

## First Utility Broadband and Telephony Service Price List

Effective from 10 December 2016

## Contents

Page Number	Contents
3	Broadband & Telephony Product Charges
4	One-off Charges
5	Optional Feature Charges
6	Termination Charges
7	Call charging rules
8	Call Package Charges
9	Key UK Call Charges
10 - 17	International Call Charges
18	Satellite Call Charges
19 - 20	NGN Call Charges
21	Personal Numbering Call Charges
22	Premium Rate Fixed Fee Call Charges
23	Operator Connect & Reverse Charge Call Charges
24	Other Call Charges
25	Packages no longer on sale

## First Utility Broadband and Telephony Product Charges

Product	Speed	Download Limit	Connection Charge	Monthly Rental	Non Energy Price	Minimum Period	Available to new customers
First broadband	Up to 17Mbps	Unlimited	£0	£18.99	£23.99	18 months	Yes
Super First broadband	Up to 38Mbps	Unlimited	£0	£31.99	£39.99	18 months	Yes
Ultra First Broadband	Up to 76Mbps	Unlimited	£0	£34.99	£42.99	18 months	Yes
17Mb broadband	Up to 17Mb	Unlimited	£0	£16.99 (12m) then £22.98	£22.98	12 months	No

**Notes:**

1. This Price List is subject to our Terms and Conditions which can be found at [www.first-utility/broadband/terms](http://www.first-utility/broadband/terms). The definitions set out at Annex 1 of our Terms and Conditions shall apply to this Price List.
2. All prices set out in the Price List are inclusive of VAT.
3. The above Products and charges include both the Line Rental Service and the Broadband Service only. Any Charges for additional calls or Optional Features will be charged separately and in addition to the Charges set out above.
4. Customers must take the Line Rental Service to receive the Broadband Service.
5. Customers who do not subscribe to a First Utility energy tariff will be required to pay the Non Energy Price indicated above.
6. Customers will receive a wireless Router as part of the Broadband Service.
7. The above prices are based on paperless billing and payment being made by direct debit. Customers who require paper billing will be charged an additional £1 per month. Customers not paying by direct debit will be charged an additional £1 per month.
8. 17Mb broadband Product is no longer available to new customers. Customers are charged £16.99 for the first 12 months and £22.98 per month thereafter. Non-Energy customers pay £22.98 per month
9. First Utility employees benefitting from special offers available from time to time should see the Intranet for details

## One off Charges

Charge Description	Price
New Line Installation	£60
Homemover Fee where new premises has a compatible line*	£0
Homemover Fee where new premises has no compatible line*	£60
Change of Telephone Number**	£35
Faults - Engineer call out charge (including 1 hour)***	£130
Faults - Engineer call out charge (additional hour)	£70
Shift of an internal line	£100
Provision of an extension socket	£100
Missed engineer appointment****	£100
Broadband wireless Router not returned or returned damaged *****	£35
Additional / Replacement Micro-filter	£2.50
Missed or late payment	£7.50
Debt recovery admin charge	£15
Static IP Address	£15

Notes:

\* A new Minimum Period applies from the date your Service goes live at your new home. This is usually 12 or 18 months.

\*\* Where you ask us to change your number due to nuisance calls, there will be no charge for the first time you use this service.

\*\*\* Engineer call out charge may be applicable where, for example, the 'fault' is beyond the network termination equipment (i.e. there is a fault at the Premises and not a fault with the Service provision to the master socket at the Premises); is caused by the customer's act or omission; is caused by the customer's own equipment; where no fault is found; or, by any other reason outside of First Utility's control.

\*\*\*\* Missed appointment charges may be applicable where the customer is not present at the agreed appointment time and/or the engineer cannot access the property (even if the customer is present).

\*\*\*\*\* As set out on page 3, this Price List is subject to our Terms and Conditions. In accordance with Condition 3.15 and 3.19, if you we send you a (a) replacement router or (b) cancel your Contract, we may request that you return the Router to us using the pre-paid returns envelope which we will provide you with. We will accept proof of postage as proof that you have sent us the Router. If we do not receive the Router back within 30 days from the date that we (a) are notified of the fault or (b) cease to provide you with the Service, we may charge you for the cost of Router.

# Optional Feature Charges

## Pay monthly Optional Feature Charges

Charge Description	Monthly Charge
Voicemail (1571)	£1.75
Voicemail Plus	£3.50
Caller Display	£1.75
Number Retrieval (1471)	£0
Call Waiting	£3.50
Call Divert	£1.75
Incoming Call Alert	£1.75
Choose to Refuse	£3.75
Anonymous Caller Reject	£4.50
Customer Controlled Call Barring (Outbound)	£2.50
Prompt Care	£1.50
Total Care	£4.00

## Pay per use Optional Feature Charges

Charge Description	Charge per use
Call return	20p
Reminder call	40p
Auto redial	40p
Threeway call	60p

# Termination Charges

First broadband, Super First broadband and Ultra First broadband are all subject to a Minimum Period which will normally be 12 or 18 months from Commencement Date. If you cancel your service within the Minimum Period (and outside your Cooling Off Period), an Early Termination Charge may apply as set out below (please see our terms and conditions for further information). The Early Termination Charge will be calculated by multiplying the total number of months remaining by the monthly termination charge for the applicable Product.

Additionally, regardless of whether you are inside or outside your Minimum Period, if you terminate or cancel you contract at any time (other than during the Cooling Off Period) and we are not at fault, you will be charged a Cease Charge.

Charge Description	Monthly Early Termination Charge
First broadband Early Termination Charge	£6.50
Super First broadband Early Termination Charge	£16.50
Ultra First broadband Early Termination Charge	£18.50

Charge Description	
Cease Charge*	£15

## Example

If you are a First broadband customer on an 18 month Minimum Period that commences on 1 November 2016 and the service is terminated on 15 November 2017, you would be required to pay £50.86. This is calculated as follows:

- 1) Early Termination Charge applicable 16 November – 31 November 2017 =  $(£6.50/31) \times 16 \text{ days} = £3.36$
- 2) Early Termination Charge applicable 1 December – 30 April 2018 =  $£6.50 \times 5 \text{ months} = £32.50$

**Early Termination Charge**=  $£3.36 + £32.50 = £35.86$

**Plus** Cease Charge = £15

**Total Charges payable**= £50.86

Other Charges that may apply	
Broadband wireless Router not returned or returned damaged**	£35

\* As set out on page 3, this Price List is subject to our Terms and Conditions. For further details, please see Condition 5.11 of the Terms and Conditions.

\*\* In accordance with Condition 3.19 of the Terms and Conditions, if you cancel your Contract we may request that you return the Router to us using the pre-paid returns envelope which we will provide you with. We will accept proof of postage as proof that you have sent us the faulty Router. If we do not receive the Router back within 30 days from the date that we cease to provide you with the Service, we may charge you for the cost of Router.

# Call Charge Rules

Charging Periods	Description
Daytime	Monday – Friday 7am – 7pm (GMT or BST)
Evening	Monday – Friday 7pm – 7am (GMT or BST)
Weekend	Midnight Friday – Midnight Sunday (GMT or BST)

## Call Charges

There is a connection fee of 16p per call for the following call types (except where the call started in a charge period that is included in your call package):

- National and Local calls to numbers beginning 01, 02 & 03 numbers
- Calls to UK Mobiles
- Calls to Personal Numbering Services, Paging Services & Wi-fi services
- Calls to International Landlines & International Mobiles
- Calls to numbers beginning 05

**Note:** No connection charge will apply to 0800 & 0500 calls or those calls with a fixed fee element.

## Call Duration Rounding

The following call types will be rounded up to the next whole minute for billing:

- National and Local calls to numbers beginning 01, 02 & 03 numbers
- Calls to UK Mobiles
- Calls to Personal Numbering Services, Paging Services & Wi-fi services
- Calls to International Landlines & International Mobiles (excluding Satellite calls)
- Calls to numbers beginning 05
- Multimedia Services

All other calls will be rounded up to the next whole second unless indicated otherwise in the Price List

## Call charge rounding for billing

All calls will be rounded up to the next whole penny before VAT is added. The total bill for all Charges will then be rounded up to the nearest penny after VAT has been added.

## Call Packages

Call package	Monthly Charge	Details
Basic	£0	No inclusive calls. All calls charged as per Price List on a Pay as you go (“PAYG”) basis.
Evening & Weekend	£3	Inclusive evening and weekend calls to UK landlines with area codes starting with 01, 02 or 03 numbers.
Anytime	£7	Inclusive Anytime calls to UK landlines with area codes starting with 01, 02 or 03 numbers.
International Call Package (only available with Evening and Weekend or Anytime call package)	£5	600 Inclusive Anytime minutes to landlines in 40 International destinations and 75% discount to call to mobiles in those 40 destinations. The destinations included in this offer are those listed in Band A on page 10 of this Price List. 50% discount on all other international landline and mobile calls.

### **Notes:**

- Any calls included in a call package (other than International Call Package) are inclusive for 60 minutes – customers should hang-up before 60 minutes and re-dial to avoid additional charges. Where a call exceeds 60 minutes, the standard rate for that number will be charged for the remainder of the call.
- Call that cross charge boundaries are charged at the price applicable to the period in which the call took place (for example a call that crosses from a chargeable period to an inclusive period will only be charged for the duration of the call made in the chargeable period).
- A call connection fee will be chargeable for calls to inclusive numbers where the call starts in a chargeable period but crosses into an inclusive period.
- When subscribing to the International Call Package, calls in excess of 600 minutes to landlines in Zone A will be charged at 6.5ppm



## Key UK Call Charges

Call type	Charging period	Basic (PAYG)	Evening & Weekend	Anytime
National and Local Calls – 01, 02 & 03 Numbers	Daytime	10ppm	10ppm	Included
	Evening	10ppm	Included	Included
	Weekend	10ppm	Included	Included
0845 & 0870	Daytime	12p per minute + Service Charge	12p per minute + Service Charge	12p per minute + Service Charge
	Evening	12p per minute + Service Charge	12p per minute + Service Charge	12p per minute + Service Charge
	Weekend	12p per minute + Service Charge	12p per minute + Service Charge	12p per minute + Service Charge
Calls to standard UK Mobile*	At all times	11.5ppm	11.5ppm	11.5ppm
Calls to other UK Mobile*	At all Times	20ppm	20ppm	20ppm
Call to Service Numbers 090, 118, 084 & 087	At all times	12p per minute + Service Charge	12p per minute + Service Charge	12p per minute + Service Charge

\* Standard UK Mobile charges apply to all mobile calls other than those in the following charge bands: FM09, FM10, FM11, FM13, FM14, FM15, FM16, FM17

## International Call Charges

Our International Call Charges are banded into 6 charge bands. The applicable Charges for each band are set out below, whilst details of individual country charges can be found on the subsequent pages.

All international calls are subject to a 16p connection fee other than calls to the 40 international landline destinations that are included in the International Save caller package. Those 40 international landline destinations are Band A destinations which are listed below the table.

		Standard		International Saver	
Charge Band	Call set-up	Landline	Mobile	Landline	Mobile
A	16p per call	25	50	0	12.5
B	16p per call	25	50	25	50
C	16p per call	50	75	50	75
D	16p per call	75	100	75	100
E	16p per call	100	125	100	125
F	16p per call	125	150	125	150

**Band A Destinations:** Australia, Austria, Azores, Bahamas, Belgium, Canada, Canary Islands, Croatia, China, Cyprus (South), Czech Republic, Denmark, Eire, Estonia, Finland, France, Germany, Gibraltar, Greece, Hong Kong, Hungary, Iceland, Israel, Italy, Japan, Luxembourg, Madeira, Malaysia, Netherlands, New Zealand, Norway, Poland, Portugal, San Marino, Singapore, Slovenia, Spain, Sweden, Switzerland, USA

# International Call Charges

Country	Charge Band	Standard Charges (PPM)		International Saver (PPM)	
		Landlines	Mobiles	Landline	Mobile
Afghanistan	F	125	150	62.5	75
Albania	C	50	75	25	37.5
Algeria	C	50	75	25	37.5
American Samoa	F	125	150	62.5	75
Andorra	C	50	75	25	37.5
Angola	E	100	125	50	62.5
Anguilla	D	75	100	37.5	50
Antarctica	F	125	150	62.5	75
Antigua & Barbuda	B	25	50	12.5	25
Antilles	D	75	100	37.5	50
Argentina	E	100	125	50	62.5
Armenia	E	100	125	50	62.5
Aruba	D	75	100	37.5	50
Ascension Island	D	75	100	37.5	50
Australia	A	25	50	0	12.5
Austria	A	25	50	0	12.5
Azerbaijan	C	50	75	25	37.5
Azores	A	25	50	0	12.5
Bahamas	A	25	50	0	12.5
Bahrain	E	100	125	50	62.5
Bangladesh	B	25	50	12.5	25
Barbados	B	25	50	12.5	25
Belarus	C	50	75	25	37.5
Belgium	A	25	50	0	12.5
Belize	E	100	125	50	62.5
Benin	E	100	125	50	62.5
Bermuda	B	25	50	12.5	25
Bhutan	D	75	100	37.5	50
Bolivia	E	100	125	50	62.5
Bosnia-Herzegovina	C	50	75	25	37.5
Botswana	E	100	125	50	62.5
Brazil	B	25	50	12.5	25
Brunei	D	75	100	37.5	50
Bulgaria	C	50	75	25	37.5
Burkina Faso	E	100	125	50	62.5

# International Call Charges

Country	Charge Band	Standard Charges (PPM)		International Saver (PPM)	
		Landlines	Mobiles	Landline	Mobile
Burundi	E	100	125	50	62.5
Cambodia	E	100	125	50	62.5
Cameroon	E	100	125	50	62.5
Canada	A	25	50	0	12.5
Canary Islands	A	25	50	0	12.5
Cape Verde	E	100	125	50	62.5
Cayman Islands	E	100	125	50	62.5
Central African Republic	E	100	125	50	62.5
Chad	E	100	125	50	62.5
Chatham Islands	B	25	50	12.5	25
Chile	E	100	125	50	62.5
China	A	25	50	0	12.5
Christmas Island	B	25	50	12.5	25
Cocos Islands	B	25	50	12.5	25
Columbia	E	100	125	50	62.5
Comoros	F	125	150	62.5	75
Congo	F	125	150	62.5	75
Cook Islands	F	125	150	62.5	75
Costa Rica	E	100	125	50	62.5
Croatia	A	25	50	0	12.5
Cuba	F	125	150	62.5	75
Cyprus (North)	B	25	50	12.5	25
Cyprus (South)	A	25	50	0	12.5
Czech Republic	A	25	50	0	12.5
Cote D'Ivoire	F	125	150	62.5	75
Democratic Republic of Congo	F	125	150	62.5	75
Denmark	A	25	50	0	12.5
Diego Garcia	F	125	150	62.5	75
Djibouti	E	100	125	50	62.5
Dominica	D	75	100	37.5	50
Dominican Republic	D	75	100	37.5	50
East Timor	F	125	150	62.5	75
Ecuador	E	100	125	50	62.5
Egypt	E	100	125	50	62.5
Eire	A	25	50	0	12.5

## International Call Charges

Country	Charge Band	Standard Charges (PPM)		International Saver (PPM)	
		Landlines	Mobiles	Landline	Mobile
El Salvador	F	125	150	62.5	75
Equatorial Guinea	F	125	150	62.5	75
Eritrea	F	125	150	62.5	75
Estonia	A	25	50	0	12.5
Ethiopia	F	125	150	62.5	75
Falkland Islands	E	100	125	50	62.5
Faroe Islands	C	50	75	25	37.5
Fiji	E	100	125	50	62.5
Finland	A	25	50	0	12.5
France	A	25	50	0	12.5
French Guiana	F	125	150	62.5	75
French Polynesia	F	125	150	62.5	75
Gabon	E	100	125	50	62.5
Gambia	E	100	125	50	62.5
Georgia	D	75	100	37.5	50
Germany	A	25	50	0	12.5
Ghana	E	100	125	50	62.5
Gibraltar	A	25	50	0	12.5
Greece	A	25	50	0	12.5
Greenland	E	100	125	50	62.5
Grenada	B	25	50	12.5	25
Guadeloupe	E	100	125	50	62.5
Guam	E	100	125	50	62.5
Guantanamo Bay	E	100	125	50	62.5
Guatemala	E	100	125	50	62.5
Guinea	E	100	125	50	62.5
Guinea-Bissau	F	125	150	62.5	75
Guyana	F	125	150	62.5	75
Haiti	F	125	150	62.5	75
Honduras	E	100	125	50	62.5
Hong Kong	A	25	50	0	12.5
Hungary	A	25	50	0	12.5
Iceland	A	25	50	0	12.5
India	B	25	50	12.5	25
Indonesia	D	75	100	37.5	50

## International Call Charges

Country	Charge Band	Standard Charges (PPM)		International Saver (PPM)	
		Landlines	Mobiles	Landline	Mobile
Iran	F	125	150	62.5	75
Iraq	F	125	150	62.5	75
Israel	A	25	50	0	12.5
Italy	A	25	50	0	12.5
Jamaica	B	25	50	12.5	25
Japan	A	25	50	0	12.5
Jordan	F	125	150	62.5	75
Kazakhstan	D	75	100	37.5	50
Kenya	E	100	125	50	62.5
Kiribati	F	125	150	62.5	75
Korea (North)	F	125	150	62.5	75
Kuwait	E	100	125	50	62.5
Kyrgyzstan	D	75	100	37.5	50
Laos	F	125	150	62.5	75
Latvia	D	75	100	37.5	50
Lebanon	F	125	150	62.5	75
Lesotho	E	100	125	50	62.5
Liberia	E	100	125	50	62.5
Libya	D	75	100	37.5	50
Liechtenstein	B	25	50	12.5	25
Lithuania	C	50	75	25	37.5
Luxembourg	A	25	50	0	12.5
Macao	D	75	100	37.5	50
Macedonia	C	50	75	25	37.5
Madagascar	E	100	125	50	62.5
Madeira	A	25	50	0	12.5
Malawi	E	100	125	50	62.5
Malaysia	A	25	50	0	12.5
Maldives	E	100	125	50	62.5
Mali	E	100	125	50	62.5
Malta	B	25	50	12.5	25
Mariana	E	100	125	50	62.5
Marshal Islands	F	125	150	62.5	75
Martinique	E	100	125	50	62.5
Mauritania	F	125	150	62.5	75

# International Call Charges

Country	Charge Band	Standard Charges (PPM)		International Saver (PPM)	
		Landlines	Mobiles	Landline	Mobile
Mauritius	F	125	150	62.5	75
Mayotte	F	125	150	62.5	75
Mexico	D	75	100	37.5	50
Micronesia	F	125	150	62.5	75
Moldova	D	75	100	37.5	50
Monaco	C	50	75	25	37.5
Mongolia	F	125	150	62.5	75
Montenegro	C	50	75	25	37.5
Montserrat	E	100	125	50	62.5
Morocco	C	50	75	25	37.5
Mozambique	E	100	125	50	62.5
Myanmar	F	125	150	62.5	75
Namibia	E	100	125	50	62.5
Naura	F	125	150	62.5	75
Nepal	D	75	100	37.5	50
Netherlands	A	25	50	0	12.5
New Caledonia	F	125	150	62.5	75
New Zealand	A	25	50	0	12.5
Nicaragua	F	125	150	62.5	75
Niger	E	100	125	50	62.5
Nigeria	D	75	100	37.5	50
Niue	F	125	150	62.5	75
Norfolk Island	F	125	150	62.5	75
Northern Mariana	F	125	150	62.5	75
Norway	A	25	50	0	12.5
Oman	E	100	125	50	62.5
Pakistan	B	25	50	12.5	25
Palau	F	125	150	62.5	75
Palestine	C	50	75	25	37.5
Panama	E	100	125	50	62.5
Papua New Guinea	F	125	150	62.5	75
Paraguay	E	100	125	50	62.5
Peru	E	100	125	50	62.5
Philippines	E	100	125	50	62.5
Poland	A	25	50	0	12.5

# International Call Charges

Country	Charge Band	Standard Charges (PPM)		International Saver (PPM)	
		Landlines	Mobiles	Landline	Mobile
Portugal	A	25	50	0	12.5
Puerto Rico	C	50	75	25	37.5
Qatar	E	100	125	50	62.5
Reunion	E	100	125	50	62.5
Rodriguez Island	F	125	150	62.5	75
Romania	D	75	100	37.5	50
Russia	C	50	75	25	37.5
Rwanda	E	100	125	50	62.5
San Marino	A	25	50	0	12.5
Sao Tome & Principe	F	125	150	62.5	75
Saudi Arabia	D	75	100	37.5	50
Senegal	F	125	150	62.5	75
Serbia	C	50	75	25	37.5
Seychelles	F	125	150	62.5	75
Sierra Leone	E	100	125	50	62.5
Singapore	A	25	50	0	12.5
Slovak Republic	B	25	50	12.5	25
Slovenia	A	25	50	0	12.5
Solomon Islands	F	125	150	62.5	75
Somalia	F	125	150	62.5	75
South Africa	B	25	50	12.5	25
South Korea	D	75	100	37.5	50
South Sudan	F	125	150	62.5	75
Spain	A	25	50	0	12.5
Sri Lanka	E	100	125	50	62.5
St Helena	F	125	150	62.5	75
St Kitts & Nevis	D	75	100	37.5	50
St Lucia	B	25	50	12.5	25
St Pierre & Miquelon	D	75	100	37.5	50
St Vincent & Grenadines	D	75	100	37.5	50
Sudan (Sud)	E	100	125	50	62.5
Suriname	F	125	150	62.5	75
Swaziland	E	100	125	50	62.5
Sweden	A	25	50	0	12.5
Switzerland	A	25	50	0	12.5



## International Call Charges

Country	Charge Band	Standard Charges (PPM)		International Saver (PPM)	
		Landlines	Mobiles	Landline	Mobile
Syria	F	125	150	62.5	75
Taiwan	D	75	100	37.5	50
Tajikstan	E	100	125	50	62.5
Tanzania	E	100	125	50	62.5
Thailand	D	75	100	37.5	50
Togo	F	125	150	62.5	75
Tokelau	C	50	75	25	37.5
Tonga	F	125	150	62.5	75
Trinidad & Tobago	B	25	50	12.5	25
Tunisia	C	50	75	25	37.5
Turkey	B	25	50	12.5	25
Turkmenistan	E	100	125	50	62.5
Turks & Caicos	E	100	125	50	62.5
Tuvalu	F	125	150	62.5	75
USA	A	25	50	0	12.5
US Virgin Islands	D	75	100	37.5	50
Uganda	E	100	125	50	62.5
Ukraine	C	50	75	25	37.5
United Arab Emirates	D	75	100	37.5	50
Uruguay	E	100	125	50	62.5
Uzbekistan	D	75	100	37.5	50
Vanatu	F	125	150	62.5	75
Vatican City	B	25	50	12.5	25
Venezuela	E	100	125	50	62.5
Vietnam	F	125	150	62.5	75
Virgin Islands (UK)	D	75	100	37.5	50
Wallis & Futuna	F	125	150	62.5	75
Western Samoa	F	125	150	62.5	75
Yemen	F	125	150	62.5	75
Zambia	E	100	125	50	62.5
Zimbabwe	E	100	125	50	62.5

## Satellite Call Charges

	Time Band	Standard Charge (PPM)
EMS Satellite Systems	All times of day	770
Inmarsat A Indian Ocean	All times of day	740
Inmarsat A Pacific Ocean	All times of day	340
Inmarsat B Pacific Ocean	All times of day	2300
Inmarsat M Atlantic East	All times of day	1460
Inmarsat M Pacific Ocean	All times of day	330
Inmarsat Mini Atlantic East	All times of day	580
Inmarsat Mini Pacific Ocean	All times of day	580
Inmarsat Skyphone Pacific Ocean	All times of day	770
Inmarsat A All East Data	All times of day	580
Inmarsat A All West Data	All times of day	220
Inmarsat A Atlantic East	All times of day	580
Inmarsat A Atlantic West	All times of day	220
Inmarsat B Atlantic East	All times of day	2200
Inmarsat B Atlantic West	All times of day	250
Inmarsat B Indian Ocean	All times of day	320
Inmarsat B SNAC	All times of day	770
Inmarsat M Atlantic East HSD	All times of day	1500
Inmarsat M Atlantic West	All times of day	580
Inmarsat M Atlantic West HSD	All times of day	580
Inmarsat M Indian Ocean	All times of day	770
Inmarsat Mini Atlantic West	All times of day	350
Inmarsat Mini Indian Ocean	All times of day	860
Inmarsat Mini SNAC	All times of day	770
Inmarsat Skyphone Atlantic East	All times of day	770
Inmarsat Skyphone Atlantic West	All times of day	770
Inmarsat Skyphone Indian Ocean	All times of day	770
Thuraya	All times of day	980

**Note:** 16p per call connection charge applies to all calls

# Calls to Non Geographic Numbers beginning 084, 087, 09, 118 (excluding calls beginning 07 & 08)

Since 1<sup>st</sup> July 2015, calls made to numbers beginning 084, 087, 09 & 118 have been charged in two components: an Access Charge; and a Service Charge. The Access Charge is set by First Utility and the Service Charge is set by the organisation that you are calling.

The First Utility Access Charge is 12 pence per minute and this rate applies at all times of day (except where the call is included in a call package).

The tables on the following pages show the Service Charge price points, these are set by the organisation you are calling. To work out the cost of calling a particular number, please refer to the organisation that you are calling for details.

## Service Charge for calls charged on a pence per minute basis

Service Charge Band	Service Charge Set-up (one-off charge)	Pence per minute Charge
SC001	0	0
SC002	0	1
SC003	0	2
SC004	0	3
SC005	0	4
SC006	0	5
SC007	0	6
SC008	0	7
SC009	0	8
SC010	0	9
SC011	0	10
SC012	0	11
SC013	0	12
SC014	0	13
SC015	0	15
SC016	0	20
SC017	0	25
SC018	0	30
SC019	0	35
SC020	0	36
SC021	0	40
SC022	0	45
SC023	0	46
SC024	0	50
SC025	0	55

Service Charge Band	Service Charge Set-up (one-off charge)	Pence per minute Charge
SC026	0	60
SC027	0	65
SC028	0	70
SC029	0	75
SC030	0	80
SC031	0	90
SC032	0	95
SC033	0	99
SC034	0	100
SC035	0	110
SC036	0	120
SC037	0	145
SC038	0	150
SC039	0	155
SC040	0	180
SC041	0	200
SC042	0	220
SC043	0	250
SC044	0	300
SC045	0	360
SC081	0	18
SC082	0	22
SC083	0	350

# Calls to Non Geographic Numbers beginning 084, 087, 09, 118 (excluding calls beginning 07 & 08)

## Service Charge for calls charged at a fixed fee for the duration of the call

Service Charge Band	Service Charge Set-up (one-off charge)	Pence per minute Charge
SC046	5	0
SC047	10	0
SC048	15	0
SC049	25	0
SC050	30	0
SC051	35	0
SC052	40	0
SC053	48	0
SC054	50	0
SC055	70	0
SC056	75	0
SC057	100	0
SC058	145	0
SC059	150	0
SC060	200	0
SC061	250	0
SC062	300	0
SC063	400	0
SC064	500	0
SC065	600	0

## Service Charge for calls charged at a fixed fee & pence per minute (where the fixed fee & pence per minute apply from start of call)

Service Charge Band	Service Charge Set-up (one-off charge)	Pence per minute Charge
SC066	77	155
SC067	80	25
SC068	399	139
SC069	499	135
SC084	250	75
SC085	260	99
SC086	275	78

Service charge for calls charged at fixed fee and pence per minute (where the fixed fee is the charge for the first 60 seconds or part thereof and the pence per minute charge applies following the first 60 second)

Service Charge Band	Service Charge Set-up (one-off charge)	Pence per minute Charge
SC070	550	275
SC071	574	299
SC072	698	349
SC073	0	250
SC074	5	5
SC075	10	10
SC076	40	40
SC077	70	70
SC078	150	150
SC079	200	200
SC080	445	257
SC087	898	449
SC088	998	499
SC089	1198	599
SC090	1398	699
SC091	1598	799
SC092	7	7
SC093	13	13
SC094	80	80
SC095	100	100
SC096	300	300
SC097	360	50
SC098	360	150
SC099	360	200
SC100	360	360

# Personal Numbering Call Charges

Personal Numbering Range	Day (PPM)	Evening (PPM)	Weekend (PPM)
Personal Numbering (c)	12.82	7.53	3.58
Personal Numbering (d)	16.58	10.97	10.89
Personal Numbering (e)	5.22	4.17	3.98
Personal Numbering	27.57	18.38	12.18
Personal Numbering (h)	13.73	9.33	8.35
Personal Numbering (j)	40.20	27.91	10.09
Personal Numbering (k)	48.98	32.37	15.01
Personal Numbering (pn01)	30.15	19.79	6.65
Personal Numbering (pn02)	80.41	81.48	81.77
Personal Numbering (pn03)	77.92	63.31	62.76
Personal Numbering (pn04)	40.04	41.49	42.64
Personal Numbering (pn05)	25.04	26.91	27.62
Personal Numbering (pn06)	29.48	31.61	32.29
Personal Numbering (pn07)	88.47	88.47	88.47
Personal Numbering (pn08)	30.10	32.05	32.51
Personal Numbering (pn09)	35.51	37.54	36.77
Personal Numbering (pn10)	54.88	57.04	57.69
Personal Numbering (pn11)	59.92	45.68	46.28
Personal Numbering (pn12)	41.07	43.79	44.49
Personal Numbering (pn13)	61.90	63.59	64.38
Personal Numbering (pn14)	43.66	45.48	45.21
Personal Numbering (pn15)	18.08	19.82	20.56
Personal Numbering (pn16)	20.56	22.06	22.61
Personal Numbering (pn17)	22.00	23.48	24.09
Personal Numbering (pn18)	22.90	24.84	25.86
Personal Numbering (pn19)	13.30	15.14	15.76
Personal Numbering (pn20)	36.87	38.62	39.09
Personal Numbering (pn21)	61.47	63.78	64.67
Personal Numbering (pn22)	6.70	2.43	1.58

**Note:** 16p per call connection charge applies to all calls

# Premium Rate Fixed Fee Call Charges

Personal Numbering Range	Time Band	Charge (PPC)
Premium Rate (ff00)	All Times of Day	16.31
Premium Rate (ff01)	All Times of Day	41.55
Premium Rate (ff02)	All Times of Day	83.64
Premium Rate (ff03)	All times of Day	34.13
Premium Rate (ff06)	All Times of Day	34.13
Premium Rate (ff08)	All Times of Day	24.84
Premium Rate (ff09)	All Times of Day	64.03
Premium Rate (ff10)	All Times of Day	36.19
Premium Rate (ff11)	All Times of Day	101.84
Premium Rate (ff12)	All Times of Day	124.55
Premium Rate (ff13)	All Times of Day	169.87
Premium Rate (ff14)	All Times of Day	149.46
Premium Rate (ff15)	All Times of Day	9.97
Premium Rate (ff16)	All Times of Day	24.44
Premium Rate (ff17)	All Times of Day	32.74
Premium Rate (ff18)	All Times of Day	57.61
Premium Rate (ff19)	All Times of Day	66.03
Premium Rate (ff20)	All Times of Day	74.27
Premium Rate (ff21)	All Times of Day	254.43
Premium Rate (ff24)	All Times of Day	132.65
Premium Rate (ff25)	All Times of Day	200.16
Premium Rate (ff26)	All Times of Day	207.57
Premium Rate (ff27)	All Times of Day	215.98
Premium Rate (ff28)	All Times of Day	17.00
Premium Rate (ff29)	All Times of Day	8.27
Premium Rate (ff30)	All Times of Day	107.75
Premium Rate (ff32)	All Times of Day	140.86
Premium Rate (ff33)	All Times of Day	56.56
Premium Rate (ff34)	All Times of Day	162.33
Premium Rate (ff35)	All Times of Day	243.86
Premium Rate (ff36)	All Times of Day	81.10
Premium Rate (ff37)	All Times of Day	97.22
Premium Rate (ff38)	All Times of Day	120.72
Premium Rate (ff39)	All Times of Day	189.41
Premium Rate (ff40)	All Times of Day	213.59
Premium Rate (ff41)	All Times of Day	241.52
Premium Rate (ff42)	All Times of Day	69.16
Premium Rate (ff43)	All Times of Day	52.04
Premium Rate (ff44)	All Times of Day	136.05

# Operator Connect & Reverse Charge Call Charges

Operator Connect Calls	Time Band	Call Set-up (PPC)	Charge (PPM))
Local & National	All Times of Day	100	120
UK Mobile	All Times of Day	100	120
International	All Times of Day	100	120
Other	All times of Day	100	120

Note: The Operator will not onward connect to Premium Numbers

Reverse Charge Call – call origination	Time Band	Call Set-up (PPC)	Charge (PPM))
Local & National	All Times of Day	300	100
UK Mobile	All Times of Day	300	100
International	All Times of Day	1000	575

# Other Call Charges

Number Range	Day (PPM)	Evening (PPM)	Weekend (PPM)
Calls to WiFi Services (fw01)	40.47	40.47	40.47
Calls to WiFi Services (fw02)	13.50	11.23	5.72
Calls to WiFi Services (fw03)	15.01	11.99	6.05
Calls to WiFi Services (fw04)	14.58	8.91	6.90
Calls to WiFi Services (fw05)	13.61	11.02	7.00
Calls to WiFi Services (fw06)	11.88	9.50	5.72
Calls to WiFi Services (fw07)	40.47	40.47	40.47
Calls to WiFi Services (fw08)	40.47	40.47	40.47
Calls to WiFi Services (fw09)	13.73	8.84	8.01
Calls to WiFi Services (fw10)	9.04	9.04	9.04
Calls to WiFi Services (fw12)	23.73	23.18	23.07
Home Phone Sms (btsms)	10.00	10.00	10.00
Voice Text Service (180020845)	142.95	142.95	142.95
Voice Text Service (180010870)	248.50	248.50	248.50

**Note:** 16p per call connection charge applies to all calls



## Packages No Longer on Sale

Product	Speed	Download Limit	Connection Charge	Monthly Rental	Non Energy Price	Minimum Period	Available to new customers	Last sell date
First broadband (Black Friday)	Up to 17Mbps	Unlimited	£0	£17.99	£22.99	18 months	No	9 <sup>th</sup> December 2016
Super First broadband (Black Friday)	Up to 38Mbps	Unlimited	£0	£24.99	£32.99	18 months	No	9 <sup>th</sup> December 2016
Ultra First Broadband (Black Friday)	Up to 76Mbps	Unlimited	£0	£27.99	£35.99	18 months	No	9 <sup>th</sup> December 2016