

# Call Plans & Tariffs



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# 1 Purpose of this document

The purpose of this document is to provide the tariffs offered by County Broadband for its residential VoIP telephony service.

## 2 Call Plans

There are no additional charges applied to calls made using the following call plans:

### Homephone *Basic*

Includes Calls to the following numbers:

- Calls to UK landline numbers that start with: 01, 02 & 03
- Call to voicemail
- Calls to County Broadband Customer Support
- Calls to Emergency Services

### Homephone *Standard*

Calls as per Homephone basic, with calls to the following additional numbers included:

- Calls to UK mobile numbers that start with: 07

### Homephone *International*

Calls as per Homephone standard, with calls to the following additional 68 Countries included:

Service Charges	Landline included	Mobile included	Service Charges	Landline included	Mobile included	Service Charges	Landline included	Mobile included
Andorra	Y	Y	Germany	Y	Y	New Zealand	Y	Y
American Samoa	Y	Y	Greece	Y	Y	Nigeria	Y	Y
Australia	Y	Y	Gibraltar	Y		Norway	Y	Y
Austria	Y	Y	Guadeloupe	Y	Y	Pakistan	Y	Y
Bangladesh	Y	Y	Guam	Y	Y	Paraguay	Y	Y
Belgium	Y	Y	Hong Kong	Y	Y	Peru	Y	Y
Bermuda	Y	Y	Hungary	Y	Y	Poland	Y	Y
Brunei	Y	Y	Iceland	Y	Y	Portugal	Y	
Bulgaria	Y	Y	India	Y	Y	Puerto Rico	Y	Y
Canada	Y	Y	Indonesia	Y	Y	Romania	Y	Y
Chile	Y	Y	Ireland	Y	Y	Russia	Y	Y
China	Y	Y	Italy	Y	Y	San Marino	Y	Y
Columbia	Y	Y	Japan	Y	Y	Serbia	Y	
Costa Rica	Y	Y	Kazakhstan	Y	Y	Singapore	Y	Y
Cyprus	Y	Y	Korea (South)	Y	Y	Slovakia	Y	Y
Czech Republic	Y	Y	Luxembourg	Y	Y	Slovenia	Y	Y
Denmark	Y	Y	Malaysia	Y	Y	Spain	Y	Y
Dominican Republic	Y	Y	Malta	Y	Y	South Africa	Y	Y
France	Y	Y	Martinique	Y	Y	St Lucia	Y	Y
			Mongolia	Y	Y	Sweden	Y	Y
			Netherlands	Y	Y	Switzerland	Y	Y
						Taiwan	Y	Y
						Thailand	Y	Y
						Turkey	Y	Y
						Ukraine	Y	Y



US Virgin Islands	Y	USA	Y	Y	Venezuela	y	y
		Uzbekistan	y	y			

### 3 Charging principles:

There are no additional call charges for calls made within the inclusive call plan chosen. For calls made outside of the inclusive call plan, the following charges apply:

- **Off-peak / Peak Call Times**  
We offer one low rate 24/7. We do not differentiate between peak and off-peak call times
- **Standard Call Rate Card**  
Calls are charged according to our Standard Call Rate card (below)
- **Per Second Billing**  
Call duration is rounded up to nearest one second for the purposes of calculating the call cost
- **Call Costs**

Calls charges are round up to the nearest one penny

- **Call Set-up**

A call set-up fee is charged of 10p per connected call

- **VAT**

All charges in this document are inclusive of VAT

### 4 Fair Use Policy

If during any monthly billing period you exceed 600 minutes usage on Homephone Basic plan or 1,300 minutes on Homephone Standard plan, or 1,700 minutes on our Homephone International plan, the excess calls will be billed using our standard rate card. We reserve the right to change this FUP at any time. Changes shall become effective when a revised FUP is posted on our website.



## 5 Standard Call Rate Card

### Domestic Calls

Service	Pence per minute
UK Emergency Services	FREE
UK & Isle of Man 01, 02 & 03 numbers	10
UK Mobile operators 07 numbers	10
Isle of Man Mobile	10
Jersey Mobile & Guernsey Mobile	25
0800	Free

### Calls to Service Numbers

(numbers starting 084, 087, 09 and 118)

Service Numbers are charged in three parts

- A call Set-up Fee of £0.10 per call
- the Access Charge of £0.10 per minute from County Broadband
- the Service Charge set by the company you call, as per the following tariff (incl VAT)

Service Charges	Pence per call	Pence per minute
SC001		25
SC002		25
SC003		25
SC004		25
SC005		25
SC006		25
SC007		25
SC008		25
SC009		25
SC010		25
SC011		25
SC012		25
SC013		25
SC014		25
SC015		25
SC016		25
SC017		50
SC018		50
SC019		50
SC020		50
SC021		50

SC022	50
SC023	50
SC024	125
SC025	125
SC026	125
SC027	125
SC028	125
SC029	125
SC030	125
SC031	125
SC032	125
SC033	125
SC034	125
SC035	125
SC036	500
SC037	500
SC038	500
SC039	500
SC040	500
SC041	500
SC042	500
SC043	500
SC044	500



SC045		500
SC046	5	10
SC047	10	10
SC048	15	10
SC049	25	10
SC050	30	10
SC051	35	10
SC052	40	10
SC053	48	10
SC054	50	10
SC055	70	10
SC056	75	10
SC057	100	10
SC058	145	10
SC059	150	10
SC060	200	10
SC061	250	10
SC062	300	10

SC063	400	10
SC064	500	10
SC065	600	10
SC066*	77	50
SC067*	80	50
SC068*	399	50
SC069*	499	50
SC070**	550	50
SC071**	574	50
SC072**	698	50
SC073**	10	50
SC074**	5	8
SC075**	10	20
SC076**	40	40*
SC077**	70	100
SC078**	150	400
SC079**	200	400
SC080**	445	400

Service Charge for Calls Charged by Fixed Fee and Timed Duration (Where the Fixed Fee and the Duration Charge Apply From the Start of the Call)

## International Calls

Price Category	cost per minute
Category A	£9.00
Category B	£5.00
Category C	£1.25
Category D	£0.50
Category E	£0.25
Category F	£0.10

Service Charges	Price Category
Afghanistan	c
Afghanistan Mobile	c
Albania	d
Albania Alternative Network	d
Albania Mobile	d
Algeria	d
Algeria Algiers	d
Algeria Mobile	c
Algeria Wataniya Mobile	c
American Samoa	e
American Samoa Mobile	e
Andorra	e
Andorra Mobile	e

Angola	c
Angola Mobile	c
Anguilla	c
Anguilla Mobile	c
Antarctic Territories ( Australia )	b
Antigua & Barbuda	d
Antigua & Barbuda Mobile	d
Argentina	c
Argentina Buenos Aires	c
Argentina Mobile	c
Armenia	c
Armenia Mobile	c
Aruba	c



Aruba Mobile	c	Brazil Mobile	d
Ascension	b	Brazil Rio de Janeiro	d
Australia	e	Brazil São Paulo	d
Australia External Territories	c	British Virgin Islands	c
Australia Mobile	e	British Virgin Islands Mobile	c
Australia Non geographic	e	Brunei	e
Australia Sydney	e	Brunei Mobile	e
Austria	e	Bulgaria	e
Austria Mobile A1	e	Bulgaria Alternative Network	e
Austria Mobile H3G	e	Bulgaria Mobile	d
Austria Mobile Other	e	Bulgaria Sofia	e
Austria Mobile T-Mobile	e	Burkina Faso	c
Austria Virtual Private Network	e	Burkina Faso Mobile	c
Azerbaijan	d	Burundi	c
Azerbaijan Mobile	d	Burundi Mobile	c
Bahamas	d	Cambodia	c
Bahamas Mobile	c	Cambodia Mobile	c
Bahrain	c	Cameroon	c
Bahrain Mobile	c	Cameroon Mobile	c
Bangladesh	e	Canada	e
Bangladesh Khulna	e	Canada Rural	e
Bangladesh Mobile	e	Canada Yukon/North West Territory	d
Barbados	d	Cape Verde	c
Barbados Mobile	d	Cape Verde Mobile	c
Belarus	d	Cayman Islands	c
Belarus Mobile	d	Cayman Islands Mobile	c
Belgium	e	Central African Republic	c
Belgium Mobile Base	d	Central African Republic Mobile	c
Belgium Mobile Mobistar	d	Chad	c
Belgium Mobile Other	d	Chad Mobile	c
Belgium Mobile Proximus	d	Chile	e
Belgium Non geographic	d	Chile Mobile	e
Belgium Shared Cost	d	Chile Rural/Easter Island	c
Belize	c	Chile Santiago	e
Belize Mobile	c	China	e
Benin	c	China Mobile	e
Benin Mobile	c	Colombia	c
Bermuda	e	Colombia Alternative Network	c
Bermuda Mobile	e	Colombia Baranguilla	e
Bhutan	c	Colombia Bogota	e
Bhutan Mobile	c	Colombia Mobile	e
Blind or Disabled Directory Enquiry Serv	d	Comoros	c
Bolivia	c	Comoros Mobile	c
Bolivia La Paz	c	Congo	c
Bolivia Mobile	c	Congo (Democratic Republic of)	c
Bolivia Rural	c	Congo (Democratic Republic of) Mobile	c
Bosnia & Herzegovina	d	Congo Brazzaville	c
Bosnia & Herzegovina Mobile	d	Congo Mobile	c
Botswana	c	Cook Islands	c
Botswana Mobile	c	Cook Islands Mobile	c
Brazil	d	Costa Rica	e



Costa Rica Mobile	e	European Helplines 116	g
Cote d'Ivoire	c	Falkland Islands	b
Cote d'Ivoire Mobile	c	Falklands Mobile	b
Cote D'Ivoire MTN	c	Faroe Islands	d
Croatia	d	Faroe Islands Mobile	d
Croatia Mobile	d	Fiji	c
Cuba	c	Fiji Mobile	c
Cuba Guantanamo Bay	c	Finland	d
Cuba Mobile	c	Finland Corporate Services	d
Cyprus	d	Finland Mobile	d
Cyprus - North Mobile	d	Finland Personal Number	d
Cyprus Mobile	d	France	e
Cyprus North	e	France Mobile Bouygues	d
Czech Republic	e	France Mobile Free	d
Czech Republic Mobile	e	France Mobile Orange	d
Denmark	e	France Mobile Other	d
Denmark Mobile	e	France Mobile Satellite	e
Denmark Shared Cost	d	France Mobile SFR	d
Diego Garcia	b	France Non Geographic	d
Diego Garcia Mobile	c	France VoIP Telephony	d
Djibouti	c	French Guiana	e
Djibouti Mobile	c	French Guiana Mobile	e
Dominica	c	French Polynesia	c
Dominica Mobile	c	French Polynesia Mobile	c
Dominican Republic	e	Gabon	c
Dominican Republic Mobile	e	Gabon Libreville	c
East Timor	c	Gabon Mobile	c
East Timor Mobile	c	Gabon Mobile Telecel	c
Ecuador	c	Gambia	c
Ecuador Mobile	c	Gambia Mobile	c
Egypt	c	Georgia	c
Egypt Cairo	c	Georgia Mobile	c
Egypt Mobile Etisalat	c	Germany	e
Egypt Mobile Other	c	Germany Freephone	d
El Salvador	c	Germany Mobile E-Plus	e
El Salvador Mobile	d	Germany Mobile O2	e
Emsat (Satellite)	b	Germany Mobile Other	e
Energy Networks Association 105	g	Germany Mobile T-Mobile	e
Equatorial Guinea	c	Germany Mobile Vodafone	e
Equatorial Guinea Mobile	c	Germany National Geographic	e
Eritrea	c	Germany Personal	d
Eritrea Mobile	c	Germany Premium	d
Estonia	d	Germany Shared Cost	e
Estonia Mobile Elisa	d	Ghana	c
Estonia Mobile EMT	d	Ghana Accra	c
Estonia Mobile other	d	Ghana Mobile	c
Estonia Mobile Tele2	d	Gibraltar	e
Estonia Tallinn	d	Gibraltar Mobile	d
Ethiopia	c	Greece	e
Ethiopia Addis Ababa	c	Greece Athens	e
Ethiopia Mobile	c	Greece Mobile	e





Greenland	c	Ireland Customer Care	e
Greenland Mobile	c	Ireland Dublin	e
Grenada	d	Ireland ECAS	e
Grenada Mobile	d	Ireland European Helpline	e
Guadeloupe	e	Ireland Freephone 1800	e
Guadeloupe Mobile	e	Ireland h NCBI DQ	e
Guam	e	Ireland Mobile H3G	e
Guam Mobile	e	Ireland Mobile Meteor	e
Guatemala	c	Ireland Mobile O2	e
Guatemala Mobile	c	Ireland Mobile Other	e
Guinea	c	Ireland Mobile Vodafone	e
Guinea Bissau	c	Ireland Non Geographic	e
Guinea Bissau mobile	c	Ireland Shared Cost Fixed (Callsave) 185	f
Guinea Conakry	c	Ireland Shared Cost Timed (Lo-call) 1890	e
Guinea Mobile	c	Ireland VoIP	e
Guyana	c	Iridium	b
Guyana Mobile	c	Israel	d
Haiti	c	Israel Mobile	d
Haiti Mobile	c	Italy	e
Haiti Port au Prince	d	Italy - Vatican City State	e
Honduras	c	Italy Mobile H3G	e
Honduras Mobile	c	Italy Mobile Other	d
Hong Kong	e	Italy Mobile TIM	e
Hong Kong Mobile	e	Italy Mobile Vodafone	e
Hungary	e	Italy Mobile Wind	e
Hungary Mobile	d	Jamaica	d
Iceland	e	Jamaica Mobile	d
Iceland Mobile	e	Japan	e
India	e	Japan IP Phone	e
India Mobile	e	Japan Mobile	e
Indonesia	c	Jordan	c
Indonesia Jakarta	e	Jordan Mobile	c
Indonesia Mobile	e	Kazakhstan	e
Indonesia Surabaya	e	Kazakhstan Mobile	e
Inmarsat BGAN	b	Kenya	c
Inmarsat BGAN HSD	a	Kenya Mobile	c
Inmarsat SNAC B	a	Kiribati	b
Inmarsat SNAC B HSD	a	Kiribati Mobile	b
Inmarsat SNAC M	b	Korea (North)	b
Inmarsat SNAC M4 HSD	a	Korea (South)	e
Inmarsat SNAC MM	b	Korea (South) Mobile	e
Inmarsat SNAC SKY	b	Kosovo	e
International Freephone	g	Kosovo Mobile	d
Iran	c	Kuwait	c
Iran Mobile	c	Kuwait Mobile	c
Iran Tehran	c	Kyrgyzstan	c
Iraq	c	Kyrgyzstan Bishkek	c
Iraq Baghdad	c	Kyrgyzstan Mobile	c
Iraq Mobile	c	Laos	c
Ireland	e	Laos Mobile	c
Ireland 118	e	Latvia	d



Latvia Mobile Bite	d	Midway Islands	c
Latvia Mobile LMT	d	Moldova	c
Latvia Mobile Other	c	Moldova Mobile	c
Latvia Mobile Tele2	d	Monaco	d
Latvia Riga	d	Monaco - Africa Mobile	d
Lebanon	c	Monaco - Kosovo Mobile	d
Lebanon Mobile	c	Monaco Mobile	d
Lesotho	c	Mongolia	e
Lesotho Mobile	c	Mongolia Mobile	e
Liberia	c	Mongolia VoIP	c
Liberia Mobile	c	Montenegro	d
Libya	d	Montenegro Mobile	d
Libya Mobile	d	Montserrat	c
Liechtenstein	d	Montserrat Mobile	c
Liechtenstein Mobile	d	Morocco	d
Lithuania	d	Morocco Meditel	d
Lithuania Mobile	c	Morocco Mobile	d
Luxembourg	e	Morocco Wana	d
Luxembourg Mobile	e	Mozambique	c
Macau	c	Mozambique Mobile	c
Macau Mobile	c	Myanmar (Burma)	c
Macedonia	d	Myanmar Mobile	c
Macedonia Mobile	d	Namibia	c
Madagascar	c	Namibia Mobile	c
Madagascar Mobile	c	Nauru	c
Malawi	c	Nauru Mobile	c
Malawi Mobile	c	Nepal	c
Malaysia	e	Nepal Mobile	c
Malaysia Mobile	e	Netherlands	e
Maldives	c	Netherlands Antilles	d
Maldives Mobile	c	Netherlands Antilles Curaçao	d
Mali	c	Netherlands Antilles Mobile	d
Mali Mobile	c	Netherlands Antilles St Maarten	d
Malta	d	Netherlands Freephone	d
Malta Mobile	d	Netherlands Mobile KPN	d
Mariana Islands & Northern Marianas	d	Netherlands Mobile Lycamobile	d
Marshall Islands	c	Netherlands Mobile Other	d
Martinique	e	Netherlands Mobile Tele2	d
Martinique Mobile	e	Netherlands Mobile Telfort	d
Mauritania	c	Netherlands Mobile T-Mobile	d
Mauritania Mobile	c	Netherlands Mobile Vodafone	d
Mauritius	c	Netherlands National Geographic	d
Mauritius Mobile	c	Netherlands VoIP	d
Mayotte	c	New Caledonia	c
Mayotte Mobile	c	New Caledonia Mobile	c
Mexico	d	New Zealand	e
Mexico Guadalajara	d	New Zealand Mobile	e
Mexico Mexico City	d	NHS Non-Emergency 111	g
Mexico Mobile	d	Nicaragua	c
Mexico Monterrey	d	Nicaragua Mobile	c
Micronesia	c	Niger	c



Niger Mobile	d	Russia	e
Niger Naimey	d	Russia Mobile	e
Nigeria	e	Russia Moscow (Central)	e
Nigeria Lagos	e	Russia St Petersburg	e
Nigeria Mobile	e	Rwanda	c
Niue	b	Rwanda Mobile	c
Norfolk Islands ( Australia )	b	Samoa	b
Norway	e	Samoa Mobile	c
Norway Mobile	e	San Marino	e
Norway Shared Cost	e	San Marino Mobile	e
Oman	c	Sao Tome & Principle	b
Oman Mobile	c	Sao Tome & Principle Mobile	b
Pakistan	e	Saudi Arabia	c
Pakistan Mobile	e	Saudi Arabia Mobile	c
Palau	c	Senegal	c
Palau Mobile	c	Senegal Mobile	c
Palestine	e	Serbia	e
Palestine Mobile	e	Serbia Alternative Network	d
Panama	c	Serbia Belgrade	e
Panama City	c	Serbia Mobile	d
Panama Mobile	c	Seychelles	c
Papua New Guinea	c	Seychelles Mobile	c
Papua New Guinea Mobile	c	Sierra Leone	c
Paraguay	e	Sierra Leone Mobile	c
Paraguay Asuncion	e	Singapore	e
Paraguay Mobile	e	Singapore Mobile	e
Peru	c	Single Non-Emergency 101	g
Peru Lima	c	Sint Maarten	c
Peru Mobile	c	Sint Maarten Mobile	c
Peru Rural	d	Slovakia	e
Philippines	c	Slovakia Mobile	e
Philippines Mobile	c	Slovenia	e
Poland	e	Slovenia Alternative Network	e
Poland Alternative Network	e	Slovenia Mobile	d
Poland Mobile Era ( T-Mobile )	e	Slovenia Mobile IPKO	d
Poland Mobile Orange	e	Solomon Islands	c
Poland Mobile Other	e	Solomon Islands Mobile	c
Poland Mobile P4	e	Somalia	c
Poland Mobile Plus	e	South Africa	e
Portugal	e	South Africa Alternative Network	e
Portugal Madeira Island	e	South Africa Mobile MTN	e
Portugal Mobile	d	South Africa Mobile Other	e
Portugal Premium NOT IN USE	e	South Africa Mobile Telkom	e
Puerto Rico	e	South Africa Mobile Vodacom	e
Puerto Rico Mobile	e	South Sudan	c
Qatar	c	South Sudan Mobile	c
Qatar Mobile	c	Spain	e
Reunion	e	Spain - Canary Islands	e
Reunion Mobile	c	Spain Freephone	d
Romania	e	Spain Mobile Orange	e
Romania Mobile	e	Spain Mobile Other	e



Spain Mobile Telefonica Moviles	e	Togo Mobile	c
Spain Mobile Vodafone	e	Tokelau	b
Spain Mobile Yoigo	e	Tonga	c
Spain Non Geographic	d	Tonga Mobile	c
Spain VoIP Telephony	d	Trinidad & Tobago	e
Sri Lanka	c	Trinidad & Tobago Mobile	e
Sri Lanka Mobile	c	Tunisia	c
St Helena	b	Tunisia Mobile	c
St Kitts & Nevis	c	Turkey	e
St Kitts & Nevis Mobile	c	Turkey Istanbul (Europe)	e
St Lucia	e	Turkey Mobile Avea	e
St Lucia Mobile	e	Turkey Mobile Other	e
St Pierre & Miquelon	c	Turkey Mobile Satellite	e
St Pierre & Miquelon Mobile	c	Turkey Mobile Turkcell	e
St Vincent & Grenadines	c	Turkey Mobile Vodafone (Telsim)	e
St Vincent & Grenadines Mobile	c	Turkey Roaming	e
Sudan	c	Turkmenistan	c
Sudan Canar	c	Turkmenistan Mobile	c
Sudan Mobile Now	c	Turks & Caicos Islands	c
Sudan Mobile Other	c	Turks & Caicos Islands Mobile	c
Suriname	c	Tuvalu	b
Suriname Mobile	c	Tuvalu Mobile	b
Swaziland	c	Uganda	c
Swaziland Mobile	c	Uganda Mobile	c
Sweden	e	Uganda Warid	c
Sweden Mobile Comviq	e	Ukraine	e
Sweden Mobile Hi3G	e	Ukraine Dnipropetrovsk	e
Sweden Mobile Other	e	Ukraine Mobile	e
Sweden Mobile Telenor	e	United Arab Emirates	c
Sweden Mobile Telia	e	United Arab Emirates Mobile	c
Sweden Shared Cost	e	Uruguay	c
Sweden Virtual Private Network	e	Uruguay Mobile	c
Switzerland	e	US Virgin Islands	e
Switzerland Mobile Other	d	USA	e
Switzerland Mobile Salt ( Orange )	e	USA Alaska	e
Switzerland Mobile Sunrise	d	USA Hawaii	e
Switzerland Mobile Swisscom	d	USA Toll Free	e
Switzerland National Geographic	e	Uzbekistan	e
Switzerland Shared Cost	e	Uzbekistan Mobile	e
Syria	c	Vanuatu	c
Syria Mobile	c	Vanuatu Mobile	c
Taiwan	e	Venezuela	e
Taiwan Mobile	e	Venezuela Alternative network	e
Tajikistan	c	Venezuela Mobile	e
Tajikistan Mobile	c	Vietnam	d
Tanzania	c	Vietnam Mobile	d
Tanzania Mobile	c	Wallis & Futuna Islands	c
Thailand	e	Yemen	c
Thailand Mobile	e	Yemen Mobile	c
Thuraya (Satellite)	b	Zambia	c
Togo	c	Zambia Mobile	c



Zimbabwe	c
Zimbabwe Mobile	c
Zimbabwe Mobile Econet	c