

A guide to our legacy tariffs



Important information



These tariffs are no longer available to customers.



Prices in this Tariff Guide exclude VAT at the prevailing rate except where stated.



VAT is applied to the ex VAT total of all charges for each service and is mathematically rounded to the nearest penny.



All call charges are shown in pence per minute unless otherwise stated; minimum call, access and set-up charges do not apply to 'free' or fixed-price calls, except where stated.



If you would like a copy of this Tariff Guide in an alternative format (e.g. braille or large print) please contact customer services.

Landline phone

Office Phone Capped Tariff (available to March 2011)	Option A	Option B	Option C
Monthly call commitment	£20	£50	£50
Local/National			
• Per minute	3p	2.6p	1.8p
• Call set-up	2p	2p	1p
• Cap per call	9p	9p	18p
Mobiles (excluding '3')			
• Per minute	8p	8p	8p
• Call set-up	7p	7p	7p
• Cap per call	25p	25p	25p
International			
• Call set-up (all calls)	3p	3p	1p
• Per minute — USA	5p	3p	2.5p
— Canada & Europe	6p	5p	3.5p
— Pacific Rim	8p	7p	5p
• Cap per call — USA	N/A	9p	18p
— Canada & Europe	N/A	18p	30p
— Pacific Rim	N/A	18p	30p

International Calling Groups	
Europe	Austria, Belgium, Denmark, Finland, France, Germany, Greece, Israel, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Spain, Sweden, Switzerland.
Pacific Rim	Australia, China, Hong Kong, Japan, Malaysia, New Zealand, Singapore, Taiwan.

Landline phone

Office phone call bundles (available to April 2011)

1,000 minutes (Bundle 1)	£9.99
1,500 minutes (Bundle 2)	£14.99
2,000 minutes (Bundle 3)	£19.99
2,500 minutes (Bundle 4)	£24.99
3,000 minutes (Bundle 5)	£29.99
3,500 minutes (Bundle 6)	£34.99

- a. Calls to '3' mobiles are charged at 20p per minute peak and 14p per minute off-peak and are subject to a cap of 45p and call set-up fee of 7p.
- b. Calls to non-UK mobile numbers (other than numbers in North America) will be charged at the appropriate international rate plus a surcharge of 20p per minute.
- c. Calls to international ISDN data, international Premium rate or Audiotext numbers may be charged at higher rates than the standard international call charge.
- d. Prices for calls to non-geographic, premium rate and other international destinations not shown in this booklet are available on request.
- e. Only calls to UK numbers (beginning 01, 02, 03) are included in the call bundles available on this service – the duration of each of these calls is rounded up to

the nearest whole minute and deducted from your allowance and any unused inclusive minutes remaining at the end of the month are lost. Occasionally, for technical reasons beyond our control, a call that is made very close to the end of a billing period may be deducted from your inclusive call allowance for the following billing period.

- f. All chargeable calls are billed per second and rounded up to the nearest whole penny. All calls on our Capped Tariffs are subject to a minimum call charge of 3p. The 'cap' is applied to calls lasting up to 60 minutes; thereafter standard 'pence per minute' call charges apply to the excess over 60 minutes. 'Pence per minute' rates apply once the total number of capped calls from any one line to a single number exceeds an average of 4 hours per day in any calendar month.

Broadband

Old broadband tariffs (available to March 2012)	
Single PC	
• Speed (up to)	24 Meg
• Monthly charge	£18
• Line rental included	No
• Disconnection charge	£10
Up to 8 PCs	
• Speed (up to)	24 Meg
• Monthly charge	£25
• Line rental included	No
• Disconnection charge	£10
9 - 14 PCs	
• Speed (up to)	24 Meg
• Monthly charge	£35
• Line rental included	No
• Disconnection charge	£10

Equipment				
	Value Router (to September 2021)	Premium Router (to September 2021)	Premium Router (September 2021 to January 2022)	Super Router (to January 2022)
Monthly Charge	Free	£1	Free	£2
Non return charge (within 24 months)	£30	£60	£60	£90
Non return charge (after 24 months)	£15	£30	£30	£45

Mobile

Older tariffs (from March 2018 to December 2020)

	Value450	Value900	Value1800	Value3000	ValuePrime
Fixed monthly charges					
• Price plan (per month)	£8	£11	£14	£17	£22
• Optional extra data bundles (per GB)	-	-	-	-	£2.50
Inclusive monthly allowance					
• Anynet minutes (incl. voicemail)	250	500	1,000	1,500	Unlimited
• Anynet texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
• Smartphone Data	100MB	1GB	2GB	3GB	4GB / 10GB
Call charges outside bundle					
• Local/National (01, 02, 03)	30p	24p	18p	12p	Free
• UK mobile numbers	30p	24p	18p	12p	Free
• Voicemail retrieval – per call	12p	12p	12p	12p	Free

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated. Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK. You can see the listing for all usage charges [here](#). Other usage is charged at the same rates as our latest mobile tariffs and the same rules apply. You can find the details [here](#).

Mobile

Older tariffs (from March 2016 to February 2018)

	Value250	Value500	Value1000	Value1500	ValueMax+
Fixed monthly charges					
• Price plan (per month)	£8	£11	£14	£17	£22
• Optional extra data bundles (per GB)					£2.50
Inclusive monthly allowance					
• Anynet minutes (incl. voicemail)	250	500	1000	1500	Unlimited
• Anynet texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
• Smartphone Data	100MB	1GB	2GB	3GB	4GB/10GB
Call charges outside bundle					
• Local/National (01, 02, 03)	30p	24p	18p	12p	Free
• UK mobile numbers	30p	24p	18p	12p	Free
• Voicemail retrieval – per call	12p	12p	12p	12p	Free

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated. Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK. You can see the listing for all usage charges [here](#). Other usage is charged at the same rates as our latest mobile tariffs and the same rules apply. You can find the details [here](#).

Mobile

Older tariffs (from June 2012 to February 2016)

	Value300	Value600	Value1200	ValueMax
Fixed monthly charges				
• Price plan (per month)	£7.50	£10	£12.50	£17.50
Optional add-ons				
• Smartphone data (£2.50 per month)	250MB	500MB	1GB	2GB / 4GB
• BlackBerry data (£5 per month)	250MB	500MB	1GB	2GB / 4GB
Inclusive monthly allowance				
• Anynet minutes (incl. voicemail)	300	600	1,200	Unlimited
• Anynet texts	Unlimited	Unlimited	Unlimited	Unlimited
Call charges outside bundle				
• Local/National (01, 02, 03)	30p	18p	12p	Free
• UK mobile numbers	30p	18p	12p	Free
• Voicemail retrieval - per call	12p	12p	12p	Free

All call prices shown are in pence per minute; chargeable calls are subject to a call set-up fee of 5p except where otherwise stated. Calls using a Textphone have a 30% discount applied for deaf / speech impaired members using services such as Relay UK. You can see the listing for all usage charges [here](#). Other usage is charged at the same rates as our latest mobile tariffs and the same rules apply. You can find the details [here](#).

Mobile

Mobile phone protection scheme (for handsets provided after 17 March 2013 to 20 March 2022)

Handset monthly payment	Excess*
Below £8	£25
Between £8-£14	£50
£15 or higher	£75

Each claim is subject to an excess based on the handset monthly payment as shown above. For more information please refer to our Terms and Conditions.

*If the phone is or was on our Value, Value250, Value300 or Value450 price plans, the excess will be double.

Additional services

FreeCall (until January 2015)

Monthly Rental	£0
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Calls are charged at the same rate as our current [Landline Phone](#) service.

Internet phone (until January 2015)

Monthly Rental	£2 (Office Phone and Broadband customers) £4 (non Office Phone and Broadband customers)
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Connection Charge (for up to two numbers)	£50
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Calls are charged at the same rates as our current [Landline Phone](#) service.

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