

A dynamic background image featuring a large splash of water with numerous bubbles and droplets, set against a solid blue gradient. The water splash is concentrated on the left side of the frame, with droplets and bubbles trailing upwards and outwards.

Broadband and home phone price list

Prices effective from 1 March 2012

O₂

Contents

Our packages	3
Time Periods for calls	5
Inclusive calls – Evening & Weekend package	6
Inclusive calls – Anytime package	7
Call charges – general	9
Call charges	10
Calls to premium numbers	26
Operator connected calls	37
Bolt Ons	41
Service and cancellation charges	43
Home phone Fair Use Policy	44



Our packages^{*}

for customers who joined after 21 September 2010

Broadband package summary:

Broadband only	Monthly charge	Broadband and line rental	Monthly charge
The Basics	£8.50	The Basics and line rental	£19.00
The All Rounder	£12.50	The All Rounder and line rental	£23.00
The Works	£21.00	The Works and line rental	£31.50
Access	£22.50	Access and line rental	£33.00

Call package summary including UK call rates:

Package	Monthly charge	UK local and national – Daytime (Starting with 01,02,03, including Channel Islands)	UK local and national – Evening and Wee kend (Starting with 01,02,03, including Channel Islands)
Pay for what you use**	£0	6p	6p
Evening & Weekend	£2.50	6p	Included
Anytime	£6.00	Included	

A 12.8p connection fee applies to calls which are not included in your package. This Price List has details of all call types.

All call prices are shown in pence per minute inclusive of VAT.
(unless otherwise stated).

^{*} These prices include a discount of £5 for O₂ customers.
^{**} We don't sell this any more. From 1st March 2012 our new customers must add one of our call packages to their broadband and line rental package.

Our packages^{*}

for customers who joined before 21 September 2010

Broadband package summary:

Broadband only	Monthly charge
Standard broadband only	£9.50
Premium	£13.00
Ultimate	£19.00
Pro	£21.50
Access	£20.50

Line rental and call package summary including UK call rates:

Package	Monthly charge including line rental	Connection	UK local and national – Daytime (Starting with 01,02,03, including Channel Islands)	UK local and national – Evening and Weekend (Starting with 01,02,03, including Channel Islands)
Evening & Weekend	£13.00	£0	6p	Included
Anytime	£16.25	£0	Included	

A 12.8p connection fee applies to calls which are not included in your package.
This Price List has details of all call types.

All call prices are shown in pence per minute inclusive of VAT.
(unless otherwise stated).

^{*} These prices include a discount of £5 for O₂ customers.

Time periods for calls

Calls to UK mobiles and 0845/0870 numbers:

Daytime: Everyday, 6am – 6pm

Evening: Everyday, 6pm – 6am

All other calls:

Daytime: Monday to Friday, 6am to 6pm

Evening: Monday to Friday, before 6am and after 6pm

Weekend: Midnight Friday to midnight Sunday

A call that starts in one time period will be charged at that rate, even if the call crosses into another time period with a different call rate.

For instance, a call that crosses from an inclusive time period to a chargeable time period will not be charged unless your call continues for more than 60 minutes.

Where you make an inclusive call which lasts for more than 60 minutes, you will be charged the relevant connection fee and call charges for that type of call from the 60th minute until you hang up.

Inclusive calls – Evening & Weekend package

Calls to UK local and national numbers

You can call UK local and national numbers (starting with 01, 02, or 03) for up to 60 continuous minutes in the evening and weekend time periods. If your call lasts more than 60 minutes, it will be charged at 6p per minute with a connection fee of 12.8p.

There is no limit to the number of calls you can make within these time periods each month.

0845 and 0870 (sometimes known as Number Translation Services or NTS)

Calls to Number Translation Services starting with 0845 and 0870 are included for up to 60 continuous minutes in the evening and weekend periods. If your call lasts more than 60 minutes, it will be charged at 4.1p per minute (daytime) or 1.1p per minute (evening and weekend) with a connection fee of 12.8p.

There is a limit to the number of these types of calls you can make within each month. For details see our Fair Use Policy at o2.co.uk/terms.

Inclusive calls – Anytime package

Calls to UK local and national numbers

You can call UK local and national numbers (starting with 01, 02, or 03) for up to 60 continuous minutes in any time period. If your call lasts more than 60 minutes, it will be charged at 6p per minute with a connection fee of 12.8p.

There is no limit to the number of calls you can make in these time periods each month.

Calls to mobiles in the USA and Canada

You can call USA and Canadian mobile networks for up to 60 continuous minutes at any time. If your call lasts more than 60 minutes, it will be charged at 15.3p per minute (daytime), or 10.2p per minute (evening and weekend) with a connection fee of 12.8p.

There is a limit to the number of these types of calls you can make within each month. For details see our Fair Use Policy at o2.co.uk/terms.

Calls to 22 international country landlines (does not include calls to mobiles unless stated)

Australia (incl Christmas and Cocos Islands)	Austria	Belgium	Canada (includes calls to mobiles)	Canary Islands
Cyprus (excludes North Cyprus)	Czech Republic	Denmark	France	Germany
Greece	Hungary	Republic of Ireland	Italy	Luxembourg
Netherlands	New Zealand	Poland	Spain	Sweden
The Vatican	USA (includes calls to mobiles)			

You can call these 22 international destinations for up to 60 continuous minutes in any time period. If your call lasts more than 60 minutes, it will be charged at standard international rates (see international call charges table below.)

There is a limit to the number of these types of calls you can make within each month. For details see our Fair Use Policy at o2.co.uk/terms.

0845 and 0870 (sometimes known as Number Translation Services or NTS)

Calls to Number Translation Services starting with 0845 and 0870 are included for up to 60 continuous minutes in any time period. If your call lasts more than 60 minutes, it will be charged at 4.1p per minute (daytime) or 1.1p per minute (evening and weekend) with a connection fee of 12.8p.

There is a limit to the number of these types of calls you can make within each month. For details see our Fair Use Policy at o2.co.uk/terms.

Call charges – general

Call charge rounding for billing

Each VAT exclusive call charge will be rounded to the nearest tenth of a penny. After VAT is added, the call is rounded down to the nearest tenth of a penny. The total bill for all call charges will then be rounded down to the nearest whole penny.

Call duration rounding

Rounded up to nearest whole minute:

- Calls to UK local and national numbers (starting 01, 02, or 03)
- Calls to UK mobiles at any time
- Calls to Number Translation Services (0845 / 0870) numbers at any time
- Calls to international landlines and mobiles at any time

Rounded up to the nearest second with one minute minimum charge:

- Directory Enquiries

Charge per use:

- Calls to Speaking Clock
- Ring Back
- Alarm Call
- Three Way Calling
- Voicemail (1571) Call Return
- Call Return (1471)

All other call types will be rounded up to the next whole second unless otherwise stated in this document.

Call charges

Pay for what you use

Numbers starting	Description	Connection fee	Daytime	Evening	Weekend
01, 02, 03	UK local and national	12.8p	6p	6p	6p

Numbers starting	Description	Connection fee	Daytime	Evening
07	UK mobiles – O ₂ (fm1), T-Mobile (fm3), Orange (fm4), Vodafone (fm5), 3 (fm6)	12.8p	12.2p	7.2p
07	All other UK mobiles (fm2, fm7 – fm14)	12.8p	22.5p	20.4p
0845 Local 0870 National	Number Translation Services	12.8p	4.1p	1.1p
0800, 0808	Freephone	0p	0p	0p

Calls to mobiles are charged at the rate of the network who first issued the mobile number. So if the mobile number has been ported to a different network the charge for the original network will apply.

For example, a mobile number that has been ported from Vodafone to O₂ would be charged as a Vodafone number.

Calls to O₂ customer service on 0800 230 0202 are free of charge at all times of day from your home phone line.

Call charges

Evening & Weekend package – Call charges (where not included)

Numbers starting	Description	Connection fee	Daytime	Evening	Weekend
01, 02, 03	UK local and national	12.8p	6p	6p	6p

Numbers starting	Description	Connection fee	Daytime	Evening
07	UK mobiles – O ₂ (fm1), T-Mobile (fm3), Orange (fm4), Vodafone (fm5), 3 (fm6)	12.8p	12.2p	7.2p
07	All other UK mobiles (fm2, fm7 – fm14)	12.8p	22.5p	20.4p
0845 Local 0870 National	Number Translation Services	12.8p	4.1p	1.1p
0800, 0808	Freephone	0p	0p	0p

Calls to mobiles are charged at the rate of the network who first issued the mobile number. So if the mobile number has been ported to a different network the charge for the original network will apply.

For example, a mobile number that has been ported from Vodafone to O₂ would be charged as a Vodafone number.

Calls to O₂ customer service on 0800 230 0202 are free of charge at all times of day from your home phone line.

Call charges

Anytime package – call charges (where not included)

Numbers starting	Description	Connection fee	Daytime	Evening	Weekend
01, 02, 03	UK local and national	12.8p	6p	6p	6p

You will only be charged for these types of calls where your call lasts for more than 60 continuous minutes.

Numbers starting	Description	Connection fee	Daytime	Evening
07	UK mobiles (O ₂ , Vodafone, Orange, T-Mobile, Virgin, 3)	12.8p	9.2p	7.2p
07	All other UK mobiles	12.8p	22.5p	20.4p
0845 Local 0870 National	Number Translation Services	12.8p	4.1p	1.1p
0800, 0808	Freephone	0p	0p	0p

Calls to mobiles are charged at the rate of the network who first issued the mobile number. So if the mobile number has been ported to a different network the charge for the original network will apply.

For example, a mobile number that has been ported from Vodafone to O₂ would be charged as a Vodafone number.

Calls to O₂ customer service on 0800 230 0202 are free of charge at all times of day from your home phone line.

22 inclusive international country landlines
(does not include calls to mobiles unless stated)

Description	Connection fee	Daytime	Evening	Weekend
Australia	0p	0p	0p	0p
Australia – Christmas Islands	0p	0p	0p	0p
Australia – Cocos Islands	0p	0p	0p	0p
Austria	0p	0p	0p	0p
Belgium	0p	0p	0p	0p
Canada (includes calls to mobiles)	0p	0p	0p	0p
Canary Islands	0p	0p	0p	0p
Cyprus (excludes North Cyprus)	0p	0p	0p	0p
Czech Republic	0p	0p	0p	0p
Denmark	0p	0p	0p	0p
France	0p	0p	0p	0p
Germany	0p	0p	0p	0p
Greece	0p	0p	0p	0p
Hungary	0p	0p	0p	0p
Italy	0p	0p	0p	0p
Luxembourg	0p	0p	0p	0p
Netherlands	0p	0p	0p	0p
New Zealand	0p	0p	0p	0p
Poland	0p	0p	0p	0p
Republic of Ireland	0p	0p	0p	0p
Spain	0p	0p	0p	0p
Sweden	0p	0p	0p	0p
The Vatican	0p	0p	0p	0p
USA (includes calls to mobiles)	0p	0p	0p	0p

General call charges

Call charges in this section apply to all packages.

International call charges

International Group	Call type	Connection fee	Daytime	Evening	Weekend
Republic of Ireland	Landline	12.8p	5.2p	5.2p	5.2p
	Mobile	12.8p	25.5p	25.5p	25.5p
Western Europe EU	Landline	12.8p	10.2p	10.2p	10.2p
	Mobile	12.8p	40.9p	40.9p	40.9p
Western Europe non EU	Landline	12.8p	35.8p	30.7p	30.7p
	Mobile	12.8p	61.3p	56.2p	56.2p
Eastern Europe	Landline	12.8p	25.5p	22.5p	22.5p
	Mobile	12.8p	50.0p	47.0p	47.0p
USA & Canada	Landline	12.8p	15.3p	10.2p	10.2p
	Mobile	12.8p	15.3p	10.2p	10.2p
Asia Pacific	Landline	12.8p	15.3p	15.3p	15.3p
	Mobile	12.8p	36.8p	36.8p	36.8p
Rest of World	Landline	12.8p	91.9p	91.9p	91.9p
	Mobile	12.8p	91.9p	91.9p	91.9p

International calling groups

Destination	International Group	International Charge Group (for Operator and Reverse Charge Calls only)
Afghanistan	Rest of World	D
Alaska	USA & Canada	B
Albania	Rest of World	A
Algeria	Rest of World	D
American Samoa	Rest of World	D
Andorra	Western Europe non EU	A
Angola	Rest of World	D
Anguilla	Rest of World	C
Antarctica	Rest of World	D
Antigua and Barbuda	Rest of World	C
Argentina	Rest of World	D
Armenia	Rest of World	C
Aruba	Rest of World	C
Ascension	Rest of World	D
Australia	Asia Pacific	C
Austria	Western Europe EU	A
Azerbaijan	Rest of World	C
Azores	Western Europe EU	A
Bahamas	Rest of World	C
Bahrain	Rest of World	D
Bangladesh	Rest of World	D
Barbados	Rest of World	C
Belarus	Eastern Europe	C

Belgium	Western Europe EU	A
Belize	Rest of World	D
Benin	Rest of World	D
Bermuda	Rest of World	C
Bhutan	Rest of World	D
Bolivia	Rest of World	D
Bosnia	Eastern Europe	A
Botswana	Rest of World	D
Brazil	Rest of World	D
Brunei Darussalam	Rest of World	D
Bulgaria	Western Europe EU	A
Burkina Faso	Rest of World	D
Burundi	Rest of World	D
Cambodia	Rest of World	D
Cameroon	Rest of World	D
Canada	USA & Canada	B
Canary Islands	Western Europe EU	A
Cape Verde	Rest of World	D
Cayman Islands	Rest of World	C
Central African Rep	Rest of World	D
Chad	Rest of World	D
Chatham Islands	Asia Pacific	C
Chile	Rest of World	D
China	Asia Pacific	D
Christmas Islands	Asia Pacific	C

Destination	International Group	International Charge Group (for Operator and Reverse Charge Calls only)
Cocos Islands	Asia Pacific	C
Colombia	Rest of World	D
Comoros	Rest of World	D
Congo	Rest of World	D
Congo Dem Rep	Rest of World	D
Cook Islands	Rest of World	D
Costa Rica	Rest of World	D
Cote D'Ivoire	Rest of World	D
Croatia	Eastern Europe	A
Cuba	Rest of World	D
Cyprus (excludes North Cyprus)	Western Europe EU	A
Czech Republic	Western Europe EU	A
Denmark	Western Europe EU	A
Diego Garcia	Rest of World	D
Djibouti	Rest of World	D
Dominica	Rest of World	C
Dominican Republic	Rest of World	C
East Timor	Rest of World	D
Easter Island	Rest of World	D
Ecuador	Rest of World	D
Egypt	Rest of World	D
El Salvador	Rest of World	D
Equatorial Guinea	Rest of World	D
Eritrea	Rest of World	D
Estonia	Western Europe EU	C
Ethiopia	Rest of World	D

Faeroe Islands	Rest of World	A
Falkland Islands	Rest of World	D
Fiji	Rest of World	D
Finland	Western Europe EU	A
France	Western Europe EU	A
French Guiana	Rest of World	D
French Polynesia	Rest of World	D
Gabon	Rest of World	D
Gambia	Rest of World	D
Georgia	Rest of World	C
Germany	Western Europe EU	A
Ghana	Rest of World	D
Gibraltar	Western Europe EU	A
Greece	Western Europe EU	A
Greenland	Rest of World	D
Grenada	Rest of World	C
Guadeloupe	Rest of World	C
Guam	Rest of World	D
Guatemala	Rest of World	D
Guinea	Rest of World	D
Guinea-Bissau	Rest of World	D
Guyana	Rest of World	D
Haiti	Rest of World	D
Hawaii	USA & Canada	B
Honduras	Rest of World	D
Hong Kong	Asia Pacific	C
Hungary	Western Europe EU	A
Iceland	Western Europe non EU	A
India	Asia Pacific	D

Destination	International Group	International Charge Group (for Operator and Reverse Charge Calls only)
Indonesia	Asia Pacific	D
Iran	Rest of World	D
Iraq	Rest of World	D
Ireland	Republic of Ireland	IR
Israel	Rest of World	D
Italy	Western Europe EU	A
Jamaica	Rest of World	C
Japan	Asia Pacific	C
Jordan	Rest of World	D
Kazakhstan	Rest of World	C
Kenya	Rest of World	D
Khabarovska	Rest of World	C
Kiribati	Rest of World	D
Korea north	Rest of World	D
Korea south	Asia Pacific	D
Kuwait	Rest of World	D
Kyrgyzstan	Rest of World	C
Laos	Rest of World	D
Latvia	Western Europe EU	C
Lebanon	Rest of World	D
Lesotho	Rest of World	D
Liberia	Rest of World	D
Libya	Rest of World	D
Liechtenstein	Western Europe non EU	A
Lithuania	Western Europe EU	C
Luxembourg	Western Europe EU	A
Macao	Rest of World	D

Macedonia	Eastern Europe	A
Madagascar	Rest of World	D
Madeira	Western Europe EU	A
Malawi	Rest of World	D
Malaysia	Asia Pacific	D
Maldives	Rest of World	D
Mali	Rest of World	D
Malta	Western Europe EU	A
Marshall Islands	Rest of World	D
Martinique	Rest of World	C
Mauritania	Rest of World	D
Mauritius	Rest of World	D
Mayotte Island	Rest of World	D
Mexico	Rest of World	C
Micronesia	Rest of World	D
Midway Island	Rest of World	E (only available through International Operator – dial 155)
Moldova	Eastern Europe	D
Monaco	Western Europe non EU	A
Mongolia	Asia Pacific	D
Montenegro	Rest of World	A
Montserrat	Rest of World	C
Morocco	Rest of World	D
Mozambique	Rest of World	D
Myanmar	Rest of World	D
Namibia	Rest of World	D
Nauru	Rest of World	D

Destination	International Group	International Charge Group (for Operator and Reverse Charge Calls only)
Navitas	Rest of World	–
Nakhodka	Rest of World	C
Nepal	Rest of World	D
Netherlands	Western Europe EU	A
Netherlands Antilles	Rest of World	D
New Caledonia	Rest of World	D
New Zealand	Asia Pacific	C
Nicaragua	Rest of World	D
Niger	Rest of World	D
Nigeria	Rest of World	D
Niue	Rest of World	D
Norfolk Island	Rest of World	D
Northern Mariana Is	Rest of World	D
Norway	Western Europe non EU	A
Oman	Rest of World	D
Pakistan	Asia Pacific	D
Palau	Rest of World	D
Palestine	Rest of World	D
Panama	Rest of World	D
Papua New Guinea	Rest of World	D
Paraguay	Rest of World	D
Peru	Rest of World	D
Philippines	Asia Pacific	D
Poland	Western Europe EU	A
Portugal	Western Europe EU	A
Puerto Rico	Rest of World	C
Qatar	Rest of World	D

Reunion	Rest of World	D
Rodriguez Island	Rest of World	D
Romania	Western Europe EU	A
Ross Island	Rest of World	D
Russia	Eastern Europe	C
Rwanda	Rest of World	D
Samoa West	Rest of World	D
San Marino	Western Europe non EU	A
Sao Tome and Principe	Rest of World	D
Saudi Arabia	Rest of World	D
Senegal	Rest of World	D
Serbia	Eastern Europe	A
Seychelles	Rest of World	D
Sierra Leone	Rest of World	D
Singapore	Asia Pacific	C
Slovakia	Western Europe EU	A
Slovenia	Western Europe EU	A
Solomon Islands	Rest of World	D
Somalia	Rest of World	D
South Africa	Rest of World	D
Spain	Western Europe EU	A
Sri Lanka	Asia Pacific	D
St Helena	Rest of World	D
St Kitts and Nevis	Rest of World	C
St Lucia	Rest of World	C
St Pierre & Miquelon	Rest of World	C
St Vincent	Rest of World	C
Sudan	Rest of World	D
Suriname	Rest of World	D

Destination	International Group	International Charge Group (for Operator and Reverse Charge Calls only)
Swaziland	Rest of World	D
Sweden	Western Europe EU	A
Switzerland	Western Europe non EU	A
Syria	Rest of World	D
Taiwan	Asia Pacific	D
Tajikistan	Rest of World	D
Tanzania	Rest of World	D
Thailand	Asia Pacific	D
Togo	Rest of World	D
Tokelau	Rest of World	D
Tonga	Rest of World	D
Trinidad and Tobago	Rest of World	C
Tunisia	Rest of World	D
Turkey (includes North Cyprus)	Eastern Europe	A
Turkmenistan	Eastern Europe	D
Turks and Caicos Is	Rest of World	C
Tuvalu	Rest of World	D
Uganda	Rest of World	D
Ukraine	Eastern Europe	C
United Arab Emirates	Rest of World	D
United States	USA & Canada	B
Uruguay	Rest of World	D
Uzbekistan	Eastern Europe	C
Vanuatu	Rest of World	D
Vatican	Western Europe EU	A

Venezuela	Rest of World	D
Vietnam	Rest of World	D
Virgin Islands UK	Rest of World	C
Virgin Islands US	Rest of World	C
Wake Island	Rest of World	E (only available through International Operator – dial 155)
Wallis and Futuna Is	Rest of World	D
Yemen	Rest of World	D
Zambia	Rest of World	D
Zimbabwe	Rest of World	D

Calls to directory enquiries

Description	Connection fee	Daytime	Evening
National	0p	£1.02	£1.02
International	0p	£2.04	£2.04
Other	0p	£3.06	£3.06

There is a minimum call charge of 1 minute for directory enquiry calls.

Directory Number	Description
118000	National
118001	International
118003	Other
118004	International
118005	National
118006	National
118007	Other
118008	National
118009	National
118012	International
118013	National
118017	National
118018	National
118019	National
118020	National
118022	National
118025	National
118027	National

118030	Other
118031	National
118033	National
118035	International
118039	National
118040	International
118044	International
118045	National
118050	National
118055	National
118058	National
118059	National
118060	International
118077	National
118080	National
118081	National
118090	International
118097	Other
118098	Other

118099	Other
118101	National
118102	National
118103	National
118104	International
118105	Other
118106	Other
118108	International
118110	Other
118111	National
118113	National
118114	National
118115	Other
118117	National
118118	Other
118119	Other
118120	International
118122	Other
118124	National

Directory number	Description
118125	International
118126	Other
118127	National
118128	National
118129	Other
118130	Other
118131	Other
118133	Other
118136	National
118138	National
118140	Other
118141	National
118144	Other
118146	Other
118147	National
118148	Other
118149	Other
118158	National
118160	National
118164	Other
118166	National
118170	National
118171	International
118172	National
118174	Other
118175	Other
118177	International

118178	National
118180	National
118181	National
118182	Other
118183	National
118184	National
118185	National
118187	National
118188	Other
118189	National
118190	Other
118194	Other
118199	National
118200	Other
118201	National
118202	National
118210	International
118211	International
118212	Other
118214	National
118218	National
118220	National
118221	National
118222	National
118223	International
118225	National
118226	National
118227	National

118228	National
118229	National
118232	National
118233	National
118234	National
118235	National
118240	National
118241	National
118242	National
118246	National
118247	National
118248	National
118252	International
118255	Other
118260	National
118262	National
118275	National
118277	National
118278	National
118283	International
118285	Other
118287	National
118288	National
118289	Other
118298	National
118299	International
118300	National
118301	National

Directory number	Description
118303	Other
118308	National
118310	National
118311	International
118312	National
118313	Other
118318	National
118321	National
118322	International
118323	National
118328	National
118331	National
118332	National
118333	National
118334	National
118338	National
118339	Other
118343	International
118345	International
118348	National
118350	National
118354	National
118355	International
118357	National
118358	National
118359	National
118360	National

118362	National
118363	National
118364	Other
118365	National
118366	National
118369	International
118373	National
118374	National
118375	National
118376	International
118377	Other
118383	National
118386	National
118390	National
118391	National
118392	National
118393	National
118399	Other
118400	National
118402	National
118404	International
118408	International
118411	International
118412	International
118414	Other
118415	National
118424	National
118425	National

118426	International
118427	International
118429	National
118432	National
118434	National
118438	National
118440	National
118441	National
118442	National
118444	Other
118448	National
118449	Other
118451	National
118452	National
118453	National
118454	International
118456	Other
118455	National
118458	National
118463	National
118467	National
118468	National
118469	National
118474	National
118480	National
118485	National
118488	International
118489	National

Directory number	Description
118499	National
118500	Other
118501	International
118502	International
118503	International
118504	International
118505	Other
118506	International
118507	International
118508	National
118509	Other
118510	National
118511	National
118515	National
118518	National
118520	National
118522	National
118525	Other
118526	National
118528	National
118529	National
118543	National
118544	Other
118545	National
118547	Other
118548	International
118550	International

118551	National
118552	Other
118553	International
118555	Other
118558	Other
118559	National
118560	National
118561	National
118567	National
118568	International
118575	Other
118577	Other
118580	International
118582	Other
118583	Other
118585	National
118586	Other
118588	National
118590	Other
118592	National
118595	National
118598	National
118599	National
118600	National
118606	National
118613	National
118614	International
118616	Other

118626	National
118628	National
118629	National
118632	National
118633	Other
118634	National
118639	National
118644	Other
118645	Other
118647	International
118648	National
118655	National
118661	Other
118666	National
118667	International
118675	National
118678	National
118680	National
118686	National
118695	National
118696	National
118700	National
118701	International
118707	National
118708	National
118712	Other
118722	National
118723	National

Directory number	Description
118724	National
118725	International
118726	National
118733	National
118737	National
118738	National
118739	International
118742	National
118743	International
118744	National
118747	National
118750	National
118751	National
118754	Other
118759	National
118764	National
118766	Other
118770	National
118772	National
118773	National
118774	National
118775	International
118776	Other
118777	Other
118783	International
118786	Other
118789	National

118795	International
118799	Other
118800	National
118801	National
118802	National
118803	Other
118805	Other
118806	National
118807	Other
118808	National
118810	National
118811	National
118813	National
118814	National
118815	National
118816	International
118817	International
118818	Other
118819	Other
118821	National
118825	National
118826	National
118827	Other
118828	International
118829	National
118830	International
118831	National
118833	National

118838	National
118840	International
118841	National
118842	International
118844	Other
118845	International
118846	Other
118847	International
118848	National
118850	National
118851	National
118855	National
118856	International
118858	National
118861	International
118864	National
118865	National
118866	International
118868	National
118869	National
118872	National
118873	Other
118875	International
118876	International
118877	National
118878	National
118879	National
118880	Other

Directory number	Description
118883	National
118885	Other
118886	International
118888	Other
118889	International
118891	International
118897	National
118898	International
118899	Other
118900	National
118901	National
118902	National
118905	International
118908	National
118909	National
118911	National
118918	National
118927	National
118929	National
118932	National
118940	Other
118942	Other
118944	National
118948	National
118949	National
118950	National

118955	National
118956	National
118958	National
118960	International
118961	Other
118962	Other
118970	International
118976	Other
118977	International
118978	Other
118987	National
118989	International
118990	National
118993	National
118995	Other

If you are connected to another number by a Directory Enquiry service you will be charged at the Directory Enquiry call rate.

If a new Directory Enquiry service is introduced, you may be priced at a different rate for a short period of time.

Text from home

Description	All times
Text to a landline	10.2p
Text to a mobile	10.2p

Customers wishing to use the Text from home service must have a text compatible phone.

Calls to premium numbers

All calls in this section will have the following time periods:

- Daytime: Monday to Friday, 8am to 6pm
- Evening: Monday to Friday, before 8am and after 6pm
- Weekend: Midnight Friday to midnight Sunday

A minimum charge is applied when the cost of your call is less than the minimum charge amount for that type of call. All call charges are per minute with the exception of connection fees (unless otherwise stated).

These call types are measured in fractions of a second. Your bill will show them rounded up to the nearest whole second, and you'll only be billed for the fractions of a second you actually use. E.g. A call lasting 15.37 seconds will be billed for 15.37 seconds and displayed on your bill as a 16 second call.

The following tables should be used in conjunction with the 'Number Ranges' document forming part of this Price List. For details see o2.co.uk/terms.

The tables below show how calls are charged for Personal Numbering Services, wifi Numbers, Pager and Voice Messaging Services, Premium Rate Services, Internet Services, Satellite Numbers, Fixed Fee calls, Multimedia Services, and Specialised Services.

There are a number of charge descriptions within each of these call types. To find out the correct charge for a certain call you'll need to follow these steps:

1. Obtain the dialling code for the number you want to call or as it's shown on your bill
2. Use the 'Number Ranges' document to find out which charge description the dialling code fits into
3. Refer to the tables below to obtain the charge details for this type of call

Calls to personal numbering services

Description	Daytime	Evening	Weekend	Minimum charge
c-Calls to Message Services and Personal Numbering Services	22.5	13.2	6.8	8.5
d-Calls to Personal Numbering Services	34.4	20.4	20.4	9.7
e-Calls to Personal Numbering Services	10.3	10.3	10.3	9.7
f-Calls to Personal Numbering Services and Mobile telephones	61.9	41.2	20.7	9.7
j-Calls to certain Personal Numbering Services (PNS) Telephones	65.8	45.3	21.6	9.7
k-Calls to certain Personal Numbering Services (PNS) telephones	77.2	51.4	25.8	9.7
pn1-Calls to certain Personal Numbering Services (PNS) telephones	49.5	33.0	16.5	9.7
pn2-Calls to certain Personal Numbering Services (PNS) telephones	103.2	103.2	103.2	9.7
pn3-Calls to certain Personal Numbering Services (PNS) telephones	101.1	80.5	80.5	9.7
pn4-Calls to certain Personal Numbering Services (PNS) telephones	53.6	53.6	53.6	9.7

pn5-Calls to certain Personal Numbering Services (PNS) telephones	35.1	35.1	35.1	9.7
pn6-Calls to certain Personal Numbering Services (PNS) telephones	41.2	41.2	41.2	9.7
pn7-Calls to certain Personal Numbering Services (PNS) telephones	7.0	1.8	1.8	89.6
pn8-Calls to certain Personal Numbering Services (PNS) telephones	41.2	41.2	41.2	9.7
pn9-Calls to certain Personal Numbering Services (PNS) telephones	48.4	48.4	48.4	9.7
pn10-Calls to certain Personal Numbering Services (PNS) telephones	72.2	72.2	72.2	9.7
pn11-Calls to certain Personal Numbering Services (PNS) telephones	80.5	59.7	59.7	9.7
pn12-Calls to certain Personal Numbering Services (PNS) telephones	55.6	55.6	55.6	9.7
pn13-Calls to certain Personal Numbering Services (PNS) telephones	80.5	80.5	80.5	9.7

Description	Daytime	Evening	Weekend	Minimum charge
pn14-Calls to certain Personal Numbering Services (PNS) telephones	60.8	60.8	60.8	9.7
pn15-Calls to certain Personal Numbering Services (PNS) telephones	26.8	26.8	26.8	11.1
pn16-Calls to certain Personal Numbering Services (PNS) telephones	28.8	28.8	28.8	11.1
pn17-Calls to certain Personal Numbering Services (PNS) telephones	30.9	30.9	30.9	11.1
pn18-Calls to certain Personal Numbering Services (PNS) telephones	33.0	33.0	33.0	11.1
pn19-Calls to certain Personal Numbering Services (PNS) telephones	20.7	20.7	20.7	11.1
pn20-Calls to certain Personal Numbering Services (PNS) telephones	49.5	49.5	49.5	11.1
pn21-Calls to certain Personal Numbering Services (PNS) telephones	84.8	84.8	84.8	11.1
pn22-Calls to certain Personal Numbering Services (PNS) telephones	21.2	13.6	11.5	11.1

Calls to wifi numbers

Description	Daytime	Evening	Weekend	Minimum charge
fw1-Calls to wifi Services	27.9	27.7	13.5	9.7
fw2-Calls to wifi Services	26.2	21.9	11.1	9.7
fw3-Calls to wifi Services	29.4	23.4	11.8	9.7
fw4-Calls to wifi Services	28.4	17.5	8.6	9.7
fw5-Calls to wifi Services	26.6	21.4	12.1	9.7
fw6-Calls to wifi Services	23.2	18.6	11.1	9.7
fw7-Calls to wifi Services (HSD)	78.8	78.8	78.8	9.7
fw7-Calls to wifi Services (standard)	22.2	22.2	22.2	9.7
fw8-Calls to wifi Services (standard)	33.7	26.2	11.1	9.7
fw8-Calls to wifi Services (HSD)	78.8	78.8	78.8	9.7
fw9-Calls to wifi Services	29.5	29.5	29.5	9.7
fw10-Calls to wifi Services	17.6	17.6	17.6	9.7
fw11-Calls to wifi Services	23.2	23.2	23.2	9.7
fw12- Calls to wifi Services	22.9	22.9	22.9	9.7

Calls to pager and voice messaging Services

Description	Daytime	Evening	Weekend	Minimum charge
r-Calls to Pagers and Voice Messaging Services	14.2	7.0	5.2	5.6

Calls to premium rate services

Description	Daytime	Evening	Weekend	Minimum charge
g1-Calls to Premium Rate Services	12.4	5.4	5.6	0.0
m-Calls to certain Personal Numbering Services (PNS) telephones	84.6	58.3	58.3	9.7
n-Calls to Information Services	26.6	26.5	26.5	8.5
p0-Calls to Premium Rate Services	230.2	230.4	230.4	8.8
p1-Calls to Premium Rate Services	88.2	70.4	70.4	8.8
p2-Calls to Premium Rate Services	90	81.2	81.2	8.8
p3-Calls to Premium Rate Services	179.6	180.2	180.2	8.8

p4-Calls to Premium Rate Services	88.2	88.4	88.4	8.8
p5-Calls to Premium Rate Services	90.0	90.3	90.6	8.8
p6-Calls to Premium Rate Services	45.2	45.2	45.3	8.8
p7-Calls to Premium Rate Services	108.6	108.6	108.7	8.8
p8-Calls to Premium Rate Services	135.3	135.2	135.3	8.8
p9-Calls to Premium Rate Services	18.2	18.2	18.2	8.8
p10-Calls to Premium Rate Services	63	63	63	8.8
p11-Calls to Premium Rate Services	233.5	233.5	233.6	8.8
p12-Calls to Premium Rate Services	27.2	27.2	27.2	8.8
p13-Calls to Premium Rate Services	36.2	36.2	36.3	8.8
p14-Calls to Premium Rate Services	54.2	54.2	54.2	8.8
p15-Calls to Premium Rate Services	72.0	72.2	72.2	8.8

Description	Daytime	Evening	Weekend	Minimum charge
p16-Calls to Premium Rate Services	81.0	81.0	81.0	8.8
p17-Calls to Premium Rate Services	98.8	98.8	98.8	8.8
p18-Calls to Premium Rate Services	116.8	117.2	117.2	8.8
p19-Calls to Premium Rate Services	125.8	126.0	126.0	8.8
p20-Calls to Premium Rate Services	143.8	143.8	144.0	8.8
p21-Calls to Premium Rate Services	152.8	152.8	152.8	8.8
p22-Calls to Premium Rate Services	161.8	161.8	161.8	8.8
p23-Calls to Premium Rate Services	170.8	170.8	171.2	8.8
p24-Calls to Premium Rate Services	197.6	197.6	197.6	8.8
p25-Calls to Premium Rate Services	215.5	215.8	215.8	8.8
p26-Calls to Premium Rate Services	214.9	214.9	215.1	8.8

p27-Calls to Premium Rate Services	9.3	9.3	9.3	8.8
p28-Calls to wifi numbers	67.6	45.2	22.9	8.8
p29-Calls to Premium Rate Services	50.6	25.5	25.5	8.8
p30-Calls to Premium Rate Services	99.0	63.2	63.2	8.8
p31-Calls to Premium Rate Services	23.6	23.7	23.7	8.8
p32-Calls to Premium Rate Services	32.6	32.6	32.7	8.8
p33-Calls to Premium Rate Services	224.5	224.6	224.6	8.8
p37-Calls to Premium Rate Services	14.6	7.5	3.2	8.8
p38-Calls to Premium Rate Services	11.1	11.1	11.1	8.8
p39-Calls to Premium Rate Services	12.9	12.9	12.9	8.8
p40-Calls to Premium Rate Services	14.7	14.7	14.7	8.8
p41-Calls to Premium Rate Services	16.5	16.5	16.5	8.8

Description	Daytime	Evening	Weekend	Minimum charge
p44-Calls to Premium Rate Services	179.2	179.2	179.2	179.2
p45-Calls to Premium Rate Services	60.3	60.4	60.4	8.8
p46-Calls to Premium Rate Services	86.2	86.4	86.4	8.8
p47-Calls to Premium Rate Services	103.5	103.6	103.6	8.8
p48-Calls to Premium Rate Services	120.8	120.9	120.9	8.8
p49-Calls to Premium Rate Services	172.4	172.6	172.6	8.8
p50-Calls to Premium Rate Services	189.7	189.9	189.9	8.8
p51-Calls to Premium Rate Services	224.5	224.5	224.5	8.8
p52-Calls to Premium Rate Services	241.8	241.8	241.8	8.8
p53-Calls to Premium Rate Services	259.0	259.0	259.0	8.8

p54-Calls to Premium Rate Services	60.3	60.3	60.3	60.3
p55-Calls to Premium Rate Services	86.0	86.2	86.2	86.2
p56-Calls to Premium Rate Services	103.5	103.5	103.5	103.5
p57-Calls to Premium Rate Services	120.6	120.8	120.8	120.8
p58-Calls to Premium Rate Services	172.4	172.4	172.4	172.4
p59-Calls to Premium Rate Services	189.6	189.7	189.7	189.7
p60-Calls to Premium Rate Services	224.1	224.2	224.2	224.2
p61-Calls to Premium Rate Services	241.4	241.5	241.5	241.5
p62-Calls to Premium Rate Services	258.8	258.8	258.8	258.8

Calls to internet services

Description	Daytime	Evening	Weekend	Charge for the first 60 secs (or part thereof)
p34-Calls to Premium Rate Services	107.5	107.5	107.5	107.5
p35-Calls to Premium Rate Services	89.5	89.6	89.6	89.6
p36-Calls to Premium Rate Services	80.6	80.6	80.6	80.6
p42-Calls to Premium Rate Services	18.6	18.6	18.6	18.6
p43-Calls to Premium Rate Services	268.9	268.9	268.9	268.9

Calls rates to internet services

Description	Daytime	Evening	Weekend	Minimum charge
g2-Calls to Internet Services	9.9	5.0	3.9	0.0
g4-Calls to Internet Services	4.2	2.1	2.1	0.0
g5-Calls to Internet Services	2.5	2.7	2.8	0.0
i1-Calls to Internet Services	9.2	9.2	9.3	8.2
i2-Calls to Internet Services	18.2	18.2	18.2	8.2

i3-Calls to Internet Services	2.0	2.1	2.1	8.2
i4-Calls to Internet Services	3.8	3.9	3.9	8.2
i5-Calls to Internet Services	5.6	5.7	5.7	8.2
i8-Calls to Internet Services	7.4	7.5	7.5	8.2
i9-Calls to Internet Services	10.8	10.8	10.8	8.2
i10-Calls to Internet Services	12.8	12.9	12.9	8.2
i11-Calls to Internet Services	14.6	14.6	14.7	8.2
i12-Calls to Internet Services	16.4	16.4	16.5	8.2
i13-Calls to Internet Services	5.6	3.9	2.1	8.2
i14-Calls to Internet Services	7.2	2.7	1.8	8.2
i15-Calls to Internet Services	7.0	1.8	1.8	8.2
i16-Calls to Internet Services	7.4	7.4	7.4	8.2
i17-Calls to Internet Services	7.0	2.0	2.0	8.2
i18-Calls to Internet Services	6.7	2.0	2.0	8.2
i19-Calls to Internet Services	6.3	1.8	1.8	8.2
i20-Calls to Internet Services	6.0	1.8	1.8	8.2
i21-Calls to Internet Services	5.6	2.0	2.0	8.2

Description	Daytime	Evening	Weekend	Minimum charge
i22-Calls to Internet Services	5.4	2.0	2.0	8.2
i23-Calls to Internet Services	5.0	2.0	2.0	8.2
i24-Calls to Internet Services	5.4	2.1	2.1	8.2
i25-Calls to Internet Services	5.0	2.1	2.1	8.2
i26-Calls to Internet Services	7.4	3.9	2.1	8.2
i27-Calls to Internet Services	14.4	7.4	3.1	9.7
i30-Calls to Internet Services	7.2	5.4	1.8	9.7
i31-Calls to Internet Services	2.8	3.1	3.1	9.7
i32-Calls to Internet Services	4.6	4.9	4.9	9.7
i33-Calls to Internet Services	9.0	7.4	3.8	9.7

Description	Daytime	Evening	Weekend	Charge for the first 60 secs (or part thereof)
i28-Calls to Internet Services	8.8	9.0	9.0	9.0
i29-Calls to Internet Services	18.0	18.0	18.0	18.0

Calls not including internet services

Description	Daytime	Evening	Weekend	Minimum charge
g6-Calls not including Internet Services	10.4	10.6	10.6	0.0
g7-Calls not including Internet Services	20.8	21.1	21.1	0.0
g8-Calls not including Internet Services	2.4	2.4	2.4	0.0
g9-Calls not including Internet Services	4.5	4.5	4.5	0.0
g10-Calls not including Internet Services	6.4	6.7	6.7	0.0
g11-Calls not including Internet Services	8.8	8.8	8.8	0.0
g12-Calls not including Internet Services	12.9	12.9	12.9	0.0
g13-Calls not including Internet Services	15.1	15.3	15.3	0.0
g14-Calls not including Internet Services	17.2	17.2	17.2	0.0
g15-Calls not including Internet Services	19.4	19.4	19.4	0.0

Description	Daytime	Evening	Weekend	Minimum charge
g16-Calls not including Internet Services	5.0	3.6	3.6	0.0
g17-Calls not including Internet Services	6.8	5.4	3.8	0.0
g18-Calls not including Internet Services	6.7	2.1	2.0	0.0
g19-Calls not including Internet Services	6.7	3.2	2.1	0.0
g20-Calls not including Internet Services	9.7	5.7	4.9	0.0
g22-Calls not including Internet Services	0.0	0.0	0.0	11.1
g23-Calls not including Internet Services	15.8	9.2	4.5	0.0
g26-Calls not including Internet Services	8.6	7.2	3.6	0.0
g27-Calls not including Internet Services	3.8	3.9	4.3	0.0
g28-Calls not including Internet Services	5.4	5.7	6.0	0.0

Calls to satellite numbers

Description	Daytime	Evening	Weekend	Minimum charge
INMARSAT B-Sat (incl. BGAN)	680.20	680.20	680.20	315.9
INMARSAT - B HSD Duplex (0087x3914)	1,701.7	1,701.7	1,701.7	315.9
IMMARSAT M-Sat	707.6	707.6	707.6	315.9
M4 High Speed Data (0087x60)	1,263.6	1,263.6	1,263.6	315.9
Mobiq (0087x76)	463.3	463.3	463.3	315.9
Skyphone (0087x5)	1,021.5	1,021.5	1,021.5	315.9
Emsat (0088213)	389.7	389.7	389.7	315.9
Thuraya_Iridium (0088167/0088216)	631.8	631.8	631.8	315.9
Iridium (code 00 8816/7)	631.8	631.8	631.8	315.9
Navitas Telecom Marine Satellite System	161.1	161.1	161.1	315.9

Fixed fee calls

Calls to these call types are charged at a pence per call rate. The price of the call is not dependent on its duration, and charges based on the time period.

Description	Daytime (pence per call)	Evening (pence per call)	Weekend (pence per call)
Speaking Clock	51.1	51.1	51.1
ff0-Calls to Premium Rate Services	18.2	18.2	18.2
ff1-Calls to Premium Rate Services	44.2	44.2	44.2
ff2-Calls to Premium Rate Services	97.4	97.4	97.4
ff3-Calls to Paging Services	44.8	24.3	24.3
ff6-Calls to Premium Rate Services	54.0	54.0	54.0
ff8-Calls to Paging Services	33.3	33.3	33.3
ff9-Calls to Paging Services	76.3	76.3	76.3
ff10-Calls to Paging Services	45.7	45.7	45.7
ff11-Calls to Premium Rate Services	107.6	107.6	107.6
ff12-Calls to Premium Rate Services	134.6	134.6	134.6
ff13-Calls to Premium Rate Services	179.5	179.5	179.5
ff14-Calls to Premium Rate Services	161.2	161.2	161.2
ff15-Calls to Specialised Services	10.8	10.8	10.8
ff16-Calls to Premium Rate Services	29.4	29.4	29.4
ff17-Calls to Premium Rate Services	35.8	35.8	35.8

ff18-Calls to Premium Rate Services	68.7	68.7	68.7
ff19-Calls to Premium Rate Services	71.6	71.6	71.6
ff20-Calls to Premium Rate Services	80.5	80.5	80.5
ff21-Calls to Premium Rate Services	229.9	229.9	229.9
ff24- Calls to Premium Rate Services	143.5	143.5	143.5
ff25- Calls to Premium Rate Services	215.2	215.2	215.2
ff26- Calls to Premium Rate Services	224.1	224.1	224.1
ff27- Calls to Premium Rate Services	233.1	233.1	233.1
ff28-Calls to Specialised Services	17.8	17.8	17.8
ff29-Calls to Specialised Services	8.8	8.8	8.8
ff30-Calls to Premium Rate Services	116.5	116.5	116.5
ff31-Calls to 101 "Non Emergency Services"	0.0	0.0	0.0
ff32-Calls to Premium Rate Services	152.2	152.2	152.2
ff33-Calls to Premium Rate Services	60.3	60.3	60.3
ff34-Calls to Premium Rate Services	172.4	172.4	172.4
ff35-Calls to Premium Rate Services	258.8	258.8	258.8
ff36-Calls to Premium Rate Services	86.0	86.0	86.0

Description	Daytime (pence per call)	Evening (pence per call)	Weekend (pence per call)
ff37-Calls to Premium Rate Services	103.5	103.5	103.5
ff38-Calls to Premium Rate Services	120.6	120.6	120.6
ff39-Calls to Premium Rate Services	189.6	189.6	189.6
ff40-Calls to Premium Rate Services	224.1	224.1	224.1
ff41-Calls to Premium Rate Services	241.4	241.4	241.4
ff42-Calls to Premium Rate Services	69.0	69.0	69.0
ff43-Calls to Premium Rate Services	51.8	51.8	51.8

Calls to multimedia services

Description	Connection fee (at all times)	Daytime	Evening	Weekend
g3-Calls to Multimedia Services	21.4	7.0	2.7	1.8
g24-Calls to Multimedia Services	8.87	9.0	9.0	9.0
g25-Calls to Multimedia Services	18.0	18.0	18.0	18.0
mm1-Calls to Multimedia Services	26.8	9.0	9.0	9.0
mm2-Calls to Multimedia Services	44.8	7.0	2.7	1.8
mm3-Calls to Multimedia Services	89.6	7.0	2.7	1.8
mm4-Calls to Multimedia Services	27.0	7.0	2.7	1.8
mm5-Calls to Multimedia Services	35.8	7.0	2.7	1.8
mm6-Calls to Multimedia Services	44.8	7.2	7.2	7.2
mm7-Calls to Multimedia Services	44.8	8.8	4.5	3.6

Calls to other numbers

Description	Daytime	Evening	Weekend	Minimum charge
g21-Calls to New Voice Services	4.6	4.6	4.6	0.0

Operator connected calls

An operator may be used to connect calls to destinations in the UK and abroad. There is no charge for speaking with an operator. There is only a charge when the operator connects your call. Calls to operator connected numbers are higher than calling the number directly.

Operators	Number
UK	100
International	155
Special assistance	195/198

Operator connected calls to UK numbers

The cost of an operator connected call is made up of a connection fee, and a call charge based on the type of call and how long it lasts. There is a minimum call charge of 5 minutes for each call.

Charge group	Connection fee	Charges per minute (or part thereof) anytime	Minimum call charge
UK local and national	£11.35	89.6p	£4.48
Mobile	£11.35	179.2p	£8.96
Others	£11.35	259p	£12.94
g2, g4-g23, g26-g28 i1-i5, i8-i27, i30-i33	£11.35	89.6p	£4.48

Customers who connect to directory enquiry services from the 100 Operator will be charged at the Directory Enquiry rates in this Price List.

Operator connected calls to international numbers

The cost of an international operator connected call is made up of a connection fee, and a call charge in pounds per minute. There is a minimum call charge of 5 minutes for each call.

The cost of each call depends on where the call was made from, and the International Charge Group assigned to each country. To find out the charge group for each country, see the International calling group table in the Call Charges section within this Price List.

International charge group	Connection fee	Charges per minute (or part thereof) anytime	Minimum call charge
IR	£13.86	£1.79	£8.96
A	£13.86	£1.79	£8.96
B	£13.86	£2.49	£12.45
C	£13.86	£3.39	£16.93
D	£13.86	£6.67	£33.36
E	£13.86	£3.07	£15.32
INMARSAT B-Sat (incl. BGAN)	£13.86	£17.92	£89.62
INMARSAT M-Sat	£13.86	£17.92	£89.62
Mobiq (Mini-M) / M4 Voice	£13.86	£17.92	£89.62

Skyphone	£13.86	£17.92	£89.62
Emsat	£13.86	£17.92	£89.62
Iridium	£13.86	£17.92	£89.62
Thuraya	£13.86	£17.92	£89.62
Vision (code 87810)	£13.86	£3.39	£16.93
Voxbone (code 883 5100)	£13.86	£3.39	£16.93

Operator connected calls to most international mobile phones will cost 38.5p per minute more than the international landline rate.

Customers who connect to Directory Enquiry services from the 155 Operator will be charged at the Directory Enquiry rates in this Price List.

Reverse charge calls

A reverse charge call is one where the person receiving the call pays for it instead of the person making the call. There is no connection fee or call charge if the call cannot be connected or if the reverse charge call is not accepted.

Reverse charge calls can be made from UK and International landlines and payphones, and will be charged at different rates depending on where the call is made from.

Description	Connection fee	Charges per minute (or part thereof) anytime	Minimum call charge
UK local and national	£11.35	89.6p	£4.48

Description	Connection fee	Charges per 30 seconds (or part thereof) anytime	Minimum call charge
UK payphones	£3.02	£3.03	£3.03

International reverse charge calls

International reverse charge calls are also known as Collect Calls.

The cost of an international reverse charge call is made up of a connection fee, and a call charge in pounds per minute. There is a minimum call charge of 5 minutes for each call.

The cost of each call depends on where the call was made from, and the International Charge Group assigned to each country. To find out the charge group for each country, see the International calling group table in the Call Charges section within this Price List.

International charge group	Connection fee	Charges per minute (or part thereof) anytime	Minimum call charge
IR	£13.84	£1.99	£9.96
A	£22.60	£5.28	£26.38
B	£22.60	£7.67	£38.33
C	£22.60	£12.05	£60.23
D	£22.60	£13.15	£65.72
INMARSAT B-Sat (incl. BGAN)	£22.60	£16.63	£83.14
INMARSAT M-Sat	£22.60	£16.63	£83.14
Vision (code 87810)	£22.60	£12.05	£60.23
Voxbone (code 883 5100)	£22.60	£12.05	£60.23

0800 REVERSE

Calls made to the 0800 REVERSE service are paid by the person receiving the call.

0800 Reverse charge calls from ordinary residential lines

Description	Connection fee	Charges per minute (or part thereof)	Minimum call charge
Off Peak (0100-0500 daily)	76.6p	76.6p (charged after 240s)	76.6p
Peak (0500-0100 daily)	£4.58	76.6p	76.6p

0800 Reverse charge calls from payphones

Description	Connection fee	Charges per 30 seconds (or part thereof)	Minimum call charge
UK local and national	£4.58	76.6p	76.6p

0800 Reverse Charge Calls from Mobile Phones

Description	Connection fee	Charges per minute (or part thereof)	Minimum call charge
Off Peak (0100-0500 daily)	£1.53	38.4p	£1.15
Peak (0500-0100 daily)	£3.05	£1.53	£4.60

Special Assistance Operator connected calls

By dialling 198 (or 195 Blind and Disabled), a special assistance operator may be used to connect calls to many destinations. All special assistance operator connected calls will be charged at standard rates shown in this Price List.

Customers who connect to Directory Enquiry services from the 198 Operator will be charged at the Directory Enquiry rates in this Price List.

Home phone Bolt Ons

Bolt On	Description	Price (per month unless stated)
Hide My Number (141)	Dial 141 before calling to hide your number	£0
Always Hide My Number	Always hide your number when making calls	£0
Show My Number (1470)	Dial 1470 before calling to show your number	£0
Last Caller (1471)	Dial 1471 to find out who called you last. Press 3 to return the call	£0
Last Number Delete (1475)	Dial 1475 to delete the last number from your Last Caller (1471) list	£0
Voicemail (1571)	Stores missed calls when your line's busy or there's no answer	£1.02
Call Divert	Divert your calls to another number	£1.79 (doesn't include the cost of the call)
Call Barring	Bar a range of calls	£1.79
Caller Display	See the number of the person calling	£1.79
Call Return (1471)	In Last Caller (1471), press 3 to return the call	20.4p per go (doesn't include the cost of the call)
Anonymous Call Block	Block calls from people who withhold their number	£1.79

Call Waiting	Beeps if someone calls you when you're already on a call	£1.79
Ring Back	Use your phone to automatically re-dial an engaged number for up to 45 minutes	£1.79
Ring Back (one only)	Use your phone to automatically re-dial an engaged number for up to 45 minutes	20.4p per go (doesn't include the cost of the call)
Alarm Call	Set your phone to ring whenever you want it to	£1.79
Alarm Call (once only)	Set your phone to ring whenever you want it to	20.4p per go
Three Way Calling	Chat with two others on the same call	£1.79
Three Way Calling (once only)	Chat with two others on the same call	20.4p per go (doesn't include the cost of the call)
Block Numbers	Block up to 10 numbers from contacting you	£1.79
Voicemail (1571) Call Return	Return a call from within Voicemail by pressing '0'	20.4p per go (doesn't include the cost of the call)
Text from home	Send and receive text messages with your home phone	10.2p to send 0p to receive
Speaking Clock	Listen to the time on your home phone	51.1p per go

Bolt On Packages		
For busy homes	For families	For privacy
– Caller Display	– Call Barring	– Block Numbers
– Call Waiting	– Caller Display	– Caller Display
– Ring Back	– Call Waiting	
£3.58 (save £1.79)	£3.58 (save £1.79)	£3.06 (save 52p)

If you take a Bolt On then you have to keep it for a minimum of 1 month.

Service and cancellation charges

Description	Price
Static IP address (unless included in your package)	£5.11
Connection charge (if you're not an O2 customer)	£25.53
Connection charge for Access	£30.63
30-day rolling contract charge	£30.63
Cancelling your broadband (only) without 7 days notice	£15.32
Re-activation charge if your account is suspended	£10.21
Moving home charge (second house move fee) for Broadband only customers	£51.06
Not returning your O2 wireless box	£20.00
Reconnection fee	£15.32
Leaving home phone and home broadband while still in contract	Please check here for more detail: http://broadband.o2.co.uk/home/earlytermination.jsp
Putting in a new phone line	£86.81
Converting your phone line	£43.00
Dropping home phone from your Broadband and home phone package before the end of the 12 month contract	£30.64
Leaving home phone and Home Broadband without giving us enough notice	£25.53
Calling out an engineer for a fault in your home (where the fault is with your premises/equipment)	£132.00
Missing your engineer's appointment	£50.00
Renumbering your home phone	First is free, subsequent renumbers are £12
Discount for being a O2 mobile customer	£5.00

Home phone fair use policy

Home phone call packages are for domestic use only. You mustn't use them for any business or commercial purpose.

Our Anytime and Evening & Weekend packages include 600 minutes of calls to 0845 / 0870 numbers each month. In addition our Anytime package includes 600 minutes of calls to specified international destinations. If you use any more than these in any single monthly billing period we may:

1. Restrict your call service to these numbers; and/or
2. Charge you home phone's standard rates for any calls of these types.

We will attempt to contact you to warn you before taking any action under this policy.

Broadband and home phone price list

**To find out more information
on any Home phone packages,
call us on**

0800 230 0202

