

## NGN Tariff Guide (Inc Vat)

	Call charges outside of £5 call credit	Charges during £5 of call credit*
<b>0845 numbers</b>	8ppm Access Charge plus Service Charge	Inclusive
<b>0870 numbers</b>	8ppm Access Charge plus Service Charge	Inclusive
<b>084, 087, 118 and 09 numbers</b>	8ppm Access Charge plus Service Charge	

\* Our standard phone rental package for residential users comes with £5.00 of call credit. Once this credit had been exceeded, calls to 0845 and 0870 numbers will be charged at 084 and 087 rates.

### Calls to Service Numbers

The cost of calling service numbers (084, 087, 09 and 118 numbers) are broken into two parts:

An access charge of 8p per minute (inc. VAT) will be applied to all service calls except free, inclusive or unlimited calls.

All calls for Freephone numbers (which begin 0800, 0808 or 116) are free from both mobiles and landlines.

For all other service numbers, the cost of the call will be broken down into two parts:

**An access charge** - this part is what Spectrum Internet charges you for these calls

**A service charge** - this is the rest of the call charge, the organisation you are calling decides how much this charge will be.

### There are four different categories of service calls:

#### 1. Service calls charged by timed duration:

Charge band	Pence per call (inc Vat)	Pence per minute (inc Vat)
<b>SC001</b>	0.00	0.000
<b>SC002</b>	0.00	1.000
<b>SC003</b>	0.00	2.000
<b>SC004</b>	0.00	3.000
<b>SC005</b>	0.00	4.000
<b>SC006</b>	0.00	5.000
<b>SC007</b>	0.00	6.000
<b>SC008</b>	0.00	7.000
<b>SC009</b>	0.00	8.000
<b>SC010</b>	0.00	9.000

<b>SC011</b>	0.00	10.000
<b>SC012</b>	0.00	11.000
<b>SC013</b>	0.00	12.000
<b>SC014</b>	0.00	13.000
<b>SC015</b>	0.00	15.000
<b>SC016</b>	0.00	20.000
<b>SC017</b>	0.00	25.000
<b>SC018</b>	0.00	30.000
<b>SC019</b>	0.00	35.000
<b>SC020</b>	0.00	36.000
<b>SC021</b>	0.00	40.000
<b>SC022</b>	0.00	45.000
<b>SC023</b>	0.00	46.000
<b>SC024</b>	0.00	50.000
<b>SC025</b>	0.00	55.000
<b>SC026</b>	0.00	60.000
<b>SC027</b>	0.00	65.000
<b>SC028</b>	0.00	70.000
<b>SC029</b>	0.00	75.000
<b>SC030</b>	0.00	80.000
<b>SC031</b>	0.00	90.000
<b>SC032</b>	0.00	95.000
<b>SC033</b>	0.00	99.000
<b>SC034</b>	0.00	100.000
<b>SC035</b>	0.00	110.000
<b>SC036</b>	0.00	120.000
<b>SC037</b>	0.00	145.000
<b>SC038</b>	0.00	150.000
<b>SC039</b>	0.00	155.000

<b>SC040</b>	0.00	180.000
<b>SC041</b>	0.00	200.000
<b>SC042</b>	0.00	220.000
<b>SC043</b>	0.00	250.000
<b>SC044</b>	0.00	300.000
<b>SC045</b>	0.00	360.000

**2. Service calls charged at fixed fee:**

<b>Charge band</b>	<b>Pence per call (inc Vat)</b>	<b>Pence per minute (inc Vat)</b>
<b>SC46</b>	5.00	0.00
<b>SC47</b>	10.00	0.00
<b>SC48</b>	15.00	0.00
<b>SC49</b>	25.00	0.00
<b>SC50</b>	30.00	0.00
<b>SC51</b>	35.00	0.00
<b>SC52</b>	40.00	0.00
<b>SC53</b>	48.00	0.00
<b>SC54</b>	50.00	0.00
<b>SC55</b>	70.00	0.00
<b>SC56</b>	75.00	0.00
<b>SC57</b>	100.00	0.00
<b>SC58</b>	145.00	0.00
<b>SC59</b>	150.00	0.00
<b>SC60</b>	200.00	0.00
<b>SC61</b>	250.00	0.00
<b>SC62</b>	300.00	0.00
<b>SC63</b>	400.00	0.00
<b>SC64</b>	500.00	0.00
<b>SC65</b>	600.00	0.00

**3. Service calls charged at fixed fee and timed duration (where the fixed fee and the duration charge apply from the start of the call)**

<b>Charge band</b>	<b>Pence per call (inc Vat)</b>	<b>Pence per minute (inc Vat)</b>
SC66	77.00	155.00
SC67	80.00	25.00
SC68	399.00	139.00
SC69	499.00	135.00
SC70	550.00	275.00
SC71	574.00	299.00
SC72	698.00	349.00

**4. Service calls charged at fixed fee and timed duration (where the fixed fee is the charge for the first 60 seconds or part thereof and the duration charge applies following the first 60 seconds)**

<b>Charge band</b>	<b>Pence per call (inc Vat)</b>	<b>Pence per minute (inc Vat)</b>
SC73	0.00	250.00
SC74	5.00	5.00
SC75	10.00	10.00
SC76	40.00	40.00
SC77	70.00	70.00
SC78	150.00	150.00
SC79	200.00	200.00
SC80	445.00	257.00