	121.17	60.58
Northern Marianas	5.50	2.75
Nigeria Special Services	14.83	7.42
Norway	6.67	3.33
Norway Mobile	36.33	18.17
Nepal	26.17	13.08
Nepal Mobile	26.17	13.08
Norway Mobile Other	36.33	18.17

O	Standard Call rate		International Call plan	
OCHA		0.45		0.23
Oman		23.00		11.50
Oman Mobile		56.67		28.33

P	Standard Call rate		International Call plan	
Pakistan		6.67		3.33
Pakistan Mobile		6.67		3.33
Palau		46.33		23.17
Panama		4.17		2.08
Panama Mobile		28.33		14.17
Panama Special Services		163.33		81.67
Peru		13.83		6.92
Peru Mobile		25.17		12.58
Peru Rural		35.88		17.94
Poland		4.00		2.00

Poland Mobile	51.92	25.96
Poland Mobile Centernet	51.92	25.96
Poland Mobile One	51.92	25.96
Poland Mobile Other	51.92	25.96
Portugal	3.67	1.83
Paraguay Mobile	15.17	7.58
Philippines	25.67	12.83
Philippines Mobile	34.33	17.17
Papua New Guinea	82.92	41.46
Papua New Guinea Mobile	93.96	46.98
Portugal Mobile	15.00	7.50
Portugal Special Services	15.00	7.50
Puerto Rico	2.67	1.33
Palestine	32.50	16.25
Palestine Mobile	38.00	19.00

Pence per minute



	Standard Call rate	International Call plan
Qatar	25.00	12.50
Qatar Mobile	33.33	16.67

R	Standard Call rate		International Call plan	
Reunion		5.33		2.6 7
Reunion Mobile		24.67		12. 33
Romania		5.17		2.5 8
Romania Mobile		20.50		10. 25
Russia		22.50		11. 25
Russia Major Cities		22.50		11. 25
Russia Mobile		22.50		11. 25
Russia Mobile One		28.06		14. 03

Rwanda		30.17		15.08
Rwanda Mobile		30.17		15.08

S	Standard Call rate		International Call plan	
Singapore		2.50		1.25
Singapore Mobile		2.50		1.25
South Africa		6.67		3.33
South Africa Mobile		28.17		14.0 8
South Africa Special Services		28.17		14.0 8
Satellite		874.63		437. 32
Satellite Other		381.67		190. 83
Saudi Arabia		29.33		14.6 7
Saudi Arabia Mobile		29.33		14.6 7
Saudi Arabia Mobile Other		13.93		6.97

Senegal		82.67		41.33
Senegal Mobile		82.67		41.33
Serbia		24.17		12.08
Serbia Mobile		65.33		32.67
Seychelles		52.50		26.25
Seychelles Special Services		118.33		59.17
Sierra Leone		79.00		39.50
Sierra Leone Mobile		79.00		39.50
South Korea		3.17		1.58
South Korea Mobile		6.67		3.33
Sri Lanka		20.33		10.17
Sri Lanka Mobile		26.33		13.17
Slovakia		5.33		2.67
Slovakia Mobile		30.00		15.00
Slovenia		21.33		10.67
Slovenia Alternative Networks		21.33		10.67
Slovenia Mobile		25.33		12.67
Slovenia Mobile Other		83.33		41.67

San Marino	5.17	2.58
San Marino Mobile	45.00	22.50
San Marino Premium	206.67	103.33
Solomon Islands	131.67	65.83
Somalia	100.00	50.00

Somalia Mobile	100.00	50.00
St. Pierre & Miquelon	35.83	17.92
St. Pierre & Miquelon Mobile	83.33	41.67
Spain	2.90	1.45
Spain Mobile	23.33	11.67
Spain Mobile One	23.33	11.67
Spain Mobile Other	23.33	11.67
Spain Special Services	123.33	61.67
South Sudan	80.00	40.00
St. Helena	129.17	64.58
St. Kitts & Nevis	47.83	23.92
St. Kitts & Nevis Mobile	47.83	23.92
St. Lucia	20.00	10.00
St. Lucia Mobile	43.00	21.50
St. Martin	26.67	13.34
Sao Tome & Principe	131.67	65.83
Sudan	30.83	15.42
Sudan Mobile	48.71	24.35
Suriname	40.50	20.25
Suriname Mobile	40.50	20.25
St. Vincent & Grenadines	20.33	10.17
St. Vincent & Grenadines Mobile	27.50	13.75
Sweden	2.90	1.45
Sweden Mobile	16.67	8.33
Switzerland	10.00	5.00
Switzerland Mobile	28.33	14.17
Switzerland Mobile One	46.94	23.47
Switzerland Mobile Other	46.94	23.47
Switzerland Other	49.27	24.64
Switzerland Premium	12.00	6.00
Switzerland Special Services	12.00	6.00

Swaziland	12.50	6.25
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Swaziland Mobile	41.83		20.92	
Syria	21.83		10.92	
Syria Mobile	39.00		19.50	
	Pence per minute			
T	Standard Call rate		International Call plan	
Taiwan		3.33		1.6 7
Taiwan Mobile		22.50		11. 25
Tajikistan		28.00		14. 00
Tajikistan Mobile		28.00		14. 00
Turks & Caicos Island Mobile		47.83		23. 92
Turks & Caicos Islands		47.83		23. 92
Thailand		6.83		3.4 2
Thailand Mobile		6.83		3.4 2
Tunisia		43.67		21. 83
Tunisia Mobile		67.75		33. 88
Togo		72.50		36. 25
Tokelau		169.58		84. 79
Tonga		76.83		38. 42
Trinidad & Tobago		6.17		3.0 8
Trinidad & Tobago Mobile		21.50		10. 75
Turkmenistan		22.67		11. 33
Tanzania		51.67		25. 83
Tanzania Mobile		30.50		15. 25

Turkey		5.83		2.9 2
Turkey (CYPRUS)		8.33		4.1 7
Turkey (CYPRUS) mobile		26.50		13. 25
Tuvalu		111.17		55. 58
Turkey Mobile		25.00		12. 50
Turkey Mobile Other		57.13		28. 56

U	Standard Call rate		International Call plan	
Ukraine		29.17		14.5 8
Uganda		23.17		11.5 8
Uganda Mobile		32.83		16.4 2
Ukraine Mobile		29.17		14.5 8
United Arab Emirates		28.33		14.1 7
United Arab Emirates Mobile		28.33		14.1 7
UPT VisionNG		251.89		125. 95
Uruguay		11.67		5.83
Uruguay Mobile		34.17		17.0 8
USA		2.50		1.25
USA Alaska		3.50		1.75
USA Directory Enquiries		166.67		83.3 3
USA Hawaii		3.50		1.75
US Virgin Islands		4.17		2.08
Uzbekistan		15.83		7.92
Uzbekistan Mobile		22.50		11.2 5

V	Standard Call rate		International Call plan	
Vanuatu		93.67		46.83
Vatican City		3.17		1.58
Venezuela		2.08		1.04
Venezuela Mobile		31.29		15.65
Vietnam		9.67		4.83
Vietnam Mobile		16.33		8.17

Pence per minute

W

	Standard Call rate	International Call plan
Wallis & Futuna	168.75	84.38
Western Samoa	88.00	44.00

Pence per minute

Y

	Standard Call rate	International Call plan
Yemen	30.17	15.08
Yemen Mobile	39.67	19.83

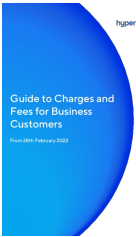
Z	Standard Call rate		International Call plan	
Zambia		14.00		7.00
Zambia Mobile		29.33		14.67
Zimbabwe		23.17		11.58
Zimbabwe Mobile		91.33		45.67

Other

Other	Standard Call rate		International Call plan	
Cameroon Special Services		35.50		17.75
Canada Other		2.50		1.25
Congo Democratic Republic Mobile Other		52.83		26.42
Cyprus Mobile One		16.67		8.33
India		5.83		2.92
India Mobile		5.83		2.92
Nigeria Mobile Other		14.83		7.42
Russia Mobile Other		22.50		11.25
South Africa Mobile One		28.17		14.08

South Africa Mobile Other	28.17	14.08
Spain Mobile One	23.33	11.67
Switzerland Mobile One	46.94	23.47
Switzerland Premium	12.00	6.00

Documents / Resources

	<p>hyperoptic Charges And Fees For Business Customers [pdf] User Guide Charges And Fees For Business Customers, Charges And Fees For Business Customers, And Fees For Business Customers, For Business Customers, Business Customers, Customers</p>
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References

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