

Sky Talk Tariff Guide Instruction Manual

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Sky Talk Tariff Guide

Contents:

Sky Pay As You Talk
Sky Talk Evenings & Weekends Extra Sky
Talk Anytime Extra
Sky Talk International Extra

Prices effective from 1 May 2024

Sky Talk is Sky's home telephony service.

This tariff guide allows Sky Pay As You Talk, Sky Talk Evenings & Weekends Extra, Sky Talk Anytime Extra and Sky Talk International Extra customers to find the rates for call destinations quickly and easily, and outlines the features of the service.

If you have any further questions please call us on 03442 410 499 for more information.

Package Overview (including UK call rates)

Call Type	Price	Inclusive	UK Calls ¹	UK Mobile ²	084, 087, 09 and 118 Numbers ³	International
Sky Pay As You Talk	Usage based	All Day Monday to Sunday	27p per minute	27p per minute	15p per minute Access Charge plus Service Charge	See pages 6-8 of this Tariff Guide
Sky Talk Evenings & Weekends Extra	£8.00 per month	Daytime Monday to Friday 7am to 7pm	27p per minute	27p per minute	15p per minute Access Charge plus Service Charge	See pages 6-8 of this Tariff Guide
Sky Talk Evenings & Weekends Extra	£8.00 per month	Evenings Monday to Friday After 7pm & before 7am	Inclusive	Inclusive	15p per minute Access Charge plus Service Charge	See pages 6-8 of this Tariff Guide
Sky Talk Evenings & Weekends Extra	£8.00 per month	Weekend All day Saturday and Sunday	Inclusive	Inclusive	15p per minute Access Charge plus Service Charge	See pages 6-8 of this Tariff Guide
Sky Talk Anytime Extra	£16.00 per month	All Day Monday to Sunday	Inclusive	Inclusive	15p per minute Access Charge plus Service Charge	See pages 6-8 of this Tariff Guide
Sky Talk International Extra	£18.00 per month	All Day Monday to Sunday	Inclusive	Inclusive	15p per minute Access Charge plus Service Charge	Inclusive calls to 50 popular destinations ⁴

Footnotes

A 25p connection fee applies to all non-inclusive UK landline, UK mobile calls and international calls (excluding EU landline + mobile)

1. [UK calls to 01, 02, 03 and Isle of Man numbers only \(excludes Channel Islands, indirect access, dial-up](#)

[internet and 070 numbers\). Inclusive UK calls last up to an hour, then charged at 27ppm at any time of day, or hang up and redial as often as you like. Acceptable Use Policy applies – see \[sky.com/talk\]\(#\).](#)

[Calls from Northern Ireland landlines to Republic of Ireland](#) landlines are charged at UK rates less call connection fee. UK rates apply for calls to the g21 chargeband

2. Inclusive calls to UK Mobile (07) numbers last up to an hour, then are charged at 27p per minute at any time of the day, or hang up and redial as often as you like. Daytime calls: Monday to Friday 7am to 7pm. Evening calls: Monday to Friday 7pm to 7am. Weekend calls: all day Saturday and Sunday. Subject to Acceptable Use Policy see [sky.com/talk](#). 070 Personal Numbering, 076 Paging and Isle of Man Mobile numbers do not constitute UK Mobile – see page 5 for call rates.
3. Calls to 0845 and 0870 numbers are subject to Sky's Access Charge (15p per minute) and the owning operator's Service Charge applies. A 15p per minute access charges applies to all calls to service Numbers (084, 087, 09 and 118) for the duration of the call
4. Inclusive international geographic landline calls to Australia, Austria, Bangladesh, Belgium, Brazil, Bulgaria, Canada, Canary Islands, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hong Kong, Hungary, India, Irish Republic, Israel, Italy, Jamaica, Japan, Latvia, Lithuania, Luxembourg, Madeira, Malaysia, Netherlands, New Zealand, Norway, Pakistan, Poland, Portugal, Romania, Russian Federation, Singapore, Slovak Republic, Slovenia, South Africa, Spain, Sweden, Switzerland, Thailand, Turkey, USA (also includes calls to mobiles in Canada, Hong Kong and USA). Inclusive calls to 50 popular destinations last up to an hour after which standard Sky international rates apply, or you can hang up and redial as often as you like. Subject to Acceptable Use Policy – see [sky.com/Talk](#).

Sky Talk Line Rental

Sky Talk Customers must take line rental from Sky (£18.99 per month). You will receive one bill for all your tariff charges. Plus there are a number of Call Features which come as standard and you can choose to take additional features for a little extra.

Call Features

Product	Description	Price
141 – Withhold Number	Dial 141 before you call to hide your number from the person you're calling	No extra charge
1470 – Override Withhold Number	If you have Number Withheld on all calls, dial 1470 to override it and send your number	No extra charge
1471 – Play Last Caller's Number	Call 1471 for the number which called you last	No extra charge
1471 – Return Call	You can press 3 to return the call after you discover which number dialled you last	£0.20 per use – and any relevant call charges
1475 – Erase Last Caller Number	Call 1475 to remove the latest caller from your 1471 list	No extra charge

Always With hold Number	Your number is never shown when you make a call	No extra charge (on request)
1571 – Voice mail ³	Callers can leave you a message if you don't answer or if your line is engaged	£2.00 per month
1571 – Return Call	You can press 0 to return the call after you have listened to your voicemail message	£0.20 per use – and any relevant call charges
Caller Display	See who's calling before you answer. If the number is in your phonebook, you'll even see the name.	No extra charge
Anonymous Caller Reject	Reject calls from people who withheld their number	£4.00 per month
Call Diversion ¹	Divert your calls to another landline or mobile number so you will never miss a call	£2.50 per month
Call Waiting	Shows if you have a second call and lets you put your current call on hold while you take another	£2.50 per month
Last Caller Barring	Bar incoming calls from the last number. Block up to 10 numbers in your phone	£3.35 per month
Reminder Call	Set up an incoming call to remind yourself about up to 5 upcoming birthdays, appointments and meetings	£2.50 per month or 38.5p per use ⁵
Ring Back ²	If a number is engaged, request a ring back and you'll be called when the number becomes free	£2.50 per month or 38.5p per use
Three-way Calling	Enables a three-way call to be established	£2.50 per month or £0.69 per use
Text2	Send text messages from a text enabled telephone – limited to a fixed or mobile number in the UK. Caller display required. Includes SMS alerts to mobiles for voicemail and other services	10.5p per use
Voicemail Plus ^{2,4}	Allows you to record a personal greeting, store 30 messages and access your messages from any phone	£2.50 per month

1. The diverted part of the call is charged to the Sky Talk customer at the standard Sky Talk rate depending on the type of phone the call is diverted to, e.g. mobile. The person calling is charged for a standard UK landline call and will be charged as normal by their calls provider.
2. Not available to all Sky customers.
3. New messages are stored for 30 days and 20 days once listened to.
4. Messages are stored for 30 days
5. This will be billed when the reminder is set up

Sky Talk: 12 month minimum term applies to new Sky Talk customers and to existing customers taking up Sky Talk Line Rental, except when taken with Sky Fibre / Fibre Unlimited then 18 month minimum term applies to Sky Talk and Sky Line Rental. Sky Talk is only available to customers paying by Direct Debit / continuous card mandate. Sky compatible BT line required for Sky Talk line rental. Codes of practice can be found at sky.com/talk. Calls to Sky Talk contact centres are free for Sky Talk customers. Sky compatible BT line required for Sky Talk line rental. Codes of practice can be found at sky.com/talk. Calls to Sky Talk contact centres are free for Sky Talk customers.

Call Charge Details

Time-bands

Calls fall within one of three time-bands:

- **Daytime** – Monday to Friday, 7am to 7pm
- **Evening** – Monday to Friday, after 7pm and before 7am
- **Weekend** – All day Saturday and Sunday

This tariff guide allows Sky Pay As You Talk, Sky Talk Evenings & Weekends Extra, Sky Talk Anytime Extra and Sky Talk International Extra customers to find the rates for call destinations quickly and easily and outlines the features of the service.

If you have any further questions please call us on 03442 410 499 for more information.

Charge-bands

- A charge-band is assigned to a set of numbers which are charged the same rates.
- Charge-bands have codes designated to them, e.g. pn for personal number. Each charge-band is explained in more detail further in this guide.
- This Tariff Guide shows the calling rates assigned to the charge-bands. For a list showing which numbers are attached to which charge-bands, please refer to the Specialised Numbers Guide at www.sky.com/talk

Duration Rounding

All calls will be rounded to the next whole minute, except service calls whereby the Service Charge aspect of the call will be rounded to the next whole second.

Call Charge Rounding

Each call charge will be rounded up to the next penny with the exception of calls to fixed fee only numbers.

Bill Total Rounding

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

Connection Fee

A connection fee of £0.25 (including VAT) will be applied to all calls except:

- Free, inclusive or unlimited calls (including those that commence within an uncharged period but end in a charged period)
- Fixed fee calls
- Calls charged by timed duration that start with a fixed fee
- Calls to service numbers (084, 087, 09 and 118 numbers)
- Calls to personal numbering charge-band pn7
- Calls to all EU Numbers

Calls to Service Numbers

The cost of calling service numbers (084, 087, 09 and 118 numbers) are broken into two parts:

An **access charge** of £0.15 per minute (including VAT) will be applied to the beginning of all service calls except free, inclusive or unlimited calls. The price of an access charge does not increase or decrease depending on call duration, and will be applied every time a call is made to calls requiring an access charge.

A **service charge** is the rest of the call charge. The organisation you are calling decides how much this charge will be and will tell you this. The service call charge will vary as it is dependent on the duration of the call.

Both these charges will apply to any part of a service call that is made in a charged period.

Call Rates to Pager and Voice Messaging Services

Charge-band	Daytime	Evening	Weekend
R rate	8.07	4.02	3.01

A £0.25 connection fee applies to all calls.

All call rates are in pence-per-minute.

Charge-band	Daytime	Evening	Weekend
ff3	25.00	13.00	13.00
ff6	36.00	36.00	36.00
ff8	19.00	19.00	19.00
ff9	43.00	43.00	43.00
ff10	26.00	26.00	26.00

All call rates are in pence per call

Call Rates to Personal Number Services

Personal Numbering Services (070 numbers) allow the user to be contacted on a single telephone number so they can receive calls on almost any telephone number e.g. at work, at home, on a mobile.

Charge-band	Daytime	Evening	Weekend
c	12.84	7.43	3.92
d	16.21	9.55	9.55
e	4.78	4.78	4.78
f	29.10	19.39	9.70
j	31.04	21.33	10.17
k	36.38	24.25	12.11
pn1	23.29	15.52	7.76
pn2	50.88	50.88	50.88
pn3	47.54	37.84	37.84
pn4	25.23	25.23	25.23
pn5	16.49	16.49	16.49
pn6	19.40	19.40	19.40
pn8	19.37	19.37	19.37
pn9	22.79	22.79	22.79
pn10	33.96	33.96	33.96
pn11	37.83	28.13	28.13
pn12	26.20	26.20	26.20
pn13	37.83	37.83	37.83
pn14	28.62	28.62	28.62
pn15	12.61	12.61	12.61
pn16	13.58	13.58	13.58
pn17	14.55	14.55	14.55
pn18	15.52	15.52	15.52
pn19	9.70	9.70	9.70

A 25p connection fee applies to all calls.

All call rates are in pence per minute

Charge-band	Daytime	Evening	Weekend
pn20	23.29	23.29	23.29
pn21	39.90	39.90	39.90
pn22	10.10	10.10	10.10

A 25p connection fee applies to all calls.

All call rates are in pence per minute

Charge-band	Daytime	Evening	Weekend
pn7	4.03	1.02	1.02

A 51.17p connection fee applies to pn7 calls.

All call rates are in pence per minute

Call Rates to the Channel Islands

Calls to the Channel Islands are charged at separate rates to the rest of the UK.

Charge-band	Daytime	Evening	Weekend
The Channel Islands	27.00	27.00	27.00

A 25p connection fee applies to all calls.

All call rates are in pence per minute

Call Rates to the Isle of Man Mobiles

Calls to Isle of Man Mobiles are charged at separate rates to the rest of the UK.

Charge-band	Daytime	Evening	Weekend
The Isle of Man	27.00	27.00	27.00

A 25p connection fee applies to all calls.

All call rates are in pence per minute

Call Rates to 055 Corporate and 056 VOIP Numbers

055 numbers are in use by some large corporate organisations, 056 numbers are used by some 'VOIP' voice over internet protocol' telephony providers.

Charge-band	Daytime	Evening	Weekend
g6	7.62	7.62	7.62
g21 ¹	27.00	27.00	27.00

1. Calls to numbers with the g21 charge-band are treated the same as UK calls for inclusive Talk packages (see Package Overview on page 2 for details) A 25p connection fee applies to all non-inclusive calls.

All call rates are in pence per minute.

Call Rates to Service Numbers

Service numbers include calls to 084, 087, 09 and 118 numbers.

All calls to freephone numbers (which begin 0800, 00800, 0808 or 116) are free from landlines. For all other service numbers, the cost of the call will be broken down into two parts:

An access charge – this part is what Sky charges you for these calls.

Charge-band	Pence per minute
Access Charge	15.00

Applies to non-inclusive calls only

A service charge – this is the rest of the call charge There are four different categories of service calls:

1. Service calls charged by timed duration:

Charge-band	Pence per call	Pence per minute
Service Charge 1	0.00	0.00
Service Charge 2	0.00	1.00
Service Charge 3	0.00	2.00
Service Charge 4	0.00	3.00
Service Charge 5	0.00	4.00
Service Charge 6	0.00	5.00
Service Charge 7	0.00	6.00
Service Charge 8	0.00	7.00
Service Charge 9	0.00	8.00
Service Charge 10	0.00	9.00
Service Charge 11	0.00	10.00
Service Charge 12	0.00	11.00
Service Charge 13	0.00	12.00
Service Charge 14	0.00	13.00
Service Charge 15	0.00	15.00
Service Charge 16	0.00	20.00
Service Charge 17	0.00	25.00
Service Charge 18	0.00	30.00

Service Charge 19	0.00	35.00
Service Charge 20	0.00	36.00
Service Charge 21	0.00	40.00
Service Charge 22	0.00	45.00
Service Charge 23	0.00	46.00
Service Charge 24	0.00	50.00
Service Charge 25	0.00	55.00
Service Charge 26	0.00	60.00
Service Charge 27	0.00	65.00
Service Charge 28	0.00	70.00
Service Charge 29	0.00	75.00
Service Charge 30	0.00	80.00
Service Charge 31	0.00	90.00
Service Charge 32	0.00	95.00
Service Charge 33	0.00	99.00
Service Charge 34	0.00	100.00
Service Charge 35	0.00	110.00
Service Charge 36	0.00	120.00
Service Charge 37	0.00	145.00
Service Charge 38	0.00	150.00
Service Charge 39	0.00	155.00
Service Charge 40	0.00	180.00
Service Charge 41	0.00	200.00
Service Charge 42	0.00	220.00
Service Charge 43	0.00	250.00
Service Charge 44	0.00	300.00
Service Charge 45	0.00	360.00
Service Charge 68	0.00	243.00
Service Charge 81	0.00	18.00
Service Charge 82	0.00	22.00
Service Charge 83	0.00	350.00

2. Service calls charged at fixed fee:

Charge-band	Pence per call	Pence per minute
Service Charge 46	5.00	0.00
Service Charge 47	10.00	0.00
Service Charge 48	15.00	0.00
Service Charge 49	25.00	0.00
Service Charge 50	30.00	0.00
Service Charge 51	35.00	0.00
Service Charge 52	40.00	0.00
Service Charge 53	48.00	0.00
Service Charge 54	50.00	0.00
Service Charge 55	70.00	0.00
Service Charge 56	75.00	0.00
Service Charge 57	100.00	0.00
Service Charge 58	145.00	0.00
Service Charge 59	150.00	0.00
Service Charge 60	200.00	0.00
Service Charge 61	250.00	0.00
Service Charge 62	300.00	0.00
Service Charge 63	400.00	0.00
Service Charge 64	500.00	0.00
Service Charge 65	600.00	0.00
Service Charge 88	365.00	0.00

3. Service calls charged at fixed fee and timed duration (where the fixed fee and the duration charge apply from the start of the call)

Charge-band	Pence per call	Pence per minute
Service Charge 66	77.00	155.00
Service Charge 67	80.00	25.00
Service Charge 69	350.00	10.00
Service Charge 84	250.00	75.00
Service Charge 85	260.00	99.00
Service Charge 86	275.00	78.00

4. Service calls charged at fixed fee and timed duration (where the fixed fee is the charge for the first 60 seconds or part thereof and the duration charge applies following the first 60 seconds)

Charge-band	Pence per call	Pence per minute
Service Charge 70	243.00	243.00
Service Charge 71	260.00	210.00
Service Charge 72	276.00	177.00
Service Charge 73	0.00	250.00
Service Charge 74	5.00	5.00
Service Charge 75	10.00	10.00
Service Charge 76	40.00	40.00
Service Charge 77	70.00	70.00
Service Charge 78	150.00	150.00
Service Charge 79	200.00	200.00
Service Charge 80	445.00	257.00
Service Charge 87	300.00	130.00
Service Charge 89	1198.00	599.00
Service Charge 90	1398.00	699.00
Service Charge 91	1598.00	799.00
Service Charge 92	7.00	7.00
Service Charge 93	13.00	13.00
Service Charge 94	80.00	80.00
Service Charge 95	100.00	100.00
Service Charge 96	300.00	300.00
Service Charge 97	360.00	50.00
Service Charge 98	360.00	150.00
Service Charge 99	360.00	200.00
Service Charge 100	360.00	360.00

Call Rates to Helpline numbers and Emergency Services

Charge-band	Number	Pence per call
Non Emergency Police	101	Free
Electricity Helpline	105	Free
NHS Helpline	111	Free
Emergency services	999 or 112	Free
Helpline numbers	116	Free
FraudLine (Bank Helpline)	159	Free

Call Rates to 123 (Speaking Clock)

Charge-band	Pence per call
Speaking Clock	50.00

Call Rates to Satellite Services

These are calls to satellite numbers. Please note that the per minute charges are in '£ per minute' rather than pence per minute.

Charge-band	Connection Fee	£ per minute
Inmarsat A	25p	£6.06
Inmarsat B-Sat (incl BGAN)	25p	£3.88
Inmarsat B-Sat High Speed Data	25p	£9.70
Inmarsat M-Sat	25p	£4.03
M4 High Speed Data PSTN/ISDN	25p	£7.20
NA96	25p	£7.20
Mobiq (Mini-M) / M4 Voice	25p	£2.65
Skyphone	25p	£5.82
Emsat	25p	£2.23
Thuraya	180p	£3.61
Navitas	180p	£0.92
Iridium	180p	£3.61

International Call Rates

Calls to international destinations are split into Bands A, B, C, D & E, listed out in the table below:

Band A: Connection fee 25p

Band B: Calls from Northern Ireland geographic landlines to Republic of Ireland geographic landlines have no connection fee. All other calls to geographic landlines and mobiles in the Republic of Ireland have a 25p connection fee.

Band C: Calls to EU geographic landlines and mobiles have no connection fee. Calls to EU Special/Higher Rates have a 19p connection fee

Band D: Connection fee 25p

Band E: Connection fee 25p

Numbers that are classified as “International Non-EU mobile and other special / higher rate” and “International EU special/higher rates” are listed in the International Specialised Numbers Guide.

Sky Talk International Extra Customers:

Calls to fifty popular international landline destinations also listed below are inclusive for customers on the Sky Talk International Extra Package:

International Extra Landline Destinations		
Australia	Austria	Bangladesh
Belgium	Brazil	Bulgaria
Canada ¹	Canary Islands	China
Croatia	Cyprus	Czech Republic
Denmark	Estonia	Finland
France	Germany	Gibraltar
Greece	Hong Kong ¹	Hungary
India	Ireland	Israel
Italy	Jamaica	Japan
Latvia	Lithuania	Luxembourg
Madiera	Malaysia	Netherlands
New Zealand	Norway	Pakistan
Poland	Portugal (includes Madeira)	Romania
Russian Federation	Singapore	Slovakia
Slovenia	South Africa	Spain ²
Sweden	Switzerland	Thailand
Turkey	USA ¹	

Including mobile

1. Inclusive international calls last up to an hour, after which Sky Talk standard international rates apply or you can hang up and redial as often as you like.
2. This is subject to our Acceptable Use Policy which is available at www.sky.com/talk. Standard international call rates apply to Sky Pay As You Talk and Sky Talk Evenings & Weekends Extra customers.

Banding	Destination	Pence per minute (same across daytime, evening and weekends)
Band A	Isle of Man	27
Band A	Jersey	27
Band A	Guernsey	27

Banding	Destination	Pence per minute (same across daytime, evening and weekends)
Band B	Ireland (Republic of)	27

Bandi ng	Destination	Pence per minute (same across daytime, evening and w eekends)
Band C	Austria	27
Band C	Azores	27
Band C	Belgium	27
Band C	Bulgaria	27
Band C	Canary Islands	27
Band C	Croatia	27
Band C	Cyprus (Includes North)	27
Band C	Czech Republic	27
Band C	Denmark	27
Band C	Estonia	27
Band C	Finland	27
Band C	France	27
Band C	French Guiana	27
Band C	Germany	27
Band C	Gibraltar	27

Band C	Greece	27
Band C	Guadeloupe (Saint Barthélemy & Saint Martin)	27
Band C	Hungary	27
Band C	Iceland	27
Band C	Ireland (Republic of)	27
Band C	Italy (Includes Vatican City)	27
Band C	Latvia	27
Band C	Liechtenstein	27
Band C	Lithuania	27
Band C	Luxembourg	27
Band C	Malta	27
Band C	Martinique	27
Band C	Mayotte	27
Band C	Netherlands	27
Band C	Norway	27
Band C	Poland	27
Band C	Portugal (Includes Madeira)	27
Band C	Reunion	27
Band C	Romania	27
Band C	Slovak Republic	27
Band C	Slovenia	27

Band C	Spain (inc the Balearic Islands)	27
Band C	Sweden	27

Bandin g	Destination	Pence per minute (same across daytime, evening and weekends)
Band D	Andorra	30
Band D	Australia (incl. Christmas Is. & Cocos Is .)	30
Band D	Bangladesh	30
Band D	Barbados	30
Band D	Bermuda	30
Band D	Brazil	30
Band D	Canada	30
Band D	China	30
Band D	Diego Garcia	30
Band D	East Timor	30
Band D	Egypt	30
Band D	Faroe Islands	30
Band D	Ghana	30
Band D	India	30
Band D	Iran	30
Band D	Israel	30
Band D	Jamaica	30
Band D	Japan	30
Band D	Kenya	30
Band D	Malaysia	30
Band D	Marshall Island	30
Band D	Mexico	30
Band D	Monaco	30
Band D	New Zealand (inc Chatham Islands)	30
Band D	Nigeria	30
Band D	Pakistan	30
Band D	Palau (The Republic of)	30

Band D	Philippines	30
Band D	Qatar	30
Band D	Russian Federation (inc Nakhodka)	30
Band D	San Marino	30
Band D	Saudi Arabia	30
Band D	Singapore	30
Band D	South Africa	30
Band D	Sri Lanka	30
Band D	St Lucia	30
Band D	St Pierre & Miquelon	30
Band D	Switzerland	30
Band D	Thailand	30
Band D	Trinidad & Tobago	30
Band D	Tristan Da Cunha	30
Band D	Turkey	30
Band D	United Arab Emirates	30
Band D	USA	30
Band D	Wallis and Futuna	30
Band D	Yemen (formerly Yemen AR and Yemen PDR)	30

Band ng	Destination	Pence per minute (same across daytime, evening and weekends)
Band E	Afghanistan	60
Band E	Albania	60
Band E	Algeria	60
Band E	Angola	60
Band E	Anguilla	60
Band E	Antarctica Australian Territory	60
Band E	Antigua & Barbuda	60

Band E	Antilles (Netherlands)	60
Band E	Argentina	60
Band E	Armenia	60
Band E	Aruba	60
Band E	Ascension Island	60
Band E	Azerbaijani Republic	60
Band E	Bahamas	60
Band E	Bahrain	60
Band E	Belarus	60
Band E	Belize	60
Band E	Benin	60
Band E	Bhutan	60
Band E	Bolivia	60
Band E	Bosnia-Herzegovina	60
Band E	Botswana	60
Band E	Brunei Darussalam	60
Band E	Burkina Faso	60
Band E	Burundi	60
Band E	Cambodia (Kingdom of)	60
Band E	Cameroon	60
Band E	Cape Verde	60

Band E	Cayman Islands	60
Band E	Central African Republic	60
Band E	Chad	60
Band E	Chile	60
Band E	Colombia	60
Band E	Comoros	60
Band E	Congo	60
Band E	Cook Islands	60
Band E	Costa Rica	60
Band E	Cote d'Ivoire	60
Band E	Cuba	60
Band E	Democratic Republic of the Congo (formerly Zaire)	60
Band E	Djibouti	60
Band E	Dominica	60
Band E	Dominican Republic	60
Band E	Ecuador	60
Band E	El Salvador	60
Band E	Equatorial Guinea	60
Band E	Eritrea	60
Band E	Ethiopia (Federal Democratic Republic of)	60
Band E	Falkland Islands	60

Band E	Fiji	60
Band E	French Polynesia	60
Band E	Gabon	60
Band E	Gambia	60
Band E	Georgia	60
Band E	Greenland	60
Band E	Grenada (inc Carriacou)	60
Band E	Guam	60
Band E	Guatemala	60
Band E	Guinea	60
Band E	Guinea Bissau	60
Band E	Guyana	60
Band E	Haiti	60
Band E	Honduras	60
Band E	Hong Kong	60
Band E	Indonesia	60
Band E	Iraq	60
Band E	Jordan	60
Band E	Kazakhstan	60
Band E	Kiribati	60
Band E	Korea PDR (North)	60

Band E	Korea Republic (South)	60
Band E	Kosovo	60
Band E	Kuwait	60
Band E	Kyrgyz Republic	60
Band E	Laos	60
Band E	Lebanon	60
Band E	Lesotho	60
Band E	Liberia	60
Band E	Libya	60
Band E	Macao	60
Band E	Macedonia	60
Band E	Madagascar	60
Band E	Malawi (The Republic of)	60
Band E	Maldives	60
Band E	Mali	60
Band E	Mauritania	60
Band E	Mauritius	60
Band E	Micronesia	60
Band E	Moldova	60
Band E	Mongolia	60
Band E	Montengro	60

Band E	Montserrat	60
Band E	Morocco	60
Band E	Mozambique	60
Band E	Myanmar (formerly Burma)	60
Band E	Namibia	60
Band E	Nauru	60
Band E	Nepal	60
Band E	New Caledonia	60
Band E	Nicaragua	60
Band E	Niger	60
Band E	Niue	60
Band E	Norfolk Island	60
Band E	Northern Marianas	60
Band E	Oman	60
Band E	Palestinian National Authority	60
Band E	Panama	60
Band E	Papua New Guinea	60
Band E	Paraguay	60
Band E	Peru	60
Band E	Puerto Rico	60
Band E	Rodriguez Islands	60

Band E	Ross Island	60
Band E	Rwandese Republic	60
Band E	Samoa (US)	60
Band E	Samoa (Western)	60
Band E	Sao Tome & Principe	60
Band E	Senegal	60
Band E	Serbia	60
Band E	Seychelles	60
Band E	Sierra Leone	60
Band E	Sint Maarten	60
Band E	Solomon Islands	60
Band E	Somalia	60
Band E	South Sudan	60
Band E	St Helena	60
Band E	St Kitts & Nevis (formerly St Christopher)	60
Band E	St Vincent & the Grenadines	60
Band E	Sudan	60
Band E	Suriname	60
Band E	Swaziland	60
Band E	Syria	60
Band E	Taiwan	60

Band E	Tajikstan	60
Band E	Tanzania	60
Band E	Togolese Republic (The)	60
Band E	Tokelau	60
Band E	Tonga	60
Band E	Tunisia	60
Band E	Turkmenistan	60
Band E	Turks & Caicos Is	60
Band E	Tuvalu	60
Band E	Uganda	60
Band E	Ukraine	60
Band E	Uruguay	60
Band E	Uzbekistan	60
Band E	Vanuatu	60
Band E	Venezuela	60
Band E	Vietnam	60
Band E	Virgin Islands (UK)	60
Band E	Virgin Islands (US)	60
Band E	Zambia	60
Band E	Zimbabwe	60

All call rates are in pence per minute.

A 25p connection fee applies to all international calls to Non-EU destinations excluding calls to inclusive destinations on Sky Talk International Extra.

The rates of specialised international numbers can be found in the “International Specialised Numbers Guide”

Reverse Charge Calls

This section only applies to customers who take Line Rental from Sky. Customers who pay BT for their Line Rental will be charged BT’s Reverse Charge call rates and these charges will appear on their BT bill.

A Reverse Charge call is made when somebody phones you at home and requests that you pay the cost of the call.

Reverse Charge calls can be made from landlines, mobiles and payphones in the UK and abroad and you will be charged different rates depending on where the call is made from.

UK Reverse Charge Calls

The cost of a UK Reverse Charge call is divided into two parts: a service charge and a charging rate. The cost of the call is dependent on the type of the line the call was made from.

These charges are also applied when a customer receives a call from somebody using the 0800 REVERSE service.

Type of line – origin of call	Service Charge	Call Charge (pence per minute)
UK landline	£5.31	40.85 ¹
UK payphone	£5.31	255.32
UK mobile	£5.31	255.32

1. Charges are for each minute or part thereof. The minimum charge is for 5 minutes.

The time duration of a call includes the time element for setting up and disconnecting the call on the BT network

International Reverse Charge Calls

International Reverse Charge calls are sometimes known as Collect Calls.

The cost of an International Reverse Charge call is divided into two parts: a service charge and a pence per minute charged rate. The cost of the the call depends on which country the call was made from and which charge-band that country is in.

The following table shows the International Call Bands and the cost incurred for accepting a Reverse Charge call from each of those call bands. Please refer to the International Specialised Numbers Guide to see which charge-band a country is in.

Type of line – origin of call	Service Charge (£ per minute)	Call Charge (pence per minute)
IR*	£6.43	91.91
A*	£10.52	245.11
B*	£10.52	357.45
C*	£10.52	561.70
D*	£10.52	612.77
BT B-Sat (inc. BGAN)*	£10.52	776.17
BT M-Sat*	£10.52	776.17
Navitas	£10.52	561.70

Only applies to customers who take Line Rental from Sky.

*Charges are for each minute or part thereof. The minimum charge is for 5 minutes.

Call durations are rounded up to the next whole minute and the call charge is rounded up to the nearest penny. The time duration of a call includes the time element for setting up and disconnecting the call on the BT network.

Operator Connected Calls

Customers may use an operator to connect calls to many destinations in the UK and abroad.

Customers should be aware that the costs of making calls through an operator are often higher than making the calls direct, so customers should try to make direct calls whenever possible. This is not the case for the Special Assistance Operator.

The different operators available to call are:

Operator Type	Number
UK	100
International	155
Special Assistance	198/195

There is no charge for making a call to an operator. Charges only apply if the operator then connects your call to a subsequent destination.

Charges for these calls generally have two parts: an Operator Service Charge for connecting the call, which is a fixed amount for each call, and a Call Charge based on the type and duration of the call.

Operator Connected Calls to UK Numbers

Customers can easily make calls via an operator in the UK to the destinations in the following table.

Customers cannot make Operator Calls to premium rate numbers. Customers who connect to directory enquiries via the 100 Operator will be charged as though they had made the call direct to the directory enquiry service.

Charge-band	Service Charge	Call Charge (pence per minute)
UK landline (01, 02), 03 and g21	£6.43	91.91
0870	£6.43	91.91
0845	£10.52	245.11
UK mobile	£10.52	357.45
g6	£10.52	561.70
084, 087	£10.52	561.70
Personal Numbers (070)	£10.52	612.77

Only applies to customers who take Line Rental from Sky.

Charges are for each minute or part thereof. The minimum charge is for 5 minutes.

Call durations are rounded up to the next whole minute and the call charge is rounded up to the nearest penny.

An Access Charge and Service Charge does not apply to Operator Connected Calls.

Operator Connected Calls to International Numbers

The cost of an International Operator Connected Call depends on which charge-band the destination country is in.

Please see the table below for a list of the international charge-bands and rates. Please refer to the International Specialised Numbers Guide to see which charge-band a particular country is in.

Operator Connected Calls to most international mobile telephones will be charged at 25p per minute more than the landline rate. Operator Connected Calls to some international mobile destinations (e.g. USA, Canada, Hong Kong) are charged at the same rate as a landline call. The minimum charge is for 5 minutes.

Customers who connect to directory enquiries via the 155 International Operator will be charged as though they had made the call direct to the directory enquiries service.

For details of Operator Calls from Northern Ireland to the Republic of Ireland please see page 10.

Charge-band	Service Charge	Call Charge (pence per minute)	Mobile Call Rate (pence per minute)
IR*	£6.43	81.70	107.23
A*	£6.43	81.70	107.23
B*	£6.43	117.45	142.98
C*	£6.43	158.30	183.83
D*	£6.43	311.49	337.02
E*	£6.43	204.26	229.79
B-Sat (inc BGAN)	£6.43	837.45	N/A
M-Sat	£6.43	837.45	N/A
Mobiq (Mini-M) / M4 Voice	£6.43	837.45	N/A
Skyphone	£6.43	837.45	N/A
Navitas	£6.43	158.30	N/A
Emsat	£6.43	837.45	N/A
Iridium	£6.43	837.45	N/A
Thuraya	£6.43	837.45	N/A

Special Assistance Operator Connected Calls

Customers that require special assistance may dial 198 (or 195 Blind and Disabled) to connect to many destinations via an operator. There is no charge for making the call to the 198/195 Special Assistance Operator. Customers will be charged standard Sky Talk rates for these calls depending on whether they are on Sky Pay As You Talk, Sky Talk Evenings & Weekends Extra, Sky Talk Anytime Extra, or Sky Talk International Extra.

Customers who connect to Directory Enquiries via the 198 Special Assistance Operator will be charged as though that had made the call direct to the directory enquiry service

Operator Charge for Alarm Calls

Origin of Call	Service Charge
Alarm Call Operator Service for booking each Call	£8.50

Rebates for Text Relay

The cost of a text relay call will be no more than the equivalent price had the call been made directly without the use of a relay service. A rebate is applied to the text element of calls originating via 18001 or 18002, when either or both ends are in text mode.

Making a call from a textphone	Making a call from a telephone
Dial 18001 + number	Dial 18002 + number
Dial 18000 for EMERGENCY calls	

Call Type	Rebate
UK Landline (01 & 02), 03, 055 and 056	60%
UK Mobile	20%

Calls Between the Republic of Ireland and Northern Ireland

Calls between the three countries in mainland UK (England, Scotland and Wales) to the Republic of Ireland are categorised as international calls. Please see pages 6-8 for international rates.

Calls made from Northern Ireland to Republic of Ireland geographic numbers are charged at national rates. Please see page 1 for standard UK rates.

Reverse Charge Calls

Reverse Charge calls to a landline telephone in Northern Ireland from landline telephones in the Republic of Ireland are charged as if they were a Reverse Charge call in the mainland UK.

Operator Connected Calls

Operator Connected Calls from from a Sky Talk phone in Northern Ireland to the Republic of Ireland are charged as if they were a mainland UK Operator Connected Call.


Operator Connected Calls from Northern Ireland to mobile phones registered in the Republic of Ireland will be charged at the same rate as Operator Connected Calls from the mainland UK to mobile telephones registered in the Republic of Ireland.

Special Assistance Operator Connected Calls

Special Assistance Operator Connected Calls from a Sky Talk phone in Northern Ireland to a landline telephone in the Republic of Ireland are charged as if they were a mainland UK Special Assistance Operator Connected call.

Special Assistance Operator Connected Calls from Northern Ireland to mobile telephones registered in the Republic of Ireland will be charged at the same rate as Special Assistance Operator Connected Calls from the mainland UK to mobile telephones registered in the Republic of Ireland

Documents / Resources



Sky Sky Talk Tariff Guide [pdf] Instruction Manual
Sky Talk Tariff Guide, Talk Tariff Guide, Tariff Guide, Guide

References

- [sky Sky Talk tariff guide | Sky Help | Sky.com | Sky Help | Sky.com](#)
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