

7<sup>th</sup> October 2016

# Specialised Number Tariff Guide for Residential Customers



## General introduction and contents

When you make a call from an ordinary fixed telephone line to another fixed telephone line, the price you pay for the call will depend upon where the two lines are located – that is, they are geographically based charges. In this brochure you can find numbers that, when you call them from your BT fixed line, are charged at prices that are the same irrespective of where you are calling from. That is, the charges are not geographically based.

Most, but not all of these numbers, will be allocated to one of the following services:

- Mobile Telephones
- ‘Freephone’ Numbers
- Service Numbers (including Premium Rate Services and Directory Enquiries Numbers)
- Internet Services
- Information Services

In many cases the number you are calling will not be for a service provided by BT and in these cases the prices you pay for making these calls will not have been set by BT.

The calls to these numbers are priced in one of the four following ways:

1. Calls that are charged by the length of time you are on the phone. The Pence per minute price also varies according to the time of day.
2. Calls that are charged by the length of time you are on the phone but where the rate you pay does not vary by the time of day.
3. Calls that attract a one-off fee, and a Pence per minute price which varies according to the time of day.
4. Calls that attract a one-off fee irrespective of the length of time that you are on the phone. The charge may or may not vary according to the time of day.

If you are a customer for one of BT’s call discount packages, you may find that the discount you receive for calling a Specialised Number is lower than for geographical calls or that the call is excluded from the discount scheme. Full details can be found in Section 2 of the BT Price List which can be accessed on the Internet at: [www.bt.com/pricing](http://www.bt.com/pricing)

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*For a full listing of BT’s prices, and terms and conditions, please refer to the BT Price List which can be accessed on the Internet at [www.bt.com/pricing/](http://www.bt.com/pricing/)*

**All prices in this brochure are quoted inclusive of VAT (VAT rate 20%) unless otherwise stated.**

## Paying for your Calls

Most call charges vary according to the time and day on which you make the call. In this Tariff Guide unless otherwise stated the following definitions apply:

Daytime	- 7am – 7pm Monday-Friday
Evening	- 7pm – 7am Monday-Friday
Weekend	- Midnight Friday to midnight Sunday

## Call Set-Up Fees

Call set-up fees payable in addition to any pence per minute rates apply to most calls as follows:

BT Basic	3.3p
All other current Calling Plans	19p
All other previous Calling Plans	19p

## Applicable Set-Up Fee call types

**For all Residential customers, Private Payphones and Operator Assistance (specially assessed)**

**A set-up fee will apply to the following calls:**

- Inland geographic Calls (including g21 rate and ISDN64k calls)
- Calls from Northern Ireland to the Irish Republic
- Calls to Channel Islands
- Fixed-to-mobile calls (excluding ISDN 64k)
- International Calls (including calls to international mobiles but excluding ISDN 64k and satellite calls e.g Inmarsat)

**A set-up fee will not apply to the following calls unless otherwise stated in this Tariff Guide:**

- UK Day, Evening and Weekend geographic, 0870, g21 rate and 0845 calls where the pence per minute (ppm) rate has been set to zero for the first hour of each call (or to such calls which start within the uncharged period but end after the uncharged period)
- Service numbers (number beginning 084, 087, 09 and 118)
- Fixed rate UK calls on Unlimited Weekend Calls
- Fixed fee calls
- Calls charged by Time duration which start with a Fixed fee.
- Personal Numbering, Paging, Multimedia, and Fixed to WiFi, for which a minimum call charge of 5.5 pence applies

## How we round the Price of a Call

Please see the following page for duration and call charge rounding information.

## **Duration Rounding - All Residential Customers**

The duration of the following call types will be rounded up to the next whole minute.

- Inland geographic Calls (including g21 rate, and ISDN64k calls)
- Calls from Northern Ireland to the Irish Republic
- Calls to Channel Islands
- Fixed-to-mobile calls (excluding ISDN 64k)
- International Calls (including calls to international mobiles but excluding ISDN 64k and satellite calls e.g Inmarsat)
- Calls from Private Payphones
- The above Call types via Operator Assistance (specially assisted)

## **Calls to Service Numbers commencing 084, 087, 09 and 118**

Calls to service numbers starting 084, 087, 09 and 118 consist of a pence per minute Access Charge from BT, plus a Service Charge set by the company you call. When the duration of the call is under one minute the Access Charge is rounded up to the whole minute. For call durations exceeding one minute the Access Charge is rounded up to the next whole second. Duration based Service Charges are always rounded up to the next whole second.

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

## **Call Charge Rounding**

### **Duration based calls**

The VAT exclusive set-up fee and charge of each call will be added together and rounded up to the next whole penny, except for calls to non-Mobile 07X numbers, which will be rounded up to a tenth of a penny. For BT Basic customers only, all calls (except calls to Service Numbers), including calls to mobiles using Number Translation Services (NTS), will be rounded up to half a penny. VAT (rounded up in the same way as the call charge) will be added to the rounded cost of each call.

### **Fixed fee calls**

The VAT inclusive charge of Fixed Fee calls where duration charges do not apply will not be rounded.

### **Duration based calls with an initial fixed fee element**

Where the duration of the call is covered by the initial fixed fee, the call charge will be rounded in the same way as a standard fixed fee call. Where the duration of the call exceeds the period covered

by the initial fixed fee, the VAT inclusive charge for the fixed fee and duration based parts of the call will be added together and the total charge will be rounded up to the next whole penny. (up to the next half penny for BT Basic).

### **Duration based calls with an additional fixed call charge**

The VAT inclusive charge for the fixed fee and duration based parts of the call (as calculated in accordance with the relevant sections above) will be added together and the total charge will be rounded up to the next whole penny (up to the next half penny for BT Basic).

## **Calls to Service Numbers commencing 084, 087, 09 and 118**

### ***Duration based calls***

The VAT exclusive Access Charge will be rounded up to the next whole penny. VAT (rounded up in the same way as the Access Charge) will be added to the rounded cost of the Access Charge. The VAT exclusive Service Charge will be rounded up to a tenth of a penny. VAT (rounded up in the same way as the Service Charge) will be added to the rounded cost of the Service Charge. The resulting Access Charge and Service Charge will then be added together to give the total call charge.

### ***Fixed Fee calls***

The advertised VAT inclusive Service Charge will not be rounded. The VAT inclusive Access Charge will be rounded up to the next whole penny. The resulting Access Charge and Service Charge will then be added together to give the total call charge.

### ***Duration based calls including an initial fixed fee element***

Where the duration of the call is covered by the initial fixed fee, the Access and Service Charges will be rounded in the same way as a standard Fixed Fee call to a Service number. Where the duration of the call exceeds the period covered by the initial fixed fee, the VAT inclusive fixed fee and duration based service charge parts of the call (as calculated in accordance with the relevant parts of this section) will be added together and the total charge will be rounded up to a tenth of a penny. The VAT inclusive Access Charge will be rounded up to the next whole penny. The resulting Access Charge and Service Charge will then be added together to give the total call charge.

### ***Duration based calls with an additional fixed call charge***

The VAT exclusive Access Charge will be rounded up to the next whole penny. VAT (rounded up in the same way as the Access Charge) will be added to the rounded cost of the Access Charge. The VAT exclusive charge for the fixed fee and duration based service charge parts of the call (as calculated in accordance with the relevant parts of this section) will be added together and the total charge will be rounded up to the next tenth of a penny. VAT (rounded up in the same way as the Service Charge) will be added to the rounded cost of the Service Charge. The resulting Access Charge and Service Charge will then be added together to give the total call charge.

## **Total call bill**

The total call bill will be rounded to the nearest whole penny.

## The Price of Calls to Specialised Numbers

For information on Specialised Numbers please refer to Section 2 of the BT Price List at [www.bt.com/pricing](http://www.bt.com/pricing). Below are listed direct links to the BT Price List for specific number ranges.

For information on numbers beginning [03xx](#)

For information on numbers beginning [05xx](#)

For information on numbers beginning [07xx](#)

For information on numbers beginning [08xx](#)

For information on numbers beginning [09xx](#)

For information on numbers beginning [118xx](#)

For information on [111, 112 & 116](#) numbers

For information on [101 & 123](#) numbers

**Friends & Family Mobile** – From 23<sup>rd</sup> July 2011 Friends and Family Mobile will not be available for new supply.

Type of Call	Pence per minute (Inc. VAT)
	All times of day
fm1 – Calls to Mobile telephones	8.00
fm2 – Calls to Mobile telephones	8.00
fm3 – Calls to Mobile telephones	8.00
fm4 – Calls to Mobile telephones	8.00
fm5 – Calls to Mobile telephones	8.00
fm6 – Calls to Mobile telephones	8.00
fm7 – Calls to Mobile telephones	8.00
fm8 – Calls to Mobile telephones	8.00
fm9 – Calls to Mobile telephones	8.00
fm10 – Calls to Mobile telephones	8.00
fm11 – Calls to Mobile telephones	8.00
fm12 – Calls to Mobile telephones	8.00
fm13 – Calls to Mobile telephones	8.00
fm14 – Calls to Mobile telephones	8.00
fm15 – Calls to Mobile telephones	8.00
fm16 – Calls to Mobile telephones	8.00
fm17 – Calls to Mobile telephones	8.00

Customers with 2 or more PSTN lines on the same account will be able to take the option: they will receive the Friends & Family Mobile rates on all lines

Alternatively, for full details of exclusions, terms and conditions visit our website at: [www.bt.com/pricing](http://www.bt.com/pricing)

## Calling Plans Charges for Calls to Personal Numbering Services

Type of Call	Pence per minute (Inc. VAT)		
	Daytime	Evening	Weekend
d – Calls to Personal Numbering Services	16.211	9.554	9.554
e – Calls to Personal Numbering Services	4.788	4.788	4.788
f – Calls to Personal Numbering Services and Mobile telephones	29.105	19.404	9.702
j – Calls to Personal Numbering Services	31.043	21.341	10.181
k – Calls to Personal Numbering Services	36.378	24.249	12.119
pn1 – Calls to Personal Numbering Services	23.285	15.523	7.761
pn2 – Calls to Personal Numbering Services	48.51	48.51	48.51
pn3 – Calls to Personal Numbering Services	47.54	37.839	37.839
pn4 – Calls to Personal Numbering Services	25.225	25.225	25.225
pn5 – Calls to Personal Numbering Services	16.494	16.494	16.494
pn6 – Calls to Personal Numbering Services	19.404	19.404	19.404
pn8 – Calls to Personal Numbering Services	19.38	19.38	19.38
pn9 – Calls to Personal Numbering Services	22.80	22.80	22.80
pn10 – Calls to Personal Numbering Services	33.958	33.958	33.958
pn11 – Calls to Personal Numbering Services	37.837	28.136	28.136
pn12 – Calls to Personal Numbering Services	26.196	26.196	26.196
pn13 – Calls to Personal Numbering Services	37.837	37.837	37.837
pn14 – Calls to Personal Numbering Services	28.621	28.621	28.621
pn15 – Calls to Personal Numbering Services	12.613	12.613	12.613
pn16 – Calls to Personal Numbering Services	13.584	13.584	13.584
pn17 – Calls to Personal Numbering Services	14.554	14.554	14.554
pn18 – Calls to Personal Numbering Services	15.523	15.523	15.523
pn19 – Calls to Personal Numbering Services	9.702	9.702	9.702
pn20 – Calls to Personal Numbering Services	23.285	23.285	23.285
pn21 – Calls to Personal Numbering Services	39.90	39.90	39.90
pn22 – Calls to Personal Numbering Services	10.012	6.444	5.452

The price of calls to Specialised Numbers from BT Fixed Lines  
**Calling Plan Call Charges for ISDN 64Kbit/s,  
 Data Calls to Mobile Telephones**

(Prices shaded in grey are for products/services that are no longer available for new supply)

Type of Call	Pence per minute (Inc. VAT)	
	Mon-Sun 7am-7pm	Mon-Sun before 7am and after 7pm
fm1 – Calls to Mobile telephones	44.962	44.962
fm3 – Calls to Mobile telephones	51.225	38.698
fm4 – Calls to Mobile telephones	32.435	32.435
fm5 – Calls to Mobile telephones	32.435	32.435
fm6 – Calls to Mobile telephones	44.962	44.962
fm7 – Calls to Mobile telephones	51.225	38.698
fm13 – Calls to Mobile telephones	44.962	44.962
fw1 – Calls to WiFi Services	44.962	44.962
fw7 – Calls to WiFi Services	44.962	44.962
fw8 – Calls to WiFi Services	44.962	44.962

**Charges for ISDN 64Kbit/s, Data Calls to Mobile  
 Telephones for non-Calling Plan Customers**

Type of Call	Pence per minute (Inc. VAT)		
	Daytime	Evening	Weekend
fm1 – Calls to Mobile telephones	44.962	44.962	44.962
fm3 – Calls to Mobile telephones	51.225	38.698	22.416
fm4 – Calls to Mobile telephones	32.435	32.435	32.435
fm5 – Calls to Mobile telephones	32.435	32.435	32.435
fm6 – Calls to Mobile telephones	44.962	44.962	44.962
fm7 – Calls to Mobile telephones	51.225	38.698	22.416
fm13 – Calls to Mobile telephones	44.962	44.962	44.962
fw1 – Calls to WiFi Services	44.962	44.962	44.962
fw7 – Calls to WiFi Services	44.962	44.962	44.962
fw8 – Calls to WiFi Services	44.962	44.962	44.962

The price of calls to Specialised Numbers from BT Fixed Lines

(Prices shaded in grey are for products/services that are no longer available for new supply)

## Inland Call Charges – for call charges which attract a Calling Plan discount, please refer to pages 3 – 4

Type of Call	Pence per minute (Inc. VAT)		
	Daytime	Evening	Weekend
Local – Residential	4.032	1.021	1.021
National – Residential	8.706	4.032	1.524
Freefone	free	free	free
c – Calls to Message Services and Personal Numbering Services	12.839	7.44	3.923
d – Calls to Personal Numbering Services	17.063	10.055	10.055
e – Calls to Personal Numbering Services	5.04	5.04	5.04
f – Calls to Personal Numbering Services and Mobile telephones	30.635	20.423	10.211
fm1 – Calls to Mobile telephones	11.576	6.47	3.406
fm2 – Calls to Mobile telephones	11.576	6.47	3.406
fm3 – Calls to Mobile telephones	11.576	6.47	3.406
fm4 – Calls to Mobile telephones	11.576	6.47	3.406
fm5 – Calls to Mobile telephones	11.576	6.47	3.406
fm6 – Calls to Mobile telephones	11.576	6.47	3.406
fm7 – Calls to Mobile telephones	11.576	6.47	3.406
fm8 – Calls to Mobile telephones	11.576	6.47	3.406
fm9 – Calls to Mobile telephones	11.576	6.47	3.406
fm10 – Calls to Mobile telephones	19.20	14.999	6.359
fm11 – Calls to Mobile telephones	16.80	16.80	16.80
fm12 – Calls to Mobile telephones	11.576	6.47	3.406
fm13 – Calls to Mobile telephones	17.969	15.281	8.536
fm14 – Calls to Mobile telephones	11.52	11.52	11.52
fm15 – Calls to Mobile telephones	12.72	12.72	12.72
fm16 – Calls to Mobile telephones	11.576	6.47	3.406
fm17 – Calls to Mobile telephones	11.40	11.40	11.40
fw1 – Calls to WiFi Services	15.84	15.84	7.728
fw2 – Calls to WiFi Services	14.999	12.48	6.359
fw3 – Calls to WiFi Services	16.679	13.319	6.72
fw4 – Calls to WiFi Services	16.199	9.899	4.955
fw5 – Calls to WiFi Services	15.12	12.24	6.839
fw6 – Calls to WiFi Services	13.20	10.56	6.359
fw7 – Calls to WiFi Services	12.599	12.599	12.599
fw8 – Calls to WiFi Services	19.20	14.999	6.359
fw9 – Calls to WiFi Services	16.80	16.80	16.80
fw10 – Calls to WiFi Services	10.046	10.046	10.046
fw11 – Calls to WiFi Services	13.20	13.20	13.20
fw12 – Calls to WiFi Services	13.20	13.20	13.20
g6 – Calls not including Internet Services	5.105	5.105	5.105
g21 – Calls to New Voice Services	4.992	2.039	1.20
j – Calls to Personal Numbering Services	32.675	22.464	10.715
k – Calls to Personal Numbering Services	38.291	25.523	12.755

Type of Call	Pence per minute (Inc. VAT)		
	Daytime	Evening	Weekend
pn1 – Calls to Personal Numbering Services	24.509	16.339	8.169
pn2 – Calls to Personal Numbering Services	51.062	51.062	51.062
pn3 – Calls to Personal Numbering Services	50.041	39.828	39.828
pn4 – Calls to Personal Numbering Services	26.552	26.552	26.552
pn5 – Calls to Personal Numbering Services	17.36	17.36	17.36
pn6 – Calls to Personal Numbering Services	20.424	20.424	20.424
pn8 – Calls to Personal Numbering Services	20.40	20.40	20.40
pn9 – Calls to Personal Numbering Services	24.00	24.00	24.00
pn10 – Calls to Personal Numbering Services	35.743	35.743	35.743
pn11 – Calls to Personal Numbering Services	39.828	29.617	29.617
pn12 – Calls to Personal Numbering Services	27.574	27.574	27.574
pn13 – Calls to Personal Numbering Services	39.828	39.828	39.828
pn14 – Calls to Personal Numbering Services	30.126	30.126	30.126
pn15 – Calls to Personal Numbering Services	13.276	13.276	13.276
pn16 – Calls to Personal Numbering Services	14.297	14.297	14.297
pn17 – Calls to Personal Numbering Services	15.319	15.319	15.319
pn18 – Calls to Personal Numbering Services	16.339	16.339	16.339
pn19 – Calls to Personal Numbering Services	10.211	10.211	10.211
pn20 – Calls to Personal Numbering Services	24.509	24.509	24.509
pn21 – Calls to Personal Numbering Services	42.00	42.00	42.00
pn22 – Calls to Personal Numbering Services	10.539	6.782	5.739



## Calls charged by a Fixed Fee

Type of Call	Fixed fee – Pence (Inc. VAT)		
	Daytime	Evening	Weekend
Timeline	38.9	38.9	38.9
ff3	25.50	13.70	13.70
ff8	18.80	18.80	18.80
ff9	43.40	43.40	43.40
ff10	25.90	25.90	25.90
ff31	15.00	15.00	15.00

## Calls Charged by Fixed Fee & Timed Duration (Where the Fixed Fee and the Duration Charge Apply from the Start of the Call)

Type of Call	Fixed Fee At all times Pence (Inc. VAT)	Pence per minute (Inc. VAT)		
		Daytime	Evening	Weekend
pn7	51.10	4.032	1.021	1.021

## Service Number prices

There are four charging methods as follows:

- 1) Calls charged at the Pence per minute rate for the duration of the call.
- 2) Calls charged at a fixed rate for the duration of the call.
- 3) Calls charged at an initial fixed fee plus a pence per minute rate for the duration of the call.
- 4) Calls charged at a fixed fee for the first 60 seconds, or part thereof, then at the Pence per minute rate for the remaining duration of the call.

*The Service Numbers in this brochure include numbers belonging to other Service Providers. The terms and conditions below are for BT numbers only. Please contact other Service Providers for their terms and conditions.*

*\* Calls to 118141 will only be available from BT public payphone lines. A call to 118141 allows a caller to request one search per call for a UK (including Ireland, Republic of) telephone or facsimile number.*

*\*\* A call to 118505 allows a caller to request a search for an international (including Ireland, Republic of) telephone or facsimile number.*

*\*\*\* A call to 118707 allows the caller to request one search per call for a UK (including Ireland, Republic of) telephone or facsimile number.*

*For further information and a full listing of BT's prices, and terms and conditions, please refer to the Tariff Guide for Residential Customers which can be accessed on the internet at [www.bt.com/tariffguide](http://www.bt.com/tariffguide)*

The Service Charge for Directory Enquiry calls to 118500 and 118404 (Welsh speakers) will be capped at £20. The Access Charge for these calls will not be capped.

The price of calls to Specialised Numbers from BT Fixed Lines

(Prices shaded in grey are for products/services that are no longer available for new supply)

## Calls to Service Numbers (numbers starting 084, 087, 09 and 118)

Calls to Service Numbers starting 084, 087, 09 and 118 consist of a pence per minute Access Charge from BT, plus a Service Charge set by the company you call. Service Charge prices are shown in this section.

The Access Charge price depends on the Calling Plan option that the call is made from. Refer to the appropriate Calling Plan in the Tariff Guide for Residential Customers which can be accessed on the internet at [www.bt.com/tariffguide](http://www.bt.com/tariffguide)

## Service Charge Prices for Calls Charged by Time Duration

These prices apply for direct dialled calls

Type of Call	Pence per minute (Inc. VAT)
	At all times
SC001	0
SC002	1
SC003	2
SC004	3
SC005	4
SC006	5
SC007	6
SC008	7
SC009	8
SC010	9
SC011	10
SC012	11
SC013	12
SC014	13
SC015	15
SC016	20
SC017	25
SC018	30
SC019	35
SC020	36
SC021	40
SC022	45
SC023	46
SC024	50
SC025	55

Type of Call	Pence per minute (Inc. VAT)
	At all times
SC026	60
SC027	65
SC028	70
SC029	75
SC030	80
SC031	90
SC032	95
SC033	99
SC034	100
SC035	110
SC036	120
SC037	145
SC038	150
SC039	155
SC040	180
SC041	200
SC042	220
SC043	250
SC044	300
SC045	360
SC081	18
SC082	22
SC083	350

The price of calls to Specialised Numbers from BT Fixed Lines

(Prices shaded in grey are for products/services that are no longer available for new supply)

## Service Charge Prices for Fixed Fee Calls

## 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)

These prices apply for direct dialed calls

These prices apply for direct dialed calls

Type of Call	Price in pence per call (Inc. VAT)
	At all times
SC046	5
SC047	10
SC048	15
SC049	25
SC050	30
SC051	35
SC052	40
SC053	48
SC054	50
SC055	70
SC056	75
SC057	100
SC058	145
SC059	150
SC060	200
SC061	250
SC062	300
SC063	400
SC064	500
SC065	600

Type of Call	Fixed Fee in pence (Inc. VAT)	Price in pence per minute (Inc. VAT)
	At all times	At all times
SC066	77	155
SC067	80	25
SC068	399	139
SC069	499	135
SC084	250	75
SC085	260	99
SC086	275	78

**Service Charge for Calls Charged by Fixed Fee and Timed Duration (Where the Fixed Fee is the Charge for the First 60 Seconds of the Call, or part thereof, and the Duration Charge Applies Following the First 60 Seconds)**

These prices apply for direct dialed calls

Type of Call	Fixed Fee in pence (Inc. VAT)	Price in pence per minute (Inc VAT)
	At all times	At all times
SC070	550	275
SC071	574	299
SC072	698	349
SC073	0	250
SC074	5	5
SC075	10	10
SC076	40	40
SC077	70	70
SC078	150	150
SC079	200	200
SC080	445	257
SC087	898	449
SC088	998	499
SC089	1198	599
SC090	1398	699
SC091	1598	799
SC092	7	7
SC093	13	13
SC094	80	80
SC095	100	100
SC096	300	300
SC097	360	50
SC098	360	150
SC099	360	200
SC100	360	360

For a full listing of BT's prices, and terms and conditions, please refer to the BT Price List which can be accessed on the Internet at [www.bt.com/pricing](http://www.bt.com/pricing)

## Useful Telephone Numbers

General queries about your account	0800 800 150
General pricing enquiries	0800 800 150
Enquiries about discount schemes	0800 800 150
Fault repairs	0800 800 151
'In Touch' catalogue	0800 800 150
Operator Enquiries – Inland	100
Operator Enquiries – International	155
Directory enquiries – Inland	118 500
Directory enquiries – International	118 505
International Calling Guides	0800 800 150
Prices for BT Public Payphones*	0800 661 610
Prices for BT Chargecards	0800 345 144
Prices for BT Mobile Services	0800 222 654

*Open Monday to Friday 8.00am to 5.00pm*

*\*Open Monday to Friday 9.00am to 5.00pm*

### Offices Worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time.

Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract.

Nothing in this publication forms any part of any contract.

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