

Home Phone Charges Guide: Effective from 03/06/2025

Call plans

		UK Landline Calls ¹	UK Mobile ²	084, 087, 09 and 118 Numbers	International
Evenings & Weekends	Daytime Mon-Fri 7am to 7pm	15p per minute	15p per minute	15p per minute Access Charge + Service Charges	See pages 6-19 of this guide
	Evening Mon-Fri After 7pm & before 7am	Inclusive			
	Weekend All day Sat & Sun				
Evenings & Weekends Plus	Daytime Mon-Fri 7am to 7pm	15p per minute	15p per minute	15p per minute Access Charge + Service Charges	See pages 6-19 of this guide
	Evening Mon-Fri After 7pm & before 7am	Inclusive			
	Weekend All day Sat & Sun				
Anytime Plus	All Day Mon-Sun	Inclusive		15p per minute Access Charge + Service Charges	See pages 6-19 of this guide

- A 20p connection fee applies to all non-inclusive UK landline and UK mobile calls
- Inclusive UK landline calls are to 01, 02, 03 and Isle of Man numbers only (excludes Channel Islands, indirect access, dial-up internet and 070 numbers). Inclusive UK landline calls are to 07 numbers (070 Personal Numbering, 076 Paging and Isle of Man Mobile numbers do not constitute UK Mobile).
- As a protective measure against unexpected bills, calls last up to two hours at which point they are cut off, then you can hang up and redial as often as you like. Acceptable Use Policy applies.
- Daytime calls: Mon - Fri 7am to 7pm. Evening calls: Mon – Fri 7pm to 7am. Weekend calls: all day Sat and Sun.
- Calls to 0845 and 0870 numbers are subject to Gigaclear's Access Charge (15ppm) and the owning operator's Service Charge also applies. A 15ppm Access Charge applies to all non-inclusive calls to 084, 087, 09 and 118 numbers for the duration of the call.
- A 15p connection fee applies to all international destinations in addition to the international call rates
- All UK prices are inclusive of VAT. Calls will be rounded up to the nearest minute and the next whole penny.
- If you activate the Call Divert feature, you will be charged for the diverted part of the call from when the call is answered which will include the standard call set-up fee. The cost per minute of diverted calls will be charged for calls made outside of your Home Phone Service inclusive call plan.

UK Call charges

Non-inclusive calls to the following numbers will be charged per minute, and the Connection Fee of £0.20 per call will apply.

UK landline and mobile	Pence per minute
UK landline calls	15
UK mobile calls	15

National	Pence per minute
UK National Geographic	15
UK Blind and Disabled Directory Enquiries	0
UK Emergency Services	0
UK Emergency Services (hearing-impaired)	0
UK Special Services	see page 5
UK Premium Rate	see page 5
UK Direct Enquires (118 numbers)	see page 5

Mobile	Pence per minute
UK Mobile Hutchison 3G	15
UK Mobile Vodafone	15
UK Mobile T Mobile	15
UK Mobile O2	15
UK Mobile Cable and Wireless	15
UK Mobile Other	15
UK Mobile Virtual 1	20
UK Mobile Virtual 2	15
UK Mobile Voice and Data	15
Guernsey Mobile	20
Isle of Man Mobile	15
Isle of Man Mobile Other	15
Jersey Mobile	20

Other UK	see page 5
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Calls to Controlled Premium Rate Services ('CPRS') (numbers starting 084, 087, 09, incl. VAT)

Service Numbers (CPRS) are not included for free and are chargeable at all times. They are charged in two parts as regulated by Ofcom, the Access Charge of 15p per minute from Gigaclear, plus the Service Charge set by the company you call, which may be a fixed call charge, a per minute charge, or a mix of both.

Charge band	Pence per call	Pence per minute
UK NGCS SC001	0.00	0.00
UK NGCS SC002	0.00	1.00
UK NGCS SC003	0.00	2.00
UK NGCS SC004	0.00	3.00
UK NGCS SC005	0.00	4.00
UK NGCS SC006	0.00	5.00
UK NGCS SC007	0.00	6.00
UK NGCS SC008	0.00	7.00
UK NGCS SC009	0.00	8.00
UK NGCS SC010	0.00	9.00
UK NGCS SC011	0.00	10.00
UK NGCS SC012	0.00	11.00
UK NGCS SC013	0.00	12.00
UK NGCS SC014	0.00	13.00
UK NGCS SC015	0.00	15.00
UK NGCS SC016	0.00	20.00
UK NGCS SC017	0.00	25.00
UK NGCS SC018	0.00	30.00
UK NGCS SC019	0.00	35.00
UK NGCS SC020	0.00	36.00
UK NGCS SC021	0.00	40.00
UK NGCS SC022	0.00	45.00
UK NGCS SC023	0.00	46.00
UK NGCS SC024	0.00	50.00
UK NGCS SC025	0.00	55.00
UK NGCS SC026	0.00	60.00
UK NGCS SC027	0.00	65.00
UK NGCS SC028	0.00	70.00
UK NGCS SC029	0.00	75.00
UK NGCS SC030	0.00	80.00
UK NGCS SC031	0.00	90.00
UK NGCS SC032	0.00	95.00
UK NGCS SC033	0.00	99.00
UK NGCS SC034	0.00	100.00
UK NGCS SC035	0.00	110.00
UK NGCS SC036	0.00	120.00
UK NGCS SC037	0.00	145.00
UK NGCS SC038	0.00	150.00

Charge band	Pence per call	Pence per minute
UK NGCS SC039	0.00	155.00
UK NGCS SC040	0.00	180.00
UK NGCS SC041	0.00	200.00
UK NGCS SC042	0.00	220.00
UK NGCS SC043	0.00	250.00
UK NGCS SC044	0.00	300.00
UK NGCS SC045	0.00	360.00
UK NGCS SC046	5.00	0.00
UK NGCS SC047	10.00	0.00
UK NGCS SC048	15.00	0.00
UK NGCS SC049	25.00	0.00
UK NGCS SC050	30.00	0.00
UK NGCS SC051	35.00	0.00
UK NGCS SC052	40.00	0.00
UK NGCS SC053	48.00	0.00
UK NGCS SC054	50.00	0.00
UK NGCS SC055	70.00	0.00
UK NGCS SC056	75.00	0.00
UK NGCS SC057	100.00	0.00
UK NGCS SC058	145.00	0.00
UK NGCS SC059	150.00	0.00
UK NGCS SC060	200.00	0.00
UK NGCS SC061	250.00	0.00
UK NGCS SC062	300.00	0.00
UK NGCS SC063	400.00	0.00
UK NGCS SC064	500.00	0.00
UK NGCS SC065	600.00	0.00
UK NGCS SC066	77.00	155.00
UK NGCS SC067	80.00	25.00
UK NGCS SC068	0.00	243.00
UK NGCS SC069	350.00	10.00
UK NGCS SC070	243.00	243.00
UK NGCS SC071	260.00	210.00
UK NGCS SC072	276.00	177.00
UK NGCS SC073	0.00	250.00
UK NGCS SC074	5.00	5.00
UK NGCS SC075	10.00	10.00
UK NGCS SC076	40.00	40.00
UK NGCS SC077	70.00	70.00
UK NGCS SC078	150.00	150.00
UK NGCS SC079	200.00	200.00
UK NGCS SC080	445.00	257.00
UK NGCS SC091	1598.00	799.00

Charge band	Pence per call	Pence per minute
UK NGCS SC081	0.00	18.00
UK NGCS SC082	0.00	22.00
UK NGCS SC083	0.00	350.00
UK NGCS SC084	250.00	75.00
UK NGCS SC085	260.00	99.00
UK NGCS SC086	275.00	78.00
UK NGCS SC087	300.00	130.00
UK NGCS SC088	365.00	0.00
UK NGCS SC090	1398.00	699.00
UK NGCS SC092	7.00	7.00
UK NGCS SC093	13.00	13.00
UK NGCS SC094	80.00	80.00
UK NGCS SC095	100.00	100.00
UK NGCS SC096	300.00	300.00
UK NGCS SC097	360.00	50.00
UK NGCS SC098	360.00	150.00
UK NGCS SC099	360.00	200.00
UK NGCS SC100	360.00	360.00

Other UK

The following Non-Geographical and Personal Numbers are charged in two parts as regulated by Ofcom, the Access Charge of 20p per minute from Gigaclear, plus the Service Charge set by the provider, which may be a fixed call charge, a per minute charge, or a mix of both.

Other UK	Pence per minute	Pence per call
UK Fixed Fee 10	15	32
UK Fixed Fee 3	15	30
UK Fixed Fee 6	15	32
UK Fixed Fee 8	15	22
UK Fixed Fee 9	15	54
UK International Operator	178	0
UK National Operator	95	643
UK Pagers & Voice Messaging	15	0
UK Personal Numbering pn1	75	0
UK Personal Numbering pn7	2	75
UK Premium Rate g6	36	0
UK Special Services g21	57	40
UK Timeline	31	30
UK Wi Fi Services 10	15	0
UK Wi Fi Services 4	15	0
UK Wi Fi Services 9	10	0

International Call Charges

Our rates for dialling international destinations are in the following tables. Calls to international numbers will be charged per minute, and a Connection Fee of £0.15 per call will apply.

A	Pence per minute
Afghanistan	141.31
Afghanistan Mobile	173.43
Albania	50.00
Albania Mobile	95.76
Algeria	50.00
Algeria Algiers	158.00
Algeria Mobile	138.51
Algeria Mobile Other	184.68
American Samoa	169.14
Andorra	18.90
Andorra Mobile	45.23
Angola	106.80
Angola Mobile	138.91
Anguilla	73.43
Anguilla Mobile	105.54
Antarctic	372.47
Antigua & Barbuda	71.48
Antigua & Barbuda Mobile	71.50
Argentina	87.34
Argentina Mobile	119.45
Armenia	106.80
Armenia Mobile	123.32
Aruba	67.89
Aruba Mobile	100.00
Ascension Island	363.08
Australia	12.08
Australia Mobile	38.36
Austria	14.17
Austria Mobile	14.17
Azerbaijan	319.77
Azerbaijan Mobile	92.15

B	Pence per minute
Bahamas	73.43
Bahamas Mobile	73.43

B	Pence per minute
Bahrain	91.21
Bahrain Mobile	123.32
Bangladesh	29.39
Bangladesh Mobile	61.50
Barbados	41.72
Barbados Mobile	61.71
Belarus	88.24
Belarus Other	205.20
Belgium	11.55
Belgium Mobile	28.58
Belize	91.21
Belize Mobile	123.32
Benin	87.34
Benin Mobile	119.45
Bermuda	26.67
Bhutan	84.52
Bolivia	106.80
Bolivia Mobile	138.91
Bosnia Herzegovina	50.00
Bosnia Herzegovina Mobile	88.28
Botswana	87.34
Botswana Mobile	119.45
Brazil	97.07
Brazil Mobile	129.18
British Virgin Islands	73.43
Brunei	89.54
Brunei Mobile	116.63
Bulgaria	18.90
Bulgaria Mobile	18.90
Bulgaria Mobile Other	88.74
Burkina Faso	106.80
Burkina Faso Mobile	90.29
Burundi	125.75
Burundi Mobile	291.51

C	Pence per minute
Cambodia	251.04
Cambodia Mobile	283.15
Cameroon	191.52

C	Pence per minute
Cameroon Mobile	119.45
Canada	11.22
Canada Other	28.91
Cape Verde Islands	106.80
Cape Verde Mobile	138.91
Cayman Islands	73.43
Cayman Islands Mobile	105.54
Central African Republic	166.42
Chad	169.14
Chad Mobile	169.14
Chile	302.40
Chile Mobile	119.45
Chile Rural	205.18
Chile Santiago	87.34
China	109.98
China Mobile	109.98
Colombia	106.80
Colombia Cali	106.80
Colombia Medellin	106.80
Colombia Mobile	138.91
Comoros	152.32
Congo	192.10
Congo Democratic Republic	106.80
Congo Democratic Republic Mobile	138.91
Congo Democratic Republic Mobile Other	478.80
Congo Mobile	173.43
Cook Islands	237.40
Costa Rica	87.34
Costa Rica Mobile	119.45
Croatia	18.90
Croatia Mobile	18.90
Cuba	141.31
Cyprus	18.90
Cyprus Mobile	18.90
Cyprus Mobile One	18.90
Czech Republic	14.17
Czech Republic Mobile	14.17

D	Pence per minute
Denmark	11.55
Denmark Mobile	14.17
Diego Garcia	285.57
Djibouti	106.80
Dominica	84.52
Dominica Mobile	116.63
Dominican Republic	73.43
Dominican Republic Mobile	105.54

E	Pence per minute
East Timor	251.04
Ecuador	106.80
Ecuador Mobile	138.91
Egypt	101.36
Egypt Mobile	133.47
El Salvador	115.69
El Salvador Mobile	147.80
Equatorial Guinea	141.31
Eritrea	115.69
Estonia	122.85
Estonia Mobile	51.37
Estonia Mobile Other	59.51
Ethiopia	115.69

F	Pence per minute
Falkland Islands	340.29
Faroe Islands	38.39
Faroe Islands Mobile	70.50
Fiji	106.80
Fiji Mobile	138.91
Finland	18.90
Finland Mobile	18.90
Finland Other	64.04
France	11.55
France Mobile	14.17
France Mobile Other	31.84

F	Pence per minute
French Guyana	50.65
French Guyana Mobile	50.65
French Polynesia	221.54

G	Pence per minute
Gabon	87.34
Gabon Mobile	119.45
Gambia	92.47
Gambia Mobile Other	124.58
Georgia	67.89
Georgia Mobile	100.00
Germany	11.55
Germany Mobile	14.17
Germany Mobile Other	82.66
Ghana	97.07
Ghana Mobile	129.18
Gibraltar	18.90
Gibraltar Mobile	30.10
Greece	10.72
Greece Mobile	14.17
Greece Mobile Other	41.76
Greenland	106.80
Grenada	53.08
Grenada Mobile	237.69
Guadeloupe	18.90
Guadeloupe Mobile	52.16
Guam	141.31
Guatemala	87.34
Guatemala Mobile	119.45
Guinea	130.82
Guinea Bissau	169.14
Guinea Bissau Mobile	169.14
Guinea Mobile	138.91
Guyana	115.69
Guyana Mobile	147.80

H	Pence per minute
Haiti	107.42
Haiti Mobile	139.54
Honduras	87.34
Honduras Mobile	119.45
Hong Kong	11.09
Hong Kong Mobile	11.09
Hungary	14.17
Hungary Mobile	14.17

I	Pence per minute
Iceland	18.90
Iceland Mobile	18.90
India	25.18
India Mobile	51.46
Indonesia	84.52
Indonesia Mobile	116.63
Iran	122.49
Iran Mobile	154.60
Iraq	115.69
Iraq Baghdad	115.69
Iraq Mobile	147.80
Ireland	14.50
Ireland Mobile	18.90
Ireland Mobile One	18.90
Ireland Mobile Other	18.90
Israel	66.73
Israel Mobile	98.85
Israel Palestine	60.04
Italy	11.55
Italy Hutchison 3G Mobile	14.17
Italy Mobile	49.19
Italy Tim Mobile	14.17
Italy Vodafone Mobile	14.17
Italy Wind Mobile	14.17
Ivory Coast	115.69
Ivory Coast Mobile	229.32
Ivory Coast Other	311.22

J	Pence per minute
Jamaica	53.15
Jamaica Mobile	61.71
Japan	7.21
Japan Mobile	33.49
Jordan	229.48
Jordan Mobile	151.77

K	Pence per minute
Kazakhstan	82.32
Kazakhstan Mobile	114.43
Kenya	97.07
Kenya Mobile	129.18
Kenya Mobile Other	129.18
Kosovo	126.09
Kuwait	91.21
Kuwait Mobile	123.32
Kyrgyzstan	143.64
Kyrgyzstan Mobile	114.43

L	Pence per minute
Laos	166.42
Latvia	173.29
Latvia Mobile	18.90
Latvia Mobile One	127.89
Latvia Mobile Other	18.90
Lebanon	126.67
Lebanon Mobile	158.78
Lesotho	87.34
Lesotho Mobile	215.71
Liberia	111.83
Liberia Mobile	119.45
Liberia Other	183.55
Libya	60.91
Libya Mobile	82.11
Liechtenstein	18.90
Lithuania	79.56

L	Pence per minute
Lithuania Mobile	18.90
Luxembourg	14.17
Luxembourg Mobile	14.17

M	Pence per minute
Macau	84.52
Macedonia	81.74
Macedonia Mobile	82.11
Madagascar	131.33
Madagascar Mobile	324.90
Malawi	102.53
Malawi Mobile	119.45
Malaysia	43.30
Malaysia Mobile	69.58
Maldives	198.36
Maldives Mobile	184.68
Mali	106.80
Mali Mobile	138.91
Malta	18.90
Malta Mobile	18.90
Marshall Islands	169.14
Martinique	18.90
Martinique Mobile	57.17
Mauritania	141.31
Mauritania Mobile	237.73
Mauritius	122.49
Mayotte Mobile	104.40
Mexico	84.52
Mexico Mobile	84.52
Micronesia	169.14
Moldova	67.89
Moldova Mobile	100.00
Monaco	18.90
Monaco Mobile	167.58
Mongolia	166.42
Mongolia Mobile	198.53
Montenegro	92.34
Montenegro Mobile	82.11
Montserrat	84.52

M	Pence per minute
Morocco	52.93
Morocco Mediatel	35.06
Morocco Mobile Other	150.32
Mozambique	106.80
Mozambique Mobile	138.91
Myanmar	141.31
Myanmar Mobile	173.43

N	Pence per minute
Namibia	87.34
Namibia Mobile	119.45
Nauru	307.37
Nepal	84.52
Nepal Mobile	116.63
Netherlands	11.55
Netherlands Antilles	67.89
Netherlands Antilles Mobile	100.00
Netherlands Mobile	14.17
New Caledonia	221.54
New Zealand	24.63
New Zealand Mobile	52.95
Nicaragua	115.69
Nicaragua Mobile	147.80
Niger	106.80
Nigeria	91.42
Nigeria Mobile	123.53
Niue	349.29
North Korea	169.14
Northern Marianas	115.69
Norway	14.10
Norway Mobile	18.90
Norway Mobile Other	39.33

O	Pence per minute
Oman	96.55
Oman Mobile	128.66

P	Pence per minute
Pakistan	25.18
Pakistan Mobile	51.46
Palau	169.14
Palestine	60.04
Palestine Mobile	92.15
Panama	87.34
Panama Mobile	119.45
Papua New Guinea	223.09
Papua New Guinea Mobile	223.09
Paraguay	87.34
Paraguay Mobile	119.45
Peru	87.34
Peru Mobile	119.45
Peru Rural	179.55
Philippines	94.04
Philippines Mobile	126.15
Poland	14.17
Poland Mobile	14.17
Poland Mobile Centernet	44.73
Portugal	14.17
Portugal Mobile	14.17
Puerto Rico	56.17

Q	Pence per minute
Qatar	96.55
Qatar Mobile	128.66

R	Pence per minute
Reunion	18.90
Reunion Mobile	104.40
Romania	18.90
Romania Mobile	18.90
Romania Other	37.08
Russia	66.73
Russia Major Cities	66.73
Russia Mobile	98.85

R	Pence per minute
Russia Mobile One	98.85
Russia Mobile Other	482.22
Rwanda	106.80
Rwanda Mobile	138.91

S	Pence per minute
San Marino	50.00
Sao Tome & Principe	278.77
Saudi Arabia	75.31
Saudi Arabia Mobile Other	286.13
Senegal	115.69
Senegal Mobile	147.80
Serbia	92.34
Serbia Mobile	82.11
Seychelles	148.77
Sierra Leone	103.27
Sierra Leone Mobile	124.58
Singapore	16.78
Singapore Mobile	43.07
Slovakia	18.90
Slovakia Mobile	18.90
Slovenia	18.90
Slovenia Mobile	18.90
Slovenia Mobile Other	86.13
Somalia	169.14
Somalia Mobile	201.25
South Africa	65.38
South Africa Mobile	97.49
South Africa Mobile Other	97.49
South Korea	92.15
South Korea Mobile	98.85
South Sudan	113.80
Spain	11.55
Spain Mobile One	78.05
Spain Mobile Other	14.17
Sri Lanka	98.95
Sri Lanka Mobile	131.06
St. Kitts & Nevis	73.43
St. Kitts & Nevis Mobile	105.54

S	Pence per minute
St. Lucia	53.15
St. Lucia Mobile	58.79
St. Martin	25.20
St. Pierre & Miquelon	94.28
St. Vincent & Grenadines	73.43
St. Vincent & Grenadines Mobile	105.54
Sudan	123.12
Sudan Mobile	119.45
Suriname	135.25
Suriname Mobile	167.36
Swaziland	87.34
Swaziland Mobile	119.45
Sweden	14.17
Sweden Mobile	14.17
Switzerland	11.55
Switzerland Mobile	19.91
Switzerland Mobile One	105.64
Switzerland Mobile Other	41.83
Switzerland Other	34.13
Syria	241.79
Syria Mobile	241.79

T	Pence per minute
Taiwan	69.11
Taiwan Mobile	95.39
Tajikistan	106.80
Tajikistan Mobile	138.91
Tanzania	87.34
Tanzania Mobile	119.45
Thailand	94.04
Thailand Mobile	126.15
Togo	115.69
Tonga	211.95
Trinidad & Tobago	36.94
Trinidad & Tobago Mobile	60.35
Tunisia	181.26
Tunisia Mobile	177.84
Turkey	28.35
Turkey Mobile	60.46

T	Pence per minute
Turkey Mobile Other	60.46
Turkmenistan	97.38
Turks & Caicos Island Mobile	116.63
Turks & Caicos Islands	84.52

U	Pence per minute
Uganda	104.60
Uganda Mobile	119.45
Ukraine	60.04
Ukraine Mobile	92.15
United Arab Emirates	75.31
Uruguay	87.34
Uruguay Mobile	119.45
US Virgin Islands	73.43
USA	11.37
USA Alaska	11.37
Uzbekistan	82.32
Uzbekistan Mobile	114.43

V	Pence per minute
Vanuatu	211.95
Venezuela	87.34
Venezuela Mobile	119.45
Vietnam	166.42

W	Pence per minute
Wallis & Futuna	215.37
Western Samoa	221.54

Y	Pence per minute
Yemen	115.69
Yemen Mobile	147.80

Z	Pence per minute
Zambia	89.14
Zambia Mobile	119.45
Zimbabwe	97.07
Zimbabwe Mobile	129.18